Public Review Draft – Amended 2025 Urban Water Management Plan

Visalia District

October 2026

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List of Acronyms

AB	Assembly Bill
AF	acre-feet
AFY	acre-feet per year
AMI	Advanced Metering Infrastructure
AMR	Automatic Meter Reading
AWE	Alliance for Water Efficiency
AWWA	American Water Works Association
BMP	Best Management Practices
CAP	Customer Assistance Program
CCF	hundred cubic feet
CCR	California Code of Regulations
CII	Commercial, Industrial, and Institutional
CPUC	California Public Utilities Commission
CUWCC	California Urban Water Conservation Council
CWC	California Water Code
DDW	Division of Drinking Water
DIMs	Dedicated Irrigation Meters
DMM	Demand Management Measure
DPR	Direct Potable Reuse
DWR	California Department of Water Resources
EKGSA	East Kaweah Groundwater Sustainability Agency
EO	Executive Order
EPA	Environmental Protection Agency
ETGSA	Eastern Tule Groundwater Sustainability Agency
FT	feet
FTE	full-time equivalent
GHG	Green House Gas
GKGSA	Greater Kaweah GSA
GPCD	gallons per capita per day
GPF	gallons per flush
GPSCD	gallons per service connection per day
GRC	General Rate Case
GSA	Groundwater Sustainability Agencies
GSP	Groundwater Sustainability Plan
IPCC	Intergovernmental Panel on Climate Change
IPR	Indirect Potable Reuse
IRWMP	Integrated Regional Water Management Plan

JPA	Joint Powers Agreement
KDWCD	Kaweah Delta Water Conservation District
kWh	kilowatt-hour
kWh/AF	kilowatt-hours per acre-foot
kWh/vol	kilowatt-hours per volume
M&I	Municipal and Industrial
MAWA	Maximum Applied Water Allowance
MBR	Membrane Bioreactor
MCCWL	Making Conservation a California Way of Life
MCL	Maximum Contaminant Levels
MG	million gallons
MGD	million gallons per day
MKGSA	Mid-Kaweah Groundwater Sustainability Agency
MUMs	Mixed-use Meters
MWELO	Model Water Efficient Landscape Ordinance
NPR	Non Potable Reuse
P/MAs	Projects and Management Actions
PPAP	Proactive & Protective Action Plan
PWS	Public Water Systems
RCP	Representative Concentration Pathways
RUWMP	Regional Urban Water Management Plan
SB	Senate Bill
SGMA	Sustainable Groundwater Management Act
SWRCB	California State Water Resources Control Board
TAC	Technical Advisory Committee
TCFD	Task Force on Climate-related Financial Disclosures
TID	Tulare Irrigation District
U.S.	United States
UV	Ultra-violet
UWMP	Urban Water Management Plan
UWUO	Urban Water Use Objective
WAF	Water Accounting Framework
WRF	Water Reclamation Facility
WSAs	Water Supply Assessments
WSCP	Water Shortage Contingency Plan
WWTP	Wastewater Treatment Plant
WY	Water Year

Chapter 1
Introduction and Overview

This chapter discusses the importance and uses of this Amended 2025 Urban Water Management Plan (Amended 2025 UWMP or Plan), the relationship of this Plan to the California Water Code (CWC), the relationship of this Plan to other local and regional planning efforts, and how this Plan is organized and developed in general accordance with the California Department of Water Resources' (DWR's) 2025 Urban Water Management Plan (UWMP) Guidebook.[1] Specifically, this chapter contains the following sections:

1.1 Background and Purpose

1.2 Urban Water Management Planning and the California Water Code

1.3 Relationship to Other Planning Efforts

1.4 Plan Organization

1.5 Demonstration of Consistency with the Delta Plan for Participants in Covered Actions

1.6 Lay Description

1.1 Background and Purpose

California Water Service (Cal Water) is a public utility regulated by the California Public Utilities Commission (CPUC) that supplies water service to more than 2 million Californians through about 500,000 connections. Cal Water's 24 districts serve over 100 communities, spanning from the Chico District in the north to the Palos Verdes Peninsula in the south. California Water Service Group, Cal Water's parent company, also provides utility service to communities in Washington, New Mexico, Hawaii, and Texas. While water rates are set separately for each of Cal Water's 24 districts, oversight of the water rate setting process and district operations is provided by the CPUC.

This Plan is a foundational document and source of information about the Visalia District's historical and projected water demands, water supplies, supply reliability and potential vulnerabilities, water shortage contingency planning, and demand management programs. Among other things, it is used as:

- A long-range planning document by Cal Water for water supply and system planning; and

[1] The UWMP Guidebook 2025 is available at: https://water.ca.gov/Programs/Water-Use-And-Efficiency/Urban-Water-Use-Efficiency/Urban-Water-Management-Plans

- A source for data on population, housing, water demands, water supplies, and capital improvement projects used in:
    - Regional water resource management plans prepared by wholesale water suppliers and other regional planning authorities (as applicable),
    - General Plans prepared by cities and counties, and
    - Statewide and broad regional water resource plans prepared by DWR, the State Water Resources Control Board (SWRCB), or other state agencies.

The Visalia District's last UWMP was completed in 2021, referred to herein as the "2020 UWMP." The 2025 UWMP was developed as an update to the 2020 UWMP and carried forward information from that plan that remained current and relevant, and provided additional information as required by subsequent amendments to the UWMP Act (CWC §10610 – 10657). Although the 2025 UWMP was an update to the 2020 UWMP, it was developed to be a self-contained, stand-alone document and did not require readers to reference information contained in previous UWMP updates.

This Amended 2025 UWMP updates the 2025 UWMP to incorporate revised demand projections (Chapter 4) and associated updates in the following chapters: SB X7-7 Baseline, 2020 Target and 2025 Reporting (Chapter 5), Water Supply Characterization (Chapter 6), Supply Reliability Assessment (Chapter 7), and Demand Management Measures (Chapter 9). Additionally, as described in Chapter 2 and Chapter 10, the notification, public hearing, adoption and submittal processes were followed for the Amended 2025 UWMP. Updates were also made to the Conservation Master Plan (**Appendix G**). No updates were required for the System Description (Chapter 3) or to the Water Shortage Contingency Plan (WSCP; **Appendix F**). Except as amended herein, information from the 2020 UWMP and 2025 UWMP that remains current and applicable has been carried forward in this Plan.

1.2 Urban Water Management Planning and the California Water Code

The UWMP Act requires urban water suppliers to prepare a UWMP every five years and to submit this plan to the DWR, the California State Library, and any city or county within which the supplier provides water supplies. All urban water suppliers, either publicly or privately owned, providing water for municipal purposes either directly or indirectly to more than 3,000 customers or supplying more than 3,000 acre-feet (AF) annually are required to prepare a UWMP (CWC §10617). For the purposes of the Plan, the terms "customers" and "connections" are used interchangeably.

The UWMP Act was enacted in 1983. Over the years, it has been amended in response to water resource challenges and planning imperatives confronting California. A significant amendment was made in 2009 as a result of the governor's call for a statewide 20 percent reduction in urban water use by 2020, referred to as "20x2020," the Water Conservation Act of 2009, and "SB X7-

7." This amendment required urban retail water suppliers to establish water use targets for 2015 and 2020 that would result in statewide water savings of 20 percent by 2020. Beginning in 2016, urban retail water suppliers were required to comply with the water conservation requirements in SB X7-7 in order to be eligible for state water grants or loans. Chapter 5 of this Plan contains the data and calculations used to determine compliance with these requirements.

In 2016, Governor Brown signed Executive Order (EO) B-37-16 Making Conservation a California Way of Life (MCCWL) and subsequently Senate Bill (SB) 606 and Assembly Bill (AB) 1668 were passed in 2018. A substantial revision to the UWMP Act was made through SB 606 and AB 1668. These changes include, among other things: (1) additional requirements for Water Shortage Contingency Plans (WSCPs) (CWC §10640), (2) requirements for urban water suppliers to conduct a drought risk assessment as part of their future UWMPs to assess water supply reliability for a period of drought lasting five consecutive water years (WYs; CWC §10635(b)), and (3) conduct annual water supply and demand assessments to determine its water supply reliability for the current year and one dry year (CWC §10632(a)). These elements are included in Chapter 7 and Chapter 8 of this Plan. Additionally, SB 606 and AB 1668 set new requirements for urban water agencies to continue to increase water efficiency beyond SB X7-7. Beginning in 2024, agencies were required to report an annual Urban Water Use Objective (UWUO) to the DWR as part of their Annual Water Use Reports.

The UWMP Act contains numerous other requirements that UWMPs must satisfy. **Appendix A** to this Plan lists each of these requirements and where in the Plan they are addressed.

1.3 Relationship to Other Planning Efforts

This Plan provides information specific to water management and planning by the Visalia District. However, water management does not happen in isolation; there are other planning processes that integrate with the UWMP to accomplish urban planning. Some of these relevant planning documents include relevant city and county General Plans, Water Master Plans, Recycled Water Master Plans, Integrated Resource Plans, Integrated Regional Water Management Plans, Groundwater Management Plans, Groundwater Sustainability Plans, and others.

This Plan is informed by and helps to inform these other planning efforts. In particular, this Plan utilizes information contained in city and county General Plans and local and regional water resource plans to the extent data from these plans are applicable and available.

1.4 Plan Organization

The organization of this Plan follows the same sequence as outlined in the 2025 UWMP Guidebook. [2]

Chapter 1 - Introduction and Overview

Chapter 2 - Plan Preparation

Chapter 3 - System Description

Chapter 4 - Water Use Characterization

Chapter 5 - SB X7-7 Baseline, 2020 Target and 2025 Reporting

Chapter 6 - Water Supply Characterization

Chapter 7 - Water Supply Reliability Assessment

Chapter 8 - Water Shortage Contingency Planning

Chapter 9 - Demand Management Measures

Chapter 10 - Plan Adoption, Submittal, and Implementation

In addition to these ten chapters, this Plan includes a number of appendices providing supporting documentation and supplemental information. Pursuant to CWC §10644(a)(2), this Plan utilizes the standardized forms, tables, and displays developed by DWR for the reporting of water use and supply information required by the UWMP Act. This Plan also includes additional tables, figures, and maps to augment the set developed by DWR, as appropriate. The table headers indicate if the table is part of DWR's standardized set of submittal tables.

1.5 Demonstration of Consistency with the Delta Plan for Participants in Covered Actions

Although not required by the UWMP Act, in the 2025 UWMP Guidebook, [3] DWR recommends that all suppliers that are participating in, or may participate in, receiving water from a proposed project that is considered a "covered action" under the Delta Plan—such as a (1) multiyear water transfer; (2) conveyance facility; or (3) new diversion that involves transferring water through, exporting water from, or using water in the Sacramento-San Joaquin Delta (Delta)—provide

[2] ibid
[3] ibid

information in their UWMP to demonstrate consistency with the Delta Plan policy WR P1, Reduce Reliance on the Delta Through Improved Regional Water Self-Reliance (California Code of Regulations, Title 23, Section 5003).

The Visalia District's sole source of water supply is groundwater, and therefore the District does not receive water or plan to receive water from a "covered action" under the Delta Plan. As such, this requirement is not applicable.

1.6 Lay Description

☑ ***CWC § 10630.5***

Each plan shall include a simple lay description of how much water the agency has on a reliable basis, how much it needs for the foreseeable future, what the agency's strategy is for meeting its water needs, the challenges facing the agency, and any other information necessary to provide a general understanding of the agency's plan.

This Plan is prepared for the Visalia District, which serves drinking water to a population of approximately 154,376. The District meets the definition of an urban water supplier. Therefore, in accordance with CWC §10621(f), the District is obligated to develop and submit a UWMP to DWR.

This Plan serves as a foundational planning document and includes descriptions of historical and projected water demands, and water supplies, and the resulting reliability during a set of defined water supply conditions over a 20-year planning horizon. This document also describes the actions the District is taking to promote water conservation, both by the District itself and by its customers (referred to as "demand management measures"), and includes a plan to address potential water supply shortages such as drought or other impacts to supply availability (the "Water Shortage Contingency Plan", included as **Appendix F**). This Plan is updated every five years in accordance with state requirements under the UWMP Act and Amendments (Division 6 Part 2.6 of the CWC §10610 – 10657). Past plans developed for the District are available on the DWR Water Use Efficiency Data Portal website: https://wuedata.water.ca.gov/.

This document includes 10 chapters, which are summarized below pursuant to the requirements of the CWC §10630.5.

The principal update to the 2025 UWMP in this Amended 2025 UWMP is the revision to the District's projected water demands due to increased future conservation budget approved by the CPUC and associated updates to the following chapters: SB X7-7 Baseline, 2020 Target and 2025 Reporting (Chapter 5), Water Supply Characterization (Chapter 6), Supply Reliability Assessment (Chapter 7), and Demand Management Measures (Chapter 9). Additionally, as described in Chapter 2 and Chapter 10, the notification, public hearing, adoption and submittal processes were followed for the Amended 2025 UWMP. Updates were also made to the Conservation Master Plan (**Appendix G**).

Chapter 1 - Introduction and Overview

This chapter presents the background and purpose of the UWMP, identifies the Plan organization, and provides this lay description overview of the document. For agencies that rely on water from the Delta, this section also discusses and demonstrates consistency with the Delta Plan by the Delta Stewardship Council.

Chapter 2 - Plan Preparation

This chapter discusses key structural aspects related to the preparation of the UWMP, and describes the coordination and outreach conducted as part of the preparation of the 2025 UWMP and WSCP and this Plan, including coordination with local agencies and other community organizations (i.e., City of Visalia and Tulare County), relevant Groundwater Sustainability Agencies (GSAs), and the public.

Chapter 3 - System Description

This chapter provides a description of the Visalia District's water system and the service area, including information related to the climate, population, and demographics. The District operates three separate Public Water Systems (PWS): the Visalia PWS, the Tulco PWS, and the Mullen PWS. The three PWSs are located in Tulare County. The District serves a population of approximately 154,376 and has a moderate climate characterized by hot dry summers and mild winters. The majority of the 10.4 inches of average annual precipitation falls between October and May. The service area includes mostly low density residential, agricultural, rural residential, and public/institutional land uses. Inside the current City limits, 12 percent of land is identified as vacant. All water customers are considered urban (i.e., non-agricultural water users). No changes were made to this chapter of the 2025 UWMP for this Amended 2025 UWMP.

Chapter 4 - Water Use Characterization

This chapter provides a description and quantifies the Visalia District's current and revised projected demands through the year 2050. The District provides drinking water (also referred to as "potable water") to customers. Water demands refer not only to the water used by customers, but also includes the water used as part of the system's maintenance and operation, as well as unavoidable losses inherent in the operation of a water distribution system. Water demand within the District was 29,361 acre-feet per year (AFY) in 2025.

As stated above, the principal update to the 2025 UWMP in this Amended 2025 UWMP is the revision to the District's projected water demands due to increased future conservation budget approved by the CPUC. Based on increased future conservation budget and taking into account historical water use, expected population increase and other growth, climatic variability, and other assumptions, water demand within the District by 2050 has been revised from 35,068 AFY

(an increase of 18 percent compared to 2025) as presented in the 2025 UWMP to 34,006 AFY (an increase of 16 percent compared to 2025) in this Amended 2025 UWMP. Projected demand during an extended five-year drought, when water demands are expected to be somewhat higher, has similarly been revised from 36,151 AFY to 35,052 AFY.

Chapter 5 - SB X7-7 Baseline, 2020 Target and 2025 Reporting

In this chapter, the Visalia District demonstrates compliance with its per capita water use target for the year 2020. The Water Conservation Act of 2009 (Senate Bill X7-7) was enacted in November 2009 and required the state of California to achieve a 20 percent reduction in urban per capita water use by December 31, 2020. In order to achieve this, each urban retail water supplier was required to establish water use targets for 2015 and 2020 using methodologies established by DWR. The District is in compliance with its 2020 water use target of 198 gallons per capita per day (GPCD), having reduced its water use in 2020 to 183 GPCD. The District continues to meet its 2020 Target in 2025.

Chapter 6 - Water Supply Characterization

This chapter presents an analysis of the Visalia District's water supplies, as well as an estimate of water-related energy-consumption. The intent of this chapter is to present a comprehensive overview of the District's water supplies, estimate the volume of available supplies over the UWMP planning horizon, and assess the sufficiency of the District's supplies to meet projected demands under "normal" hydrologic conditions.

The sole source of water supply for the District is groundwater, and there are no new sources of supply currently planned. The District pumps groundwater from the Kaweah Subbasin (DWR Basin No. 5-022.11) and the Tule Subbasin (DWR Basin No. 5-022.13) of the San Joaquin Valley Basin.

The Kaweah and Tule Subbasins are not adjudicated; however, in its recent evaluation of California groundwater basins, DWR determined that both subbasins are in a condition of critical overdraft. Both subbasins have been prioritized by DWR as "high" and GSAs formed within the subbasins have adopted Groundwater Sustainability Plans (GSPs) in accordance with the Sustainable Groundwater Management Act (SGMA). The District falls within the jurisdiction of three GSAs: the Mid-Kaweah GSA (MKGSA), the Greater Kaweah GSA (GKGSA), and the Tule East GSA which was formerly part of the Eastern Tule GSA (ETGSA) which recently dissolved. While the long-term impacts of GSP implementation in the Kaweah and Tule Subbasins remain uncertain, based on all available information, groundwater supply is expected to be sufficient to support the District's revised projected water demand through 2050.

Calculating and reporting of water system energy intensity is also required for the 2025 UWMPs. Energy intensity is defined as the net energy used for water treatment, pumping, conveyance,

and distribution for all water entering the distribution system, and does not include the energy used to treat wastewater. The energy intensity for the District is estimated to be 503 kilowatt hours per acre-foot of water (kWh/AF).

Chapter 7 - Water Supply Reliability Assessment

This chapter assesses the reliability of the Visalia District's water supplies, with a specific focus on potential constraints such as groundwater supply availability, water quality, and climate change. The intent of this chapter is to identify any potential constraints that could affect the reliability of the District's supply (such as drought conditions) to support the District's planning efforts to ensure that its customers are well served. Water service reliability is assessed during normal, single dry-year, and multiple dry-year hydrologic conditions. Based on this analysis, the District expects the available supplies to be sufficient to meet revised projected demands in all hydrologic conditions, including a five-year drought period, and considering the impacts of climate change.

Further, potential water quality issues are not expected to affect the quality of water served to the District's customers, as water quality is routinely monitored and the District is able to make all appropriate adjustments to its treatment and distribution system to ensure only high-quality drinking water is served.

Chapter 8 - Water Shortage Contingency Planning

This chapter describes the WSCP for the Visalia District. The WSCP serves as a standalone document to be engaged in the case of a water shortage event, such as a drought or supply interruption, and defines specific policies and actions that will be implemented at various shortage level scenarios (e.g., implementing customer water budgets and surcharges, or restricting landscape irrigation to specific days and/or times). Consistent with DWR requirements, the WSCP includes six levels to address shortage conditions ranging from up to 10 percent to greater than 50 percent shortage. No changes were made to the WSCP submitted alongside the 2025 UWMP for this Amended 2025 UWMP.

Chapter 9 - Demand Management Measures

This chapter includes descriptions of past and planned conservation programs – including updates associated with the increased future conservation budget approved by the CPUC – that Cal Water operates within each demand management measure (DMM) category outlined in the UWMP Act, specifically: (1) water waste prevention ordinances, (2) metering, (3) conservation pricing, (4) public education and outreach, (5) distribution system water loss management, (6) water conservation program coordination and staffing support, and (7) "other" DMMs. Cal Water has developed a suite of conservation programs and policies, which address each DMM category.

Chapter 10 - Plan Adoption, Submittal, and Implementation

This chapter provides information on a public hearing, the adoption process for the UWMP and WSCP, the adopted UWMP and WSCP submittal process, Plan Implementation, and the process for amending the adopted UWMP and WSCP.

Prior to adopting the 2025 UWMP, Cal Water held a formal public hearing to present information on its Visalia District UWMP and WSCP on May 14, 2026. The 2025 UWMP and the corresponding WSCP were submitted to DWR within 30 days of adoption and by the July 1, 2026 deadline. Cal Water amended its 2025 UWMP to reflect updated projected water demands resulting from the District's increased future conservation budget, which was approved by the CPUC. Prior to adopting the Amended 2025 UWMP, Cal Water held a formal public hearing to present information on its Visalia District Amended 2025 UWMP on November 9, 2026, 06:30 PM. The Amended 2025 UWMP was submitted to DWR within 30 days of adoption. The Amended 2025 UWMP does not have a regulatory deadline.

Chapter 2
Plan Preparation

This chapter discusses the type of Urban Water Management Plan (UWMP) the Visalia District (also referred to herein as "District") has prepared and includes information that will apply throughout this Amended 2025 UWMP (also referred to herein as "the Plan"). Coordination and outreach during the development of the 2025 UWMP and this Plan is also discussed. Specifically, this chapter includes the following sections:

2.1 Public Water Systems

2.2 Regional Planning

2.3 Individual or Regional Planning and Compliance

2.4 Plan Preparation, Standard Units, and Basis for Reporting

2.5 Coordination and Outreach

2.1 Public Water Systems

The Visalia District operates the three Public Water Systems (PWS) listed in **Table 2-1** (i.e., Visalia PWS, Tulco PWS, and Mullen PWS). Public Water Systems are the systems that provide drinking water for human consumption and are regulated by the California State Water Resources Control Board (SWRCB), Division of Drinking Water. The SWRCB requires that water agencies report water usage and other relevant PWS information via the electronic Annual Reports to the Drinking Water Program (eARDWP). These data are used by the State to determine, among other things, whether an urban retail water supplier has reached the threshold (3,000 or more connections <u>or</u> 3,000 acre-feet [AF] or more of water supplied) for submitting a UWMP. For the purposes of the Plan, the terms "customer" and "connections" are used interchangeably. In 2025, the District provided water through 48,434 connections and served 29,466 AF of water (**Table 2-1**). The Visalia District is therefore subject to the requirements of the UWMP Act.

Table 2-1. Public Water Systems (DWR Table 2-1)

Has there been a change in the number of affiliated Public Water Systems since the 2020 UWMP? (OPTIONAL)			No
Public Water System Number	Public Water System Name	Number of Municipal Connections 2025	Volume of Water Supplied 2025 (AF)
CA5410016	CWS – Visalia	48,209	29,351
CA5410041	CWS – Tulco Water Company	181	92
CA5400935	CWS – Mullen Water Company	44	23
	Total	48,434	29,466
Notes:			

2.2 Regional Planning

Regional planning can deliver mutually beneficial solutions to all agencies involved by reducing costs for the individual agency, assessing water resources at the appropriate geographic scale, and allowing for solutions that cross jurisdictional boundaries. California Water Service (Cal Water) participates in regional water resources planning initiatives throughout California in the regions in which its 24 water districts are located. Cal Water participated in the 2018 Update of the Kaweah River Basin Integrated Regional Water Management Plan (IRWMP), which covers the Visalia District. Cal Water is also participating in the implementation of the Groundwater Sustainability Plans (GSPs) for the underlying groundwater subbasins (Kaweah Subbasin and Tule Subbasin). The District falls within the jurisdiction of the MKGSA, the GKGSA, and the Tule East GSA, formerly part of the Eastern Tule GSA (ETGSA) which recently dissolved.

2.3 Individual or Regional Planning and Compliance (Regional Alliance)

Urban water suppliers may elect to prepare individual or regional UWMPs. The Visalia District has elected to prepare an individual UWMP covering its three PWSs (see **Table 2-2**).

This Plan has been prepared in general accordance with the format suggested in the California Department of Water Resources' (DWR's) 2025 UWMP Guidebook. Text from the UWMP Act has been included in text boxes at the beginning of relevant Chapters of this Plan. The information presented in the respective chapters, and the associated text, figures, and charts are collectively intended to fulfill the requirements of that sub-section of the UWMP Act. To the extent practicable, supporting documentation has also been provided in **Appendix A** through **Appendix**

H. Other sources for the information contained herein are provided in the references section of the Plan.

Urban retail water suppliers may report on the requirements of the Water Conservation Act of 2009 (Senate Bill [SB] X7-7) individually or as a member of a "Regional Alliance." Although the District is a member of a Regional Alliance, this Plan provides information on the District's compliance with its SB X7-7 water conservation targets as an individual urban retail water supplier.

Table 2-2. Plan Identification (DWR Table 2-2)

Select One or Both	Type of Plan		Name of Regional Alliance or RUWMP
☒	**Individual UWMP**		
	☒	Water Supplier is also a member of a SB X7-7 Regional Alliance	California Water Service – Tulare Lake Regional Alliance
☐	**Regional Urban Water Management Plan (RUWMP)**		
Notes: (a) The Visalia District is a member of a Regional Alliance; however, Chapter 5 provides information on the District's progress towards meeting its water conservation targets under SB X7-7 as an individual urban retail water supplier.			

2.4 Plan Preparation, Standard Units, and Basis for Reporting

☑ ***CWC § 10608.12 (t)***

"Urban retail water supplier" means a water supplier, either publicly or privately owned, that directly provides potable municipal water to more than 3,000 end users or that supplies more than 3,000 acre-feet of potable water annually at retail for municipal purposes.

☑ ***CWC § 10617***

"Urban water supplier" means a supplier, either publicly or privately owned, providing water for municipal purposes either directly or indirectly to more than 3,000 customers or supplying more than 3,000 acre-feet of water annually. An urban water supplier includes a supplier or contractor for water, regardless of the basis of right, which distributes or sells for ultimate resale to customers. This part applies only to water supplied from public water systems subject to Chapter 4 (commencing with Section 116275) of Part 12 of Division 104 of the Health and Safety Code.

☑ ***CWC § 10621 (a)***

Each urban water supplier shall update its plan at least once every five years on or before July 1, in years ending in six and one, incorporating updated and new information from the five years preceding each update.

☑ ***CWC § 10621 (f)***

Each urban water supplier shall update and submit its 2020 plan to the department by July 1, 2026.

Per California Water Code (CWC) §10617, the Visalia District is an urban water supplier providing water for municipal purposes to more than 3,000 customers or supplying more than 3,000 AF of water annually. The District was therefore obligated under CWC §10621(f) to develop and submit a UWMP to DWR by July 1, 2026. The District submitted its 2025 UWMP prior to the July 1, 2026 deadline. The 2025 UWMP was amended to incorporate revised demand projections (Chapter 4) and associated updates in the following chapters: SB X7-7 Baseline, 2020 Target and 2025 Reporting (Chapter 5), Water Supply Characterization (Chapter 6), Supply Reliability Assessment (Chapter 7), and Demand Management Measures (Chapter 9). Additionally, as described in Chapter 2 and Chapter 10, the notification, public hearing, adoption and submittal processes were followed for the Amended 2025 UWMP. Updates were also made to the Conservation Master Plan (**Appendix G**). This Amended 2025 UWMP does not have a regulatory deadline for submittal.

The District is an urban retail water supplier, as identified in **Table 2-3**. The District is not a wholesale water supplier.

Annual volumes of water reported in this Plan are measured in AF and are reported on a calendar year basis (**Table 2-3**). Water use and planning data reported in this Plan use calendar year 2025 as the selected twelve-month reporting period, consistent with the reporting period options provided in the 2025 UWMP Guidebook.

Per the 2025 UWMP Guidebook, the UWMP preparer is requested to complete a checklist of specific UWMP requirements to assist the DWR review of the submitted UWMP. The completed checklist for this Plan is included in **Appendix A**.

Further, consistent with the 2025 UWMP Guidebook, the terms "water use", "water consumption", and "water demand" are used interchangeably in this Plan.

Table 2-3. Supplier Identification (DWR Table 2-3)

Type of Supplier (select one or both)	
☐	Supplier is a wholesale supplier
☒	Supplier is a retail supplier
Fiscal or Calendar Year (select one)	
☒	UWMP Tables are in calendar years
☐	UWMP Tables are in fiscal years
If using fiscal years provide month and date that the fiscal year begins (mm/dd)	
Units of measure used in UWMP (Select from the drop down list).	
Unit	AF
Notes:	

2.5 Coordination and Outreach

☑ ***CWC § 10620 (d) (3)***

Each urban water supplier shall coordinate the preparation of its plan with other appropriate agencies in the area, including other water suppliers that share a common source, water management agencies, and relevant public agencies, to the extent practicable.

☑ ***CWC § 10631 (a)*** *A plan shall be adopted in accordance with this chapter that shall do all of the following: Urban water suppliers shall coordinate with local or regional land use authorities to determine the most appropriate land use information, including, where appropriate, land use information obtained from local or regional land use authorities, as developed pursuant to Article 5 (commencing with Section 65300) of Chapter 3 of Division 1 of Title 7 of the Government Code.*

☑ ***CWC § 10642***

Each urban water supplier shall encourage the active involvement of diverse social, cultural, and economic elements of the population within the service area prior to and during the preparation of both the plan and the water shortage contingency plan. Prior to adopting either, the urban water supplier shall make both the plan and the water shortage contingency plan available for public inspection and shall hold a public hearing or hearings thereon. …

Coordination with other water suppliers, cities, counties, and other community organizations in the region is an important part of preparing a UWMP and a Water Shortage Contingency Plan (WSCP). This section identifies the agencies and organizations the Visalia District sought to coordinate with during preparation of the 2025 UWMP and WSCP and this Plan.

2.5.1 Wholesale and Retail Coordination

☑ ***CWC § 10631 (h)***

An urban water supplier that relies upon a wholesale agency for a source of water shall provide the wholesale agency with water use projections from that agency for that source of water in five-year increments to 20 years or as far as data is available. The wholesale agency shall provide information to the urban water supplier for inclusion in the urban water supplier's plan that identifies and quantifies, to the extent practicable, the existing and planned sources of water as required by subdivision (b), available from the wholesale agency to the urban water supplier over the same five-year increments, and during various water-year types in accordance with subdivision (f). An urban water supplier may rely upon water supply information provided by the wholesale agency in fulfilling the plan informational requirements of subdivisions (b) and (f).

Urban retail water suppliers relying on one or more wholesalers for water supply are required to provide these wholesalers with information regarding projected water supply and demand. As shown in **Table 2-4**, the Visalia District does not derive any of its water supply from a wholesale water supplier.

Table 2-4. Water Supplier Information Exchange (DWR Table 2-4)

Wholesale Water Supplier Name
Not Applicable (see note a)
Notes: (a) The Visalia District does not derive any of its water supply from a wholesale water supplier.

2.5.2 Coordination with and Notice to Other Agencies and the Community

☑ ***CWC § 10620 (d) (3)***

Each urban water supplier shall coordinate the preparation of its plan with other appropriate agencies in the area, including other water suppliers that share a common source, water management agencies, and relevant public agencies, to the extent practicable.

☑ ***CWC § 10642***

Each urban water supplier shall encourage the active involvement of diverse social, cultural, and economic elements of the population within the service area prior to and during the preparation of both the plan and the water shortage contingency plan. Prior to adopting either, the urban water supplier shall make both the plan and the water shortage contingency plan available for public inspection and shall hold a public hearing or hearings thereon. Prior to any of these hearings, notice of the time and place of the hearing shall be published within the jurisdiction of the publicly owned water supplier pursuant to Section 6066 of the Government Code. The urban water supplier shall provide notice of the time and place of a hearing to any city or county within which the supplier provides water supplies. Notices by a local public agency pursuant to this section shall be provided pursuant to Chapter 17.5 (commencing with Section 7290) of Division 7 of Title 1 of the Government Code. A privately owned water supplier shall provide an equivalent notice within its service area. After the hearing or hearings, the plan or water shortage contingency plan shall be adopted as prepared or as modified after the hearing or hearings.

The Visalia District coordinated with cities, counties, and other community organizations during preparation of the 2025 UWMP and WSCP and the Amended 2025 UWMP. Cal Water provided notice to these entities and the communities it serves 60 days prior to the public hearing it held on May 14, 2026, to present the draft of the 2025 UWMP and WSCP, address questions, and receive comments.

The District coordinated with the same cities, counties, and other community organizations during preparation of this Amended 2025 UWMP. Cal Water provided notice to these entities and the communities it serves 60 days prior to the public hearing it held on November 9, 2026 to present the draft of the Amended 2025 UWMP, address questions, and receive comments.

Cities and counties receiving the public hearing notification for the 2025 UWMP and WSCP and the Amended 2025 UWMP from the District as required per CWC §10621 (b) are listed in **Table 10-1** in Chapter 10 of this Plan.

Copies of correspondence with other agencies and public notices are provided in **Appendix B** and **Appendix C**, respectively.

Water suppliers are required by the UWMP Act to encourage active involvement of the community within the service area prior to and during the preparation of its UWMP. The UWMP Act also requires water suppliers to make a draft of the UWMP available for public review and to hold a public hearing regarding the findings of the UWMP prior to its adoption. In addition to sending notices to the various agencies listed in **Table 2-4**, the District also notified the public of its intent to adopt its 2025 UWMP and again for its Amended 2025 UWMP. The Public Review Draft of the 2025 UWMP and the Public Review Draft of the Amended 2025 UWMP were made available on Cal Water's website on April 13, 2026 and October 9, 2026, respectively. Additional information on public participation, including information on noticing, is provided in Chapter 10.

2.5.3 Coordination with Land Use Authorities

☑ ***CWC § 10631 (a)*** *A plan shall be adopted in accordance with this chapter that shall do all of the following:*

Urban water suppliers shall coordinate with local or regional land use authorities to determine the most appropriate land use information, including, where appropriate, land use information obtained from local or regional land use authorities, as developed pursuant to Article 5 (commencing with Section 65300) of Chapter 3 of Division 1 of Title 7 of the Government Code.

Cal Water coordinated with the City of Visalia and Tulare County staff to review and confirm that appropriate land use assumptions were used to develop the 2025 UWMP demand projections. Correspondence with land use authorities is included in **Appendix B**.

Chapter 3
System Description

☑ ***CWC § 10631 (a)***

A plan shall be adopted in accordance with this chapter that shall do all of the following:

Describe the service area of the supplier, including current and projected population, climate, and other social, economic, and demographic factors affecting the supplier's water management planning. The projected population estimates shall be based upon data from the state, regional, or local service agency population projections within the service area of the urban water supplier and shall be in five-year increments to 20 years or as far as data is available. The description shall include the current and projected land uses within the existing or anticipated service area affecting the supplier's water management planning. Urban water suppliers shall coordinate with local or regional land use authorities to determine the most appropriate land use information, including, where appropriate, land use information obtained from local or regional land use authorities, as developed pursuant to Article 5 (commencing with Section 65300) of Chapter 3 of Division 1 of Title 7 of the Government Code.

This chapter provides a description of the California Water Service (Cal Water) Visalia District (also referred to herein as the "District") water system and service area, including climate, population, demographics, and land uses to help in understanding various elements of water supply and demand. This chapter includes the following sections:

3.1 General Description

3.2 Service Area Boundary Map

3.3 Service Area Climate

3.4 Service Area Population and Demographics

3.5 Land Uses within Service Area

No changes were made to this chapter of the 2025 Urban Water Management Plan (UWMP) for this Amended 2025 UWMP.

3.1 General Description

The District has served the City of Visalia since 1926, when California Water Service (Cal Water), a public water utility regulated by the California Public Utilities Commission (CPUC), purchased the water system serving the City of Visalia from the Visalia Water Company. The District is comprised of three public water systems (PWS): the Visalia PWS, the Tulco Water System PWS, and the Mullen Water System PWS. The Visalia PWS serves the City of Visalia while the other two serve very small communities south of the City of Visalia.

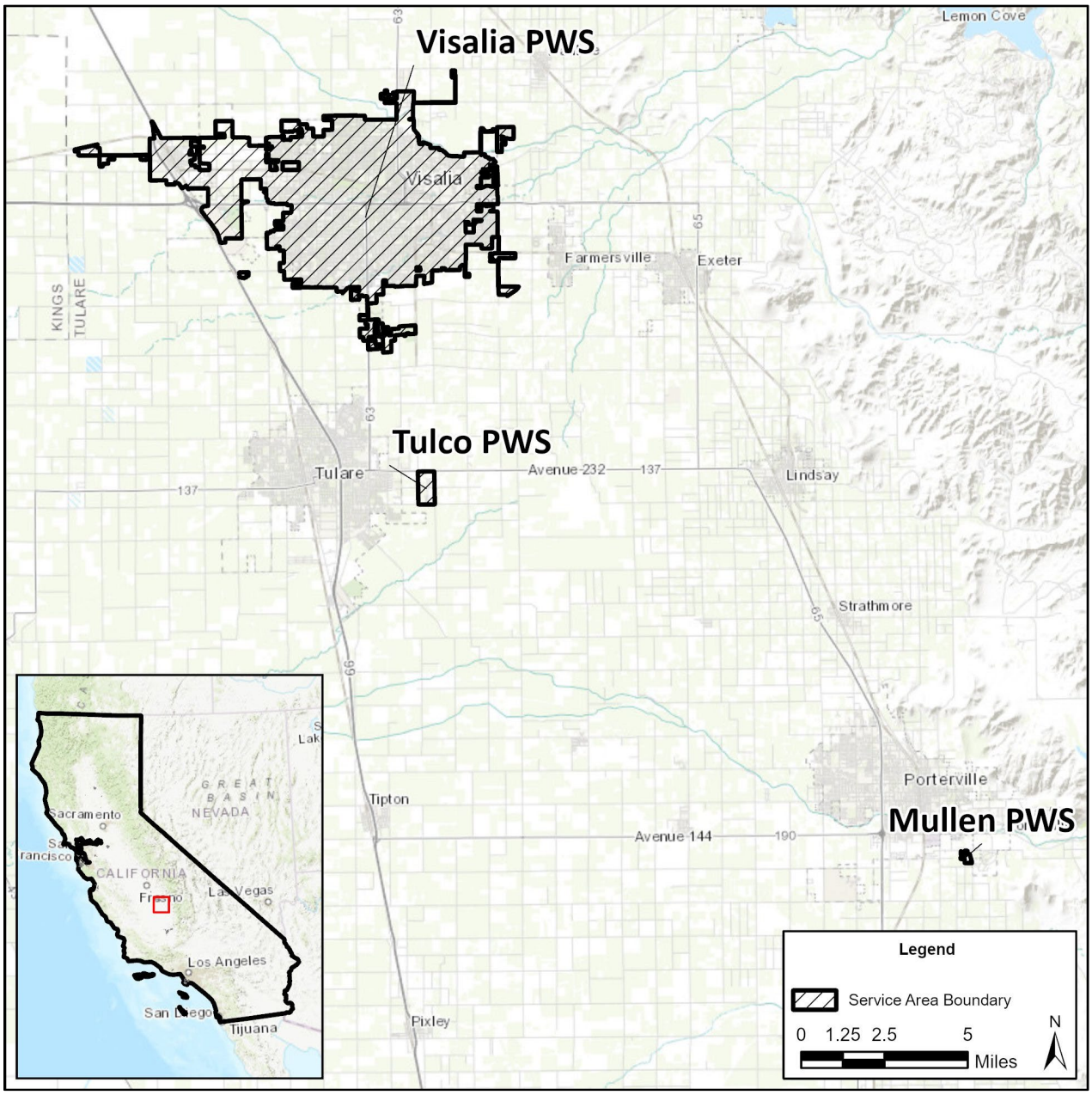
In total, the District currently has 89 wells, seven storage tanks, 11 booster pumps, and 608 miles of pipeline delivering approximately 26 million gallons of water daily. The District delivers water to residential, commercial, industrial, and governmental customers. Residential customers account for most of the District's service connections and 68 percent of its water uses. Non-residential water uses account for 29 percent of total demand, while distribution system losses account for the remaining amount.

3.2 Service Area Boundary Map

Figure 3-1 shows the location of the District and its current service area boundaries. The District is in Tulare County and serves the City of Visalia and segments of unincorporated Tulare County including the communities of Goshen, Mullen, and Tulco. Visalia is the largest city in Tulare County. The District lies approximately 42 miles southeast of the City of Fresno and 75 miles north of the City of Bakersfield. Major transportation links in the District include the Golden State Highway (State Route 99), State Route 63 and State Route 198. The Southern Pacific and the Atchison, Topeka and Santa Fe Railroads provide rail service to the region.

The District is situated in the Tulare Lake Hydrologic Region, within the King-Kaweah-Tule Rivers sub-area. The District's water service area is built upon the alluvium of the Kaweah River. The Kaweah River provides drainage for the southern Sierra Nevada Mountains. This river splits east of Visalia forming the St. Johns River that flows just north of Visalia while the Kaweah River continues south. Lake Kaweah is located on the Kaweah River about twenty miles upstream from the city. This reservoir is operated by the U.S. Army Corps of Engineers and provides both flood control and irrigation water storage.

Figure 3-1. District Location and Service Boundaries



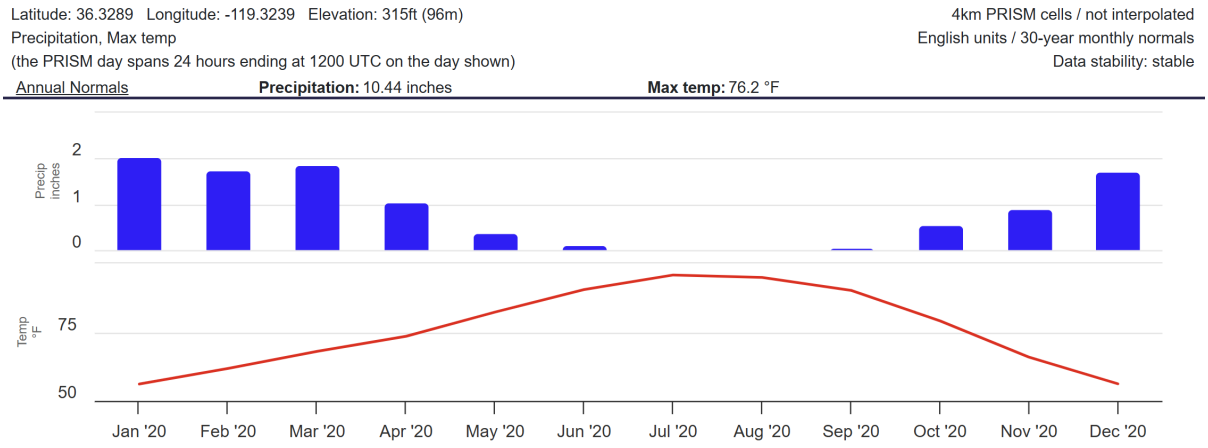
3.3 Service Area Climate

The District's climate is characterized by hot dry summers and mild winters (see **Figure 3-2**).[4] Most rainfall occurs between October and May. Precipitation totals in the summer months are

[4] Precipitation and temperature data downloaded from: https://prism.oregonstate.edu/explorer/. These data represent a 30-year period from 1991 through 2020. The x-axis reflects the end of the 30-year time series.

negligible. On average, the District receives 10.4 inches of rainfall annually. Maximum daily air temperature averages 92 degrees Fahrenheit during the summer months. In the winter, it averages 57 degrees Fahrenheit.

Figure 3-2. 30-Year Normals, Precipitation and Maximum Daily Air Temperature



Rainfall varies significantly from year-to-year, as it does in most of California.[5] The standard deviation in annual rainfall is 3.4 inches, or about 34 percent of the average.[6] Consecutive years of below average rainfall are fairly common. Since 1895, runs of below average rainfall lasting three or more years have occurred fourteen times and runs lasting five or more years have occurred two times. The longest run lasted six years, from 2011 through 2016. Despite the high variability, there is no statistically significant long-term trend in average annual rainfall, and the variance of annual rainfall has remained stable.

In contrast, temperatures in the District have been steadily warming. Since 1895, the average annual temperature has increased at a rate of approximately 0.014 degrees Fahrenheit per year. Mean annual temperature for the 2015–2024 period was 2.2 degrees Fahrenheit higher than for the corresponding 10-year period a century earlier. Although temperatures have risen, the variance in annual temperatures has remained stable over time.[7]

3.4 Service Area Population and Demographics

The District estimates that its service area population was 154,376 in 2025.

[5] Based on a review of annual weather data from the Oregon State PRISM dataset for 1895 to 2024. Downloaded from: https://prism.oregonstate.edu/explorer/.
[6] The standard deviation measures the typical, or average, year-to-year variation in annual rainfall.
[7] Because annual temperature exhibits a statistically significant upward trend, it is necessary to apply variance stability tests to the detrended temperature series. This ensures that the test evaluates stability in the variance around the trend, rather than confounding shifts in the mean with changes in variability.

Population estimates are developed using Census Block population counts from the decennial U.S. Census. These counts are converted to average population per single-family and multi-family service, which are then applied to annual service counts for the years between decennial censuses. This approach is similar to the method used in the California Department of Water Resources (DWR) Population Tool, and comparisons between the two methods show that resulting population estimates typically differ by less than one percent.[8]

Current and projected service area populations are shown in **Table 3-1**. Population projections are based primarily on population, housing, and employment forecasts for the City of Visalia from the Tulare County Association of Governments' *2022 Regional Transportation Plan/Sustainable Communities Strategy Demographic Profile*. These projections are supplemented with population and service growth estimates from Water Supply Assessments (WSAs) for new developments outside the city limits (as applicable) that will be served by Cal Water. Between 2025 and 2050, the service area population is projected to grow at an average rate of approximately 1.1 percent per year.

Table 3-1. Population – Current and Projected (DWR Table 3-1)

Population Served	2025	2030	2035	2040	2045	2050
	154,376	166,515	175,641	186,087	196,873	205,031

Demographics for the City of Visalia[9] are summarized in **Table 3-2**. These data are from the U.S. Census American Community Survey 2023 5-Year Estimates. Relative to the rest of California, the City of Visalia's population is slightly younger and more racially homogenous. Educational attainment is lower than for the state overall, as is the median household income.

The housing stock in the City of Visalia is significantly newer than for California overall. Only 48 percent of the City's housing stock was built before 1990, compared to 72 percent for California overall. Homes built after 1990 are more likely to have plumbing fixtures and appliances that are compliant with state and federal water and energy efficiency standards.

[8] California Water Service, 2016. 2015 Urban Water Management Plan: Visalia District, dated June 2016.
[9] Given the relative size of Visalia relative to the communities of Goshen, Mullen, and Tulco, the information presented herein is focused on the City of Visalia as a reasonable proxy for the whole District.

Table 3-2. Demographic and Housing Characteristics

Demographics	City of Visalia	California
Median Age (years)	33.5	37.6
Racial Makeup (%)		
White	49.3	38.1
Black or African American	2.5	5.4
American Indian and Alaska Native	1.6	1.4
Asian	6.4	16.1
Native Hawaiian	0.0	0.4
Some other race	21.1	18.9
More than two races	19.1	19.8
Hispanic or Latino (of any race) (%)	51.7	40.8
Educational Attainment (%)		
Bachelor's Degree or Higher	22.9	36.5
Primary Language Spoken at Home (%)		
English Only	89.6	82.7
Limited English-Speaking Households	10.4	17.3
Median Household Income ($)	79,952	96,334
Population below Federal Poverty Level (%)	11.3	12.0
Housing	**City of Visalia**	**California**
Median Year Built	1992	1976
Year Housing Built (%)		
2010 or Later	16.5	6.9
2000 to 2009	22.5	11.1
1990 to 1999	13.4	10.3
Before 1990	47.6	71.6

3.5 Land Uses within Service Area

The existing land use pattern for the City of Visalia is summarized in **Table 3-3**. These data are drawn from the Land Use Element of the City of Visalia's General Plan.[10] Agriculture is the

[10] Accessed from: https://www.visalia.city/depts/community_development/planning/gp.asp

dominant land use within the General Plan Planning Area, accounting for approximately 39,518 acres, or 65 percent of total land area. Most agricultural land is located outside the current city limits; however, agriculture still represents about 15 percent of land use within the city limits.

Low-density residential development—defined as ranging from two to seven dwelling units per acre—is the second most prevalent land use. It comprises approximately 11 percent of land uses within the General Plan Planning Area and about 33 percent of land uses within the current city limits. Medium- and high-density residential uses, along with commercial, public, and light and heavy industrial uses, make up most of the remaining land uses shown in **Table 3-3**.

The District has substantial capacity to accommodate future urban development. Within the current city limits, the General Plan identifies approximately 2,262 acres, or 12 percent of land uses within the current city limits, as vacant. Outside the city limits, an additional 656 acres are classified as vacant, and approximately 36,739 acres remain in agricultural use. While the General Plan emphasizes preservation of the region's agricultural character and support for agricultural businesses, it also anticipates that some agricultural lands will transition to residential and non-residential urban uses to accommodate future growth. As shown in **Table 3-1**, the District estimates that the service area population will increase by approximately 32 percent over the next 25 years.

Table 3-3. City of Visalia General Plan Land Use (Acres)

	Inside City Limits		*Outside City Limits*		*Total Planning Area*	
Land Use	*Acres*	*Percent*	*Acres*	*Percent*	*Acres*	*Percent*
Agriculture	2,778	15%	36,739	88%	39,518	65%
Low Density Residential	6,289	33%	351	1%	6,640	11%
Rural Residential	1,430	8%	2,675	6%	4,104	7%
Vacant	2,262	12%	656	2%	2,917	5%
Public/Institutional	1,554	8%	406	1%	1,960	3%
Light Industrial	1,180	6%	291	1%	1,471	2%
Parks and Recreation	1,108	6%	53	0%	1,161	2%
General Retail/Commercial	723	4%	79	0%	801	1%
Heavy/Service Commercial	343	2%	197	0%	540	1%
Office	338	2%	12	0%	351	1%
Heavy Industrial	233	1%	66	0%	299	0%
Medium Density Residential	262	1%	2	0%	264	0%
Right of Way	148	1%	106	0%	254	0%
Canal	34	0%	171	0%	205	0%
Water	163	1%	23	0%	186	0%
High Density Residential	126	1%	1	0%	127	0%
Railroad	46	0%	45	0%	91	0%
GRAND TOTAL	**19,017**	**100%**	**41,872**	**100%**	**60,889**	**100%**

Source: Dyett & Bhatia, 2012

Chapter 4
Water Use Characterization

This chapter provides a description and quantifies the California Water Service (Cal Water) Visalia District's (also referred to herein as the "District") past, current, and revised projected water uses through 2050. For the purposes of this Amended 2025 Urban Water Management Plan (Amended 2025 UWMP or Plan), the terms "water use" and "water demand" are used interchangeably. This chapter is divided into the following subsections:

4.1 Non-Potable Versus Potable Water Use

4.2 Past, Current, and Projected Water Uses by Sector

4.3 Distribution System Water Loss

4.4 Climate Change Considerations

4.5 Coordinating Water Use Projections

Appendix D provides additional information and data related to the development of the water demand projections presented in this chapter.

4.1 Non-Potable Versus Potable Water Use

Potable and non-potable water uses are accounted for separately herein. Potable uses are served by the District's potable water delivery systems. Potable water deliveries comply with Title 22 Drinking Water Standards. Non-potable water uses include recycled and untreated raw water deliveries, such as tertiary treated recycled water or surface or groundwater supplies that do not meet potable drinking water standards. Uses of potable versus non-potable water are clearly distinguished in the tables included in this chapter.

4.2 Past, Current, and Projected Water Uses by Sector

☑ ***CWC § 10631 (d) (1)*** *A plan shall be adopted in accordance with this chapter that shall do all of the following:*

(d)(1) For an urban retail water supplier, quantify, to the extent records are available, past and current water use, over the same five-year increments described in subdivision (a), and projected water use, based upon information developed pursuant to subdivision (a), identifying the uses among water use sectors, including, but not necessarily limited to, all of the following:

(A) Single-family residential.

(B) Multifamily.

(C) Commercial.

(D) Industrial.

(E) Institutional and governmental.

(F) Landscape.

(G) Sales to other agencies.

(H) Saline water intrusion barriers, groundwater recharge, or conjunctive use, or any combination thereof.

(I) Agricultural.

(J) Distribution system water loss (d)(2) The water use projections shall be in the same five-year increments described in subdivision (a).

(d)(4)(A) Water use projections, where available, shall display and account for the water savings estimated to result from adopted codes, standards, ordinances, or transportation and land use plans identified by the urban water supplier, as applicable to the service area.

(d)(4)(B) To the extent that an urban water supplier reports the information described in subparagraph (A), an urban water supplier shall do both of the following: (i) Provide citations of the various codes, standards, ordinances, or transportation and land use plans utilized in making the projections. (ii) Indicate the extent that the water use projections consider savings from codes, standards, ordinances, or transportation and land use plans. Water use projections that do not account for these water savings shall be noted of that fact.

Demand within the District's water service area is measured using water meters that are installed at each customer service connection. Demand within the service area is tracked and reported for the following sectors:

- **Single Family Residential**: Attached or detached dwelling units that are individually metered.
- **Multi-Family Residential**: Three or more dwelling units served by a common water meter.
- **Commercial**: Private enterprise customers other than large industrial customers.
- **Institutional/Governmental**: Institutional and governmental entities such as schools, administrative buildings, and publicly owned parks and landscaping.
- **Industrial**: Large industrial sites and water use.
- **Landscape**: Water meters classified exclusively for outdoor landscape irrigation.
- **Other**: Includes temporary meters, and miscellaneous customers not listed elsewhere.
- **Fire Service**: Water meters used for fire suppression or system maintenance. These meters typically do not have billed consumption.

Historically, many of the District's residential service connections were unmetered. The District completed meter retrofits of unmetered services in 2012, and the District was fully metered in 2013. Estimates of residential water uses prior to 2013 are formed from metered residential uses plus estimates of unmetered uses.

Water use categories described in California Water Code (CWC) §10631(d)(1)(G) through (I)—listed below—were not included in the District's water demand calculations because they do not apply to the system:

- Sales to other agencies;
- Sales for agricultural irrigation; and
- Saline water intrusion barriers, groundwater recharge, or conjunctive use, or any combination thereof.

4.2.1 Past and Current Water Use

☑ ***CWC §10631***

(d)(1) For an urban retail water supplier, quantify, to the extent records are available, past and current water use… based upon information developed pursuant to subdivision (a), identifying the uses among water use sectors…

Table 4-1 and **Figure 4-1** show water uses from 2021 through 2025 in acre-feet (AF). Total demand within the District in 2025 was 29,361 AF. Residential customers constitute the majority of the District's service connections and account for 68 percent of total water use. Non-

residential demands represent about 29 percent, while distribution system losses account for the remaining amount. The District does not currently serve recycled water. Discussion of potential future use of recycled water is provided in Section 6.5.

Water use in the District has declined steadily since the early 2000s. Between 2000 and 2025, water use per person decreased by 28 percent (**Figure 4-2**), falling from 237 gallons per capita per day (GPCD) to 170 GPCD. Despite a 54 percent increase in service area population during this period, total demand increased by only 11 percent—from just over 26,000 AF in 2000 to 29,361 AF today.

Several factors have contributed to this long-term reduction in per capita water use, with conversion from unmetered to metered service being the most important.[11] Concurrently with the transition to metered water service, tiered residential pricing was adopted in 2009, strengthening incentives for efficient household water use. Additionally, beginning in 2012, Cal Water tripled conservation program expenditures, expanding customer access to tools and resources that support water-use efficiency. Lastly, state and federal efficiency standards have significantly reduced water use from toilets, showers, clothes washers, and other plumbing fixtures.

Collectively, these actions have resulted in a sustained reduction in per capita water use across the service area. These trends are expected to continue and are incorporated into the demand projections presented in the next section.

[11] Tanverakul, S. and J. Lee, 2015. Impacts of Metering on Residential Water Use in California, Journal AWWA 107:2, dated February 2015.

Table 4-1. Uses for Potable and Non-Potable Water – Actual (DWR Table 4-1)

Use Type	Additional Description (as needed)	Level of Treatment When Delivered (OPTIONAL)	Historical Water Use				
			2021	2022	2023	2024	2025
			(AF)	(AF)	(AF)	(AF)	(AF)
Single Family		Potable	19,495	18,799	17,802	18,773	18,457
Multi-Family		Potable	1,482	1,460	1,395	1,449	1,478
Commercial		Potable	5,541	5,508	5,405	5,623	5,442
Institutional		Potable	2,410	2,299	2,255	2,469	2,561
Industrial		Potable	344	342	380	401	397
Landscape	(a)	Potable	0	0	0	0	0
Other		Potable	125	245	139	102	124
Losses	(b)	Potable	1,000	923	780	954	903
Subtotal Potable			30,397	29,576	28,155	29,769	29,361
Subtotal Non-Potable			0	0	0	0	0
Total			30,397	29,576	28,155	29,769	29,361

Notes:

(a) District's billing system does not track this use type separate from other use types.

(b) Sum of potable real and apparent losses and authorized unbilled consumption from water loss reports.

(c) The total demand in DWR Table 4-1, volume supplied in DWR Table 2-1, total groundwater pumped in DWR Table 6-1, and total supply in DWR Table 6-8 may not be equal due to estimations of water loss based on historical state-reported water loss values.

Figure 4-1. Annual Total Water Demand by Sector

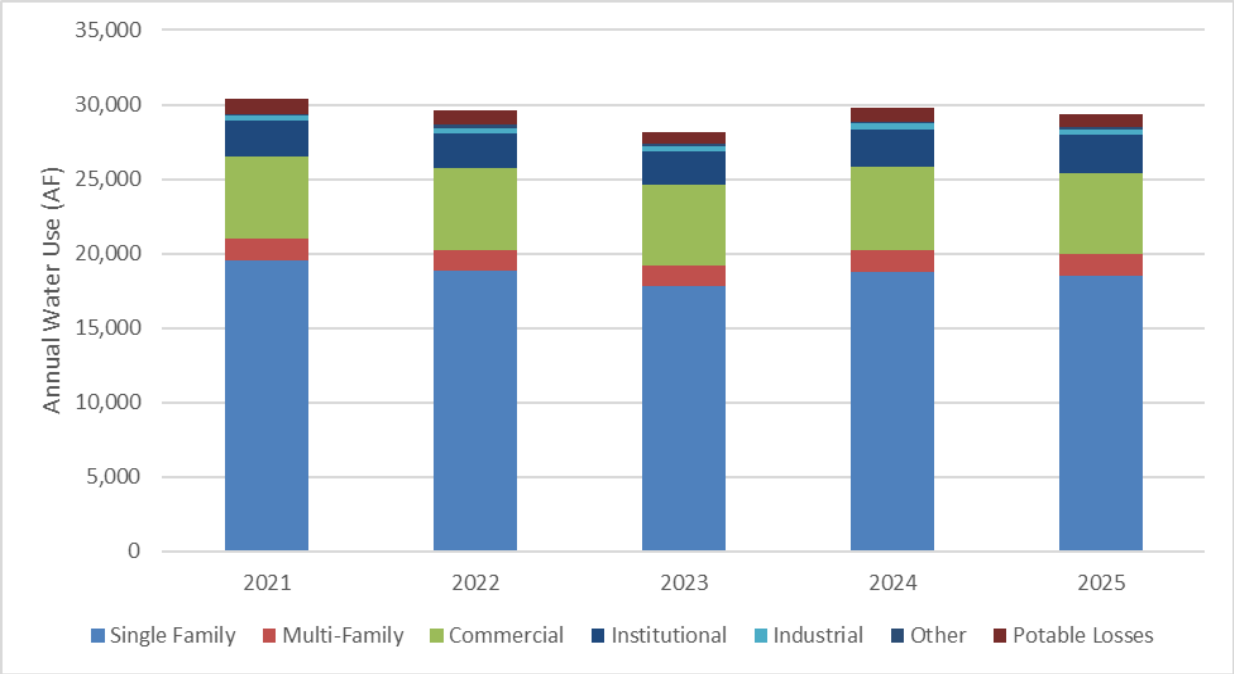
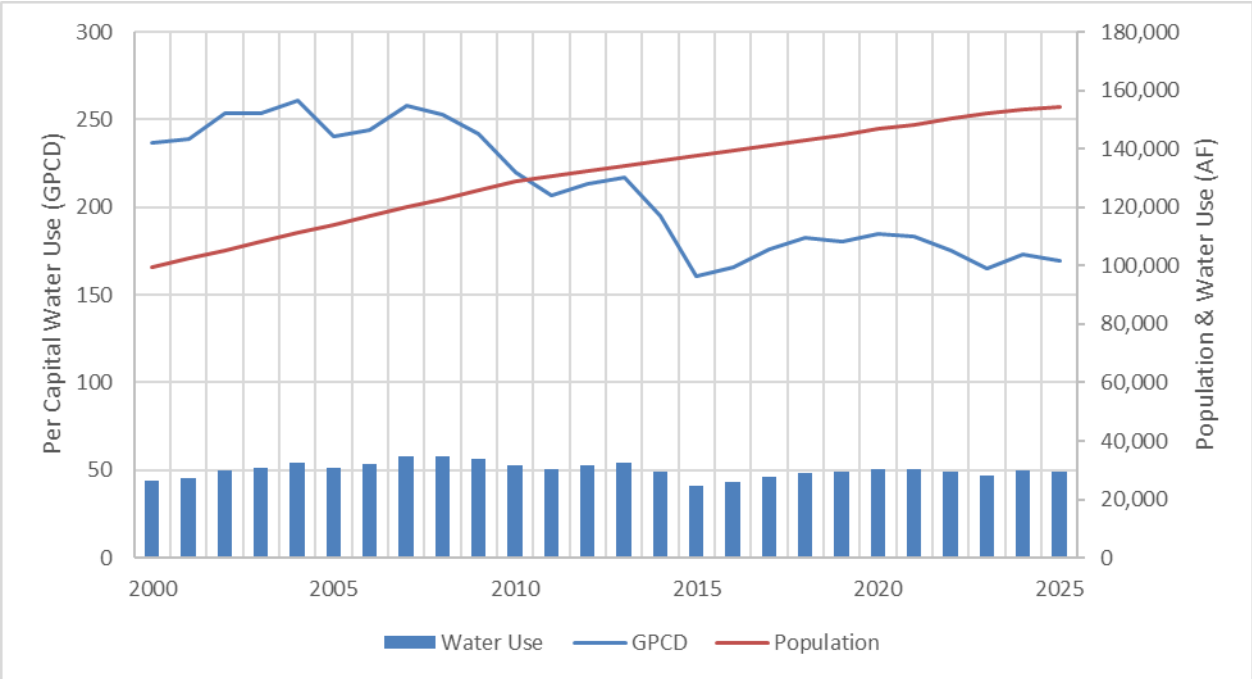


Figure 4-2. Annual Per Capita Water Use



4.2.2 Projected Water Use

Table 4-2 and **Figure 4-3** show projected water uses in five-year increments through 2050. Future water uses are projected by combining forecasts of future water services with forecasts of expected water use per service. The forecasts of future services are aligned with the population, housing, and employment forecasts described in Section 3.4. Separate growth rates were developed for residential and non-residential services based on these regional projections. Between 2025 and 2050, the total number of services is expected to increase from approximately 48,400 to more than 62,800, a rate of growth generally consistent with the projected increase in service area population.

Baseline forecasts of expected use per service are calibrated to average usage for the previous three years. The baseline forecasts are then adjusted over the forecast period for expected changes in usage associated with:

1. **Passive water savings** that are primarily driven by plumbing codes and appliance standards that affect both the turnover of existing appliances and fixtures and the installation of new ones.
2. **Active water savings** that are driven by the continued implementation of District conservation programs.
3. **Behavioral responses to higher water service** costs that are driven by customer responsiveness to changes in marginal water prices and projected increases in water service costs over the forecast period.
4. **Water loss standards compliance** that is translated into a reduction in expected loss per service connection (see **Table 4-6**).

These adjustments are described in greater detail in the next section.

Total demand is projected to increase at an average rate of 0.6 percent per year—substantially slower than the projected 1.1 percent annual rate of service area population growth. As shown in **Figure 4-4**, per capita demand is projected to continue declining, though at a more gradual pace than in previous decades, as many of the most accessible conservation opportunities—such as metering—have already been realized.

Table 4-2. Uses for Potable and Non-Potable Water – Projected (DWR Table 4-2)

Use Type	Additional Description (as needed)	Projected Water Use					
		Level of Treatment When Delivered (OPTIONAL)	2030	2035	2040	2045	2050
			(AF)	(AF)	(AF)	(AF)	(AF)
Single Family		Potable	18,889	19,007	19,788	20,441	21,281
Multi-Family		Potable	1,510	1,592	1,620	1,812	1,873
Commercial		Potable	5,733	5,860	5,965	6,078	6,207
Institutional		Potable	2,461	2,506	2,552	2,602	2,659
Industrial		Potable	616	628	642	655	669
Landscape	(a)	Potable	0	0	0	0	0
Other		Potable	131	135	139	143	148
Losses	(b)	Potable	971	1,016	1,076	1,123	1,169
Subtotal Potable			30,312	30,744	31,783	32,855	34,006
Subtotal Non-Potable			0	0	0	0	0
Total			30,312	30,744	31,783	32,855	34,006

Notes:
(a) District's billing system does not track this use type separate from other use types.
(b) Sum of potable real and apparent losses and authorized unbilled consumption. Assumes compliance with state water loss standards by 2028.

Figure 4-3. Projected Annual Water Demand by Sector

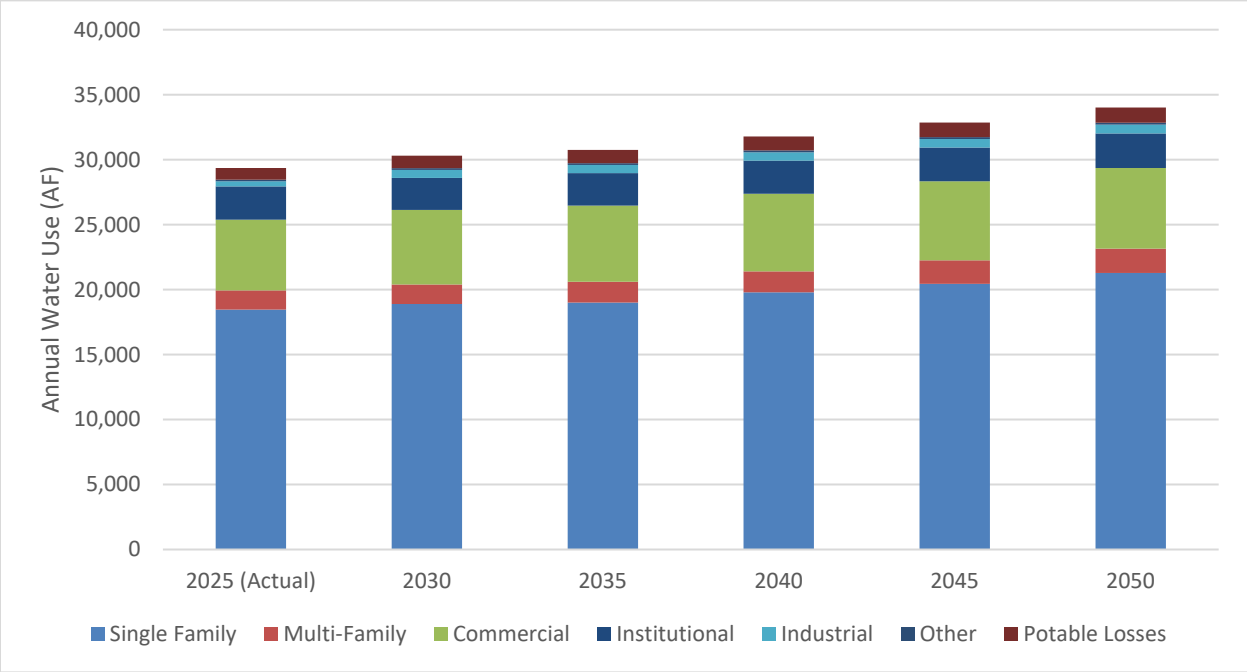
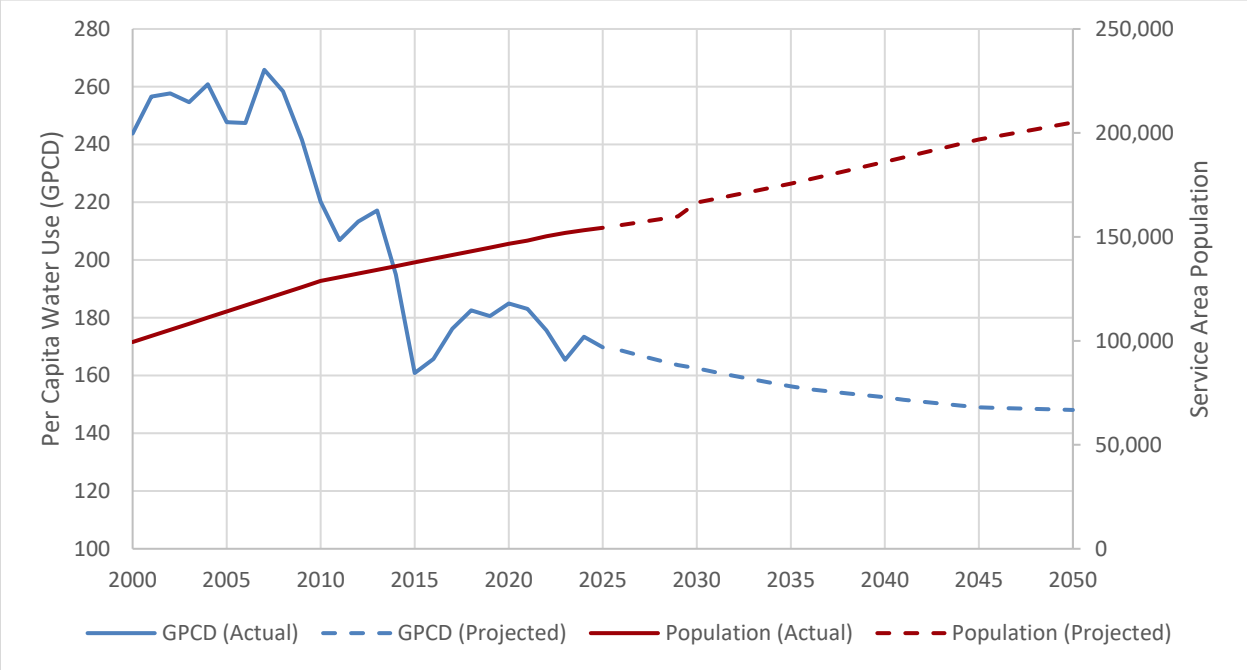


Figure 4-4. Projected Per Capita Water Use



4.2.3 Adjustments to Projected Water Uses

As noted in the previous section, four adjustments were made to projected water usage:

1. **Passive water savings** from plumbing codes and appliance standards.
2. **Active water savings** from implementation of the District's conservation programs.
3. **Behavioral responses to higher water service cost**.
4. **Water loss standards compliance**.

This section describes the data and methods underlying these adjustments as well as their relative magnitudes.

Table 4-3. Inclusion in Water Use Projections (DWR Table 4-3)

Are Future Water Savings Included in Projections?	Yes
If "Yes" to above: State the section or page number, in the cell to the right, where citations of the codes, ordinances, or otherwise are utilized in demand projections are found.	Section 4.2.3
Are Lower Income Residential Demands Included in Projections?	Yes
OPTIONAL If the method for accounting Lower Income Residential Demands has been included, provide page number where this accounting can be found.	See notes
Notes: (a) All District residential customers, regardless of income level, are metered and thus the demands of residential customers with lower incomes are fully included in the single- and multi-family water uses shown in DWR Table 4-2.	

(1) Passive Water Savings Adjustment

☑ ***CWC §10631(d)(4)***

(A) Water use projections, where available, shall display and account for the water savings estimated to result from adopted codes, standards, ordinances, or transportation and land use plans identified by the urban water supplier, as applicable to the service area.

(B) To the extent that an urban water supplier reports the information described in subparagraph (A), an urban water supplier shall do both of the following:

(i) Provide citations of the various codes, standards, ordinances, or transportation and land use plans utilized in making the projections.

(ii) Indicate the extent that the water use projections consider savings from codes, standards, ordinances, or transportation and land use plans. Water use projections that do not account for these water savings shall be noted of that fact.

The passive water savings adjustments reflect the effects of the following codes and regulations:

- **AB 715 (2007)** requires that any toilet or urinal sold or installed in California on or after January 1, 2014, must not exceed flush ratings of 1.28 gallons per flush (gpf) for toilets and 0.5 gpf for urinals. These standards superseded the earlier 1991 limits of 1.6 and 1.0 gpf, respectively. In response to the Governor's Emergency Drought Response Executive Order B-29-15, the California Energy Commission adopted new urinal standards in April 2015, reducing allowable use to 0.125 gpf—75 percent lower than the AB 715 standard.
- **California Appliance Efficiency Regulations (California Code of Regulations [CCR], Title 20, Sections 1601-1609)** set a two-tier standard for showerheads: a maximum flow rate

of 2.0 gallons per minute (gpm) for models manufactured on or after July 1, 2016, and a maximum flow rate of 1.8 gpm for models manufactured on or after July 1, 2018.

- **Federal appliance water efficiency standards** for residential and commercial clothes washers and dishwashers are established by the U.S. Department of Energy under the Energy Policy and Conservation Act.
- **CALGreen Building Code** requirements apply to new construction and renovations in California. CALGreen includes prescriptive indoor standards limiting water consumption of plumbing fixtures and fittings, as well as an optional performance path requiring a 20 percent reduction in indoor water use relative to a calculated baseline using CALGreen worksheets.
- **SB 407 (2009)** mandates that all buildings constructed on or before January 1, 1994, retrofit noncompliant plumbing fixtures to meet current state efficiency standards. The law also requires sellers of single-family homes, effective January 1, 2017, to disclose in writing whether required plumbing fixture replacements have been completed. Similar disclosure requirements for multi-family and commercial properties took effect January 1, 2019. **SB 837 (2011)** reinforced these requirements by adding corresponding disclosure elements to the statutory property transfer disclosure statement.
- **Model Water Efficient Landscape Ordinance (MWELO)** was updated by the California Water Commission in 2015. MWELO (or a locally adopted equivalent) limits water use for new and rehabilitated landscapes. Under MWELO, the maximum applied water allowance (MAWA) is set at 55 percent of reference evapotranspiration for residential landscapes and 45 percent for commercial landscapes, with exceptions for special uses such as sports fields, parks, or landscapes irrigated with recycled water.

Passive water savings adjustments were estimated using the Alliance for Water Efficiency's *Water Conservation Tracking Tool* (AWE Tracking Tool), a quantitative model widely used by water utilities to assess both active and passive water savings.[12]

(2) Active Savings Adjustment

Active savings refer to water savings resulting from the District's implementation of water conservation programs, customer education efforts, and the provision of financial incentives (e.g., rebates). The active savings adjustment assumes continuation of the District's current conservation programs at implementation levels consistent with conservation program funding authorized by the California Public Utilities Commission (CPUC) in California Water Service's most recent General Rate Case.

[12]AWE's Tracking Tool is available at: https://allianceforwaterefficiency.org/resource/water-conservation-tracking-tool/

A description of the District's existing and planned conservation programs, also referred to as Demand Management Measures (DMMs), is provided in Chapter 9. Projected compliance with state urban water conservation regulations is addressed in Chapter 5.

As with passive savings, the cumulative effects of these programs on future water demand were estimated using the AWE Tracking Tool.

(3) Customer Price Response Adjustment

The AWE Tracking Tool was also used to calculate customer price response adjustments. The adjustment assumes a sustained 1.0 percent annual rate of increase above general price inflation in the marginal cost of water service.

The AWE Tracking Tool's default demand elasticities were used to adjust baseline demands over the forecast period in response to the real increases in marginal water service costs. The demand elasticities estimate the expected percentage change in water use given a 1.0 percent inflation-adjusted increase in marginal water cost. For example, an elasticity of -0.1 implies that demand will decrease, on average, by 0.1 percent given a 1.0 percent increase in marginal water cost.

The default elasticities used by the tracking tool are as follows:

- Single-Family: -0.15
- Multi-Family: -0.075
- CII: -0.15
- Irrigation: -0.25

Because higher water service cost encourages conservation program participation, the AWE Tracking Tool's default elasticities are purposely conservative (i.e., small in magnitude) in order to reduce the likelihood of double counting water savings.

(4) Water Loss Standards Compliance

The water loss standards compliance adjustment is based on the difference between average real and apparent water loss, as reported in the District's most recent three water loss reports (see **Table 4-5**), and the corresponding standards. Real and apparent water use per service is reduced by these differences in 2028, the deadline for compliance with the standards, if the average loss rates exceed their standards.

(5) Summary of Demand Adjustments

Table 4-4 and **Figure 4-5** show the impact of the demand adjustments on projected water use. In total, the adjustments reduce projected 2050 water use by 9.8 percent relative to the baseline forecast. Most of the reduction is associated with passive water savings (56 percent), followed

by active savings (44 percent). No adjustment for water loss standards compliance is shown because current District loss rates for real and apparent water losses already are below the state standards. The water service cost adjustment incorporates adjustments for increases in both household income and the price of water. The negative adjustments shown in the table indicate that the increases in demand because of projected increases in household income are larger than the reductions in demand associated with the projected increases in the price of water.

Table 4-4. Projected Baseline and Adjusted Potable Water Demand

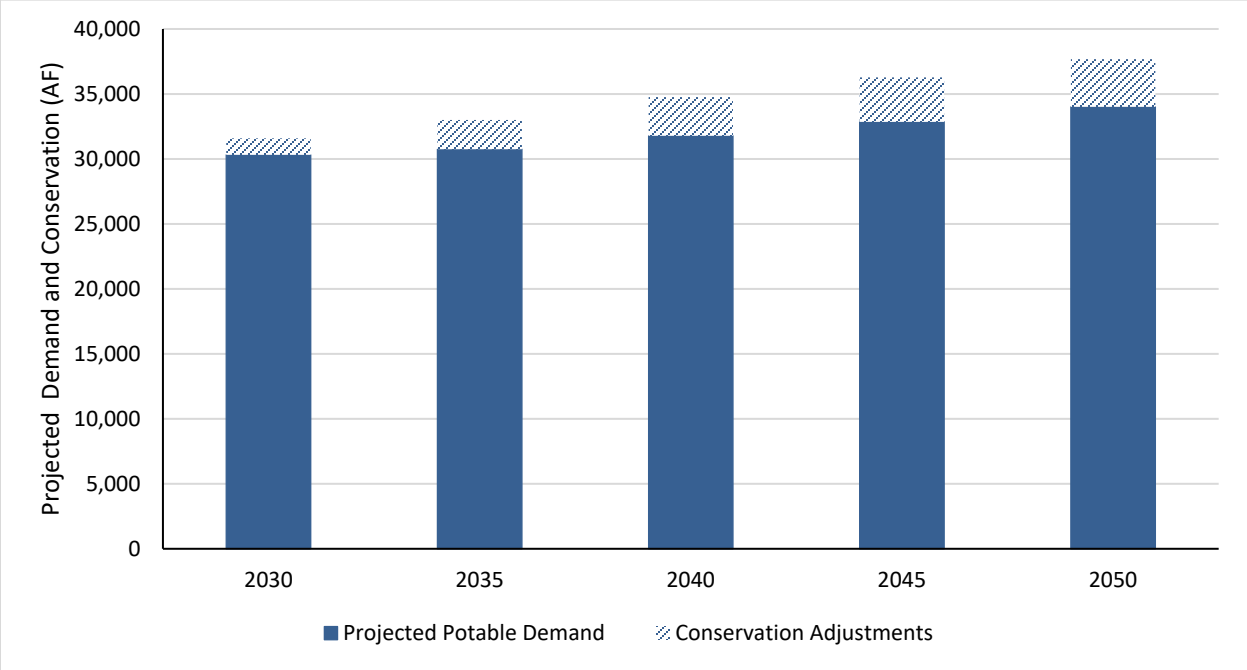
Water Conservation Type	Projected Potable Water Demand				
	2030	2035	2040	2045	2050
	(AF)	(AF)	(AF)	(AF)	(AF)
Baseline Potable Water Demand	31,584	33,003	34,761	36,276	37,681
Demand Adjustments					
Passive Conservation	603	1,017	1,428	1,858	2,192
Active Conservation	701	1,312	1,672	1,749	1,749
Water Service Cost (a)	-32	-70	-122	-186	-265
Water Loss Standards Compliance (b)	0	0	0	0	0
Subtotal Adjustments	1,272	2,259	2,978	3,421	3,675
Projected Potable Demand	30,312	30,744	31,783	32,855	34,006

Notes:

(a) Water cost adjustments incorporate adjustments for increases in both income and price. Negative water service cost adjustments indicate the increase in demand because of increased income is greater than the reduction in demand because of increased price of water.

(b) Compliance with loss standards by 2028 is assumed. No reported adjustment indicates current losses per connection are below the District's standards for real and apparent water loss.

Figure 4-5. Projected Potable Water Demand and Conservation



4.3 Distribution System Water Loss

☑ ***CWC § 10631 (3)***

(A) The distribution system water loss shall be quantified for each of the five years preceding the plan update, in accordance with rules adopted pursuant to Section 10608.34.

(B) The distribution system water loss quantification shall be reported in accordance with a worksheet approved or developed by the department through a public process. The water loss quantification worksheet shall be based on the water system balance methodology developed by the American Water Works Association.

(C) In the plan due July 1, 2021, and in each update thereafter, data shall be included to show whether the urban retail water supplier met the distribution loss standards enacted by the board pursuant to Section 10608.34.

4.3.1 Previous Five Years Distribution System Losses

Since 2016, urban retail water suppliers have been required under CWC §10608.34 and California Code of Regulations (CCR) §638.1 et seq to quantify distribution system water losses using the American Water Works Association (AWWA) Free Water Audit Software (referred to as "water loss audit reports"). **Table 4-5** summarizes the water loss audit reports submitted to the DWR since 2021.

Table 4-5. Water Loss Audit Reporting (DWR Table 4-5)

Public Water System ID # Reported in Table 2-1 R	Reporting Period	Submitted to DWR Water Loss Audit Program (yes/no)
CA5400935	2021	Yes
	2022	Yes
	2023	Yes
	2024	Yes
	2025	(see notes)
CA5410041	2021	Yes
	2022	Yes
	2023	Yes
	2024	Yes
	2025	(see notes)
CA5410016	2021	Yes
	2022	Yes
	2023	Yes
	2024	Yes
	2025	(see notes)

Notes:
(a) Submitted water loss reports are available at: https://wuedata.water.ca.gov/
(b) 2025 water loss audit reports are not due until January 1, 2027, after both the July 2026 UWMP filing deadline and the completion and filing of the Amended 2025 UWMP.

4.3.2 Progress Toward Meeting the Water Loss Performance Standard

In 2022, the State Water Resources Control Board (SWRCB) adopted new performance standards for urban retail water suppliers that would reduce water loss by nearly 35 percent. Effective starting in 2023, the SWRCB provided a volumetric standard to each urban retail water supplier that sets cost-effective levels of achievable water loss given each water system's characteristics and budgets. Suppliers will be required to start meeting individual volumetric loss standards over a three-year period beginning January 2028. This water loss is one component of the Making Conservation a California Way of Life (MCCWL) regulation.[13]

In accordance with CWC §10631 (3)(c), UWMPs must demonstrate whether the distribution loss standards enacted by the SWRCB pursuant to CWC §10608.34 have been met. **Table 4-6** shows that the District's current water loss rates fall below (i.e., comply with) the loss standards established by the SWRCB.

[13] SWRCB, 2025. Making Conservation a California Way of Life, dated January 2025. Accessed From: https://www.waterboards.ca.gov/conservation/regs/water_efficiency_legislation.html.

Table 4-6. Progress Towards 2028 Water Loss Standards (DWR Table 4-6)

Public Water System ID #	Did the Water Board Calculate a Water Loss Standard for this Public Water System? (y/n) If no, Supplier will not complete this row.	Real Water Loss					Apparent Water Loss				
		State Water Board Standard		Most Recent AWWA Water Loss Audit			State Water Board Standard		Most Recent AWWA Water Loss Audit		
		2028 Real Water Loss Standard (a)	Units for Real Water Loss (b)	Number of Services	Volume of Real Loss (c) (AF)	Real Water Loss Per Unit per Day	2028 Apparent Water Loss Standard (a)	Units for Apparent Water Loss (b)	Number of Services	Volume of Apparent Loss (c) (AF)	Apparent Water Loss Per Unit per Day
CA5400935	No		GPSCD	44	5	105.3		GPSCD	44	0	8.9
CA5410041	No		GPSCD	185	27	131.5		GPSCD	185	1	6.7
CA5410016	Yes	5.9	GPSCD	49,144	116	2.1	14.0	GPSCD	49,144	730	13.3

Notes:
(a) Provided by State Water Resources Control Board (SWRCB).
(b) GPSCD = Gallons per service connection per day.
(c) Result from most recent validated AWWA water loss report.

4.4 Climate Change Considerations

☑ ***CWC §10630***

It is the intention of the Legislature, in enacting this part, to permit levels of water management planning commensurate with the numbers of customers served and the volume of water supplied, while accounting for impacts from climate change.

☑ ***CWC §10635(b)***

(b) Every urban water supplier shall include, as part of its urban water management plan, a drought risk assessment …(and) shall include each of the following …

(4) Considerations of the historical drought hydrology, plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria.

As discussed in Section 3.3, the District's climate has been warming. Changing climate can affect water demands, as extreme and higher temperatures can lead to increases in water use. At the same time, adaptive behavior by water users, such as replacing existing landscape with more drought-tolerant landscape material, may partially offset these effects. Pursuant to the CWC requirements and the 2025 UWMP Guidebook, this Plan incorporates climate change considerations into the water demand projections provided in this section.

For many years, Cal Water has focused on identifying and assessing climate-related risks and opportunities. Cal Water's initial evaluations in 2016 and 2020 formed the foundation for the Climate Change Risk Assessment and Adaptation Framework (Climate Assessment) which was completed in 2021. This Climate Assessment considered climate-related risks and opportunities over three distinct time horizons:

- The early-century horizon (2020-2049) includes near-term vulnerabilities and adaptation measures to consider for implementation.
- The mid-century horizon (2035-2064) covers longer-term investments, such as new facilities constructed after the lifespan of the current infrastructure.
- The late-century horizon (2070-2099) evaluates long-term adaptation pathways.

Climate projections for each time horizon were averaged to account for natural climate variability across shorter periods. Cal Water also followed guidance from the Task Force on Climate-related Financial Disclosures (TCFD) and the Intergovernmental Panel on Climate Change (IPCC) to leverage Representative Concentration Pathways (RCPs) for a range of possible climate futures. RCPs show trajectories of atmospheric Green House Gas (GHG) concentrations for different timeframes and emission levels. Based on the findings from our foundational work and the associated literature review, the following RCPs were selected for risk analysis:

- RCP 4.5 is an intermediate scenario that assumes an estimated global temperature rise between 2.0 degrees Celsius and 3.0 degrees Celsius from pre-industrial levels by 2100, with anthropogenic GHG emissions peaking in 2040.
- RCP 8.5 is a high-emissions scenario that assumes temperature increases of at least 4.0 degrees Celsius from pre-industrial levels by 2100, with anthropogenic GHG emissions continuing to rise over the next century.

Although RCP 2.6 is the lower bound of the RCP scenarios adopted by the IPCC, Cal Water selected RCP 4.5, since Cal Water believes it to be a more realistic potential lower bound, because achieving RCP 2.6 requires significant actions at a global scale. The California Fourth Climate Assessment also identified RCP 4.5 and RCP 8.5, which are consistent with planning models that state agencies use.

The Climate Assessment also identifies and prioritizes climate-driven risks to future water supply availability and critical operations and assets, projects and assesses supply of and demand for water, and identifies primary risks to Cal Water's operations.

The Climate Assessment provides actionable insights and a reliable framework for future planning. Using this framework, Cal Water intends to continue implementing programs that capitalize on these adaptation strategies.

The Executive Summaries from the 2016 and 2020 foundational work, and the Climate Assessment, can be found in **Appendix E.**

4.4.1 Characteristic Five-Year Water Use

☑ ***CWC § 10635(b)(3)***

(b) Every urban water supplier shall include, as part of its urban water management plan, a drought risk assessment for its water service to its customers as part of information considered in developing the demand management measures and water supply projects and programs to be included in the urban water management plan. The urban water supplier may conduct an interim update or updates to this drought risk assessment within the five-year cycle of its urban water management plan update. The drought risk assessment shall include each of the following…

(3) A comparison of the total water supply sources available to the water supplier with ***the total projected water use for the drought period.*** (Emphasis added).

In accordance with CWC §10635(b)(3), UWMPs must provide a five-year Drought Risk Assessment (see Section 7.5). As a first step, DWR suggests that water suppliers estimate their unconstrained water demand for the next five years (2026-2030). Unconstrained water demand is water use in the absence of drought water use restrictions. These numbers can then be adjusted to estimate the five-years' cumulative drought effects. The Drought Risk Assessment

presented in Section 7.5 incorporates adjustments to unconstrained water demand in accordance with the District's Water Shortage Contingency Plan (WSCP, see **Appendix F**).

As part of the sales forecasting process for General Rate Cases before the California Public Utilities Commission (CPUC), Cal Water conducts econometric modeling to evaluate the sensitivity of water sales to variations in weather conditions. These models were used to simulate differences in projected water use under normal weather conditions and under multiple dry-year scenarios. For this analysis, historical weather data from the dry periods of 1929–1934, 1987–1991, and 2013–2016 were applied.

The results indicate that the District's annual water use under a multiple dry-year scenario would increase by approximately 3.1 percent relative to normal conditions. This relatively modest increase reflects the District's arid climate and limited precipitation, which already requires substantial irrigation to maintain existing landscapes, even in normal water years.

Projected unconstrained demands for 2026-2030 for normal and multi-dry-year scenarios are provided in **Table 4-7**.

Table 4-7. Characteristic Five-Year Water Use for Normal and Multi-Year Dry Scenarios

Water Year Type	2026	2027	2028	2029	2030
	(AF)	(AF)	(AF)	(AF)	(AF)
Normal	29,415	29,367	29,327	29,295	30,312
Multi-Year Dry	30,328	30,277	30,236	30,202	31,244

4.5 Coordinating Water Use Projections

☑ ***CWC §10631***

(h) An urban water supplier that relies upon a wholesale agency for a source of water shall provide the wholesale agency with water use projections from that agency for that source of water in five-year increments to 20 years or as far as data is available. The wholesale agency shall provide information to the urban water supplier for inclusion in the urban water supplier's plan that identifies and quantifies, to the extent practicable, the existing and planned sources of water as required by subdivision (b), available from the wholesale agency to the urban water supplier over the same five-year increments, and during various water-year types in accordance with subdivision.

As described in Chapter 6, the District currently relies solely on groundwater supply and does not rely upon a wholesale agency for source water. Consequently, this section of the UWMP Act does not apply to the District.

Chapter 5
SB X7-7 Baseline, 2020 Target and 2025 Reporting

Senate Bill (SB) X7-7 mandated a 20 percent reduction in urban per capita water use across California by 2020. To achieve this goal, SB X7-7 required each retail supplier to establish an urban water use target (2020 Target), contributing to the State's collective efforts. Because the California Water Code (CWC) does not set an end date for reporting progress in meeting the 2020 Target, this section of the Amended 2025 Urban Water Management Plan (Amended 2025 UWMP or Plan) demonstrates the California Water Service (Cal Water) Visalia District's (also referred to herein as the "District") compliance with SB X7-7 in 2020.

This chapter has the following sections:

5.1 Demonstration of Compliance with the 2020 Target in 2020

5.2 Nexus to State Water Board Urban Water Use Objectives

5.1 Demonstration of Compliance with the 2020 Target in 2020

☑ ***CWC §10608.40***

Urban water retail suppliers shall report to the department on their progress in meeting their urban water use targets as part of their urban water management plans submitted pursuant to Section 10631.

☑ ***CWC §10608.12***

(af) "Urban retail water supplier" means a water supplier, either publicly or privately owned, that directly provides potable municipal water to more than 3,000 end users or that supplies more than 3,000 acre-feet of potable water annually at retail for municipal purposes.

The District achieved its 2020 Target in 2020. The data used to calculate the 2020 Target and demonstrate compliance are documented in the District's 2020 Urban Water Management Plan (UWMP). **Table 5-1** below summarizes the District's 2020 Target and actual 2020 gallons per capita per day (GPCD), confirming that it met the SB X7-7 compliance requirements.

Table 5-1. SB X7-7 2020 Target Progress (DWR Table 5-1)

☐	**Check the box if the Supplier was not an Urban Water Supplier during or before the 2020 UWMP reporting cycle. Proceed to the next table.**					
Was Supplier part of a merger or consolidation since 2020?	Regional Alliance Target or Individual Target?	2020 Target	Actual 2020 GPCD	Did Supplier achieve targeted reduction for 2020?	**Only for suppliers that did not meet the Target in 2020**	
					Actual 2025 GPCD (From SB X7-7 Compliance Form)	Did Supplier meet the 2020 Target in 2025?
No	Individual Target	198	183	Yes		N/A

5.2 Nexus to State Water Board Urban Water Use Objectives

☑ ***CWC § 10609.20***

(a) Each urban retail water supplier shall calculate its urban water use objective no later than January 1, 2024, and by January 1 every year thereafter.

(b) The calculation shall be based on the urban retail water supplier's water use conditions for the previous calendar or fiscal year.

☑ ***CWC § 10609.22***

(a) An urban retail water supplier shall calculate its actual urban water use no later than January 1, 2024, and by January 1 every year thereafter.

(b) The calculation shall be based on the urban retail water supplier's water use for the previous calendar or fiscal year.

☑ ***CWC § 10609.24***

(a) An urban retail water supplier shall submit a report to the department no later than January 1, 2024, and by January 1 every year thereafter. The report shall include all of the following:

(1) The urban water use objective calculated pursuant to Section 10609.20 along with relevant supporting data.

(2) The actual urban water use calculated pursuant to Section 10609.22 along with relevant supporting data.

(3) Documentation of the implementation of the performance measures for CII water use.

(4) A description of the progress made towards meeting the urban water use objective.

(5) The validated water loss audit report conducted pursuant to Section 10608.34.

(b) The department shall post the reports and information on its internet website.

(c) The board may issue an information order or conservation order to, or impose civil liability on, an entity or individual for failure to submit a report required by this section.

In July 2024, California adopted the Making Conservation a California Way of Life (MCCWL) regulation, implementing SB 606 and Assembly Bill (AB) 1668 to support long-term water conservation and drought resilience. The regulation establishes annual Urban Water Use Objectives (UWUOs) for urban retail water suppliers and introduces performance measures for commercial, industrial, and institutional (CII) water uses.

The UWUO is a water budget–based framework that is specific to each urban retail water supplier. It consists of the following components: (1) a residential indoor water use standard; (2) a residential outdoor water budget; (3) a CII landscape outdoor water use standard for landscapes served by dedicated irrigation meters; (4) a water loss standard; (5) allowable variances; and (6) a potable reuse bonus. Beginning in 2027, suppliers must annually assess whether the sum of their regulated water uses—residential indoor and outdoor use, dedicated irrigation meter use, and distribution system water loss—is at or below their UWUO. Additionally, starting in 2028, they must demonstrate that real and apparent distribution system water loss rates are less than their corresponding standards, as discussed in Section 4.3. Compliance with the water loss standards is required even if the urban retail water supplier's total regulated water use is below its UWUO.

The state standards underlying the residential indoor, residential outdoor, and CII outdoor components of the UWUO will become increasingly stringent over time. As a result, compliance is expected to require continued reductions in water use beyond those achieved under the SB X7-7 framework.[14] Urban retail water suppliers are required to report annually to the State Water Resources Control Board on water use relative to their UWUOs. The District submits UWUO compliance data through the Department of Water Resources' Water Use Efficiency Data portal.[15]

Although projections of UWUO compliance are not required as part of a UWMP, they provide useful insight into the magnitude and timing of future conservation needs. For this reason, Cal Water has evaluated how projected regulated water use in the District compares to anticipated UWUO requirements over the planning horizon, with findings expressed as relative changes to baseline demand needed for compliance.

The assessment of future UWUO compliance for the District is predicated on levels of conservation that are currently authorized by the California Public Utilities Commission (CPUC), together with anticipated passive conservation savings. These passive savings include continued turnover of plumbing fixtures and appliances subject to state and federal efficiency standards and customer behavioral responses to conservation-oriented rate structures. The baseline demand projections described in Chapter 4 reflect these authorized active conservation programs and anticipated passive savings.

Under this baseline demand scenario, regulated water use in the District is projected to remain below the applicable UWUO requirements through 2035. Beyond that point, as state standards for residential indoor use, residential outdoor use, and CII outdoor use become more stringent,

[14] Under the MCCWL regulation, the SB X7-7 target serves as a backstop on the UWUO. If a supplier's UWUO exceeds its SB X7-7 target, its UWUO becomes its SB X7-7 target.
[15] DWR's Water Use Efficiency Data Portal: https://wuedata.water.ca.gov/uwuo_plans

regulated demands are projected to exceed UWUO levels in the absence of additional conservation beyond what is currently authorized and assumed in the baseline forecast.

Based on this evaluation, additional conservation on the order of approximately 5 to 10 percent of regulated water demands is anticipated to be required in order to achieve compliance with UWUO requirements in the post-2035 period. This level of reduction is incremental to the active and passive conservation already embedded in the baseline demand projections and therefore represents an increase in conservation relative to historical trends. Potential pathways for achieving these additional reductions are discussed further in Chapter 9 and **Appendix G**.

Achieving these additional reductions will depend on Cal Water's ability to implement conservation measures beyond those already reflected in the baseline forecast. For public utilities regulated by the CPUC, expansion of conservation programs, changes to rate structures, and other demand management actions necessary to achieve reductions on the order of 5 to 10 percent require CPUC authorization. Accordingly, future UWUO compliance for the District will depend on timely approval of expanded conservation programs and related measures necessary to meet the increasingly stringent state standards.

Cal Water requested authorization for expansion of its conservation programs for the Visalia District in its 2024 General Rate Case. This request was approved by the CPUC on April 30, 2026. The demand projections provided in this Amended 2025 UWMP fully reflect the anticipated increases in water conservation under the assumption that conservation program implementation will continue at this higher authorized level throughout the UWMP planning period.

Chapter 6
Water Supply Characterization

☑ ***CWC § 10631 (b)*** *A plan shall be adopted in accordance with this chapter that shall do all of the following:*

Identify and quantify, to the extent practicable, the existing and planned sources of water available to the supplier over the same five-year increments described in subdivision (a).

This chapter provides a description of the California Water Service (Cal Water) Visalia District's (also referred to herein as the "District") current water supplies, including a discussion of the underlying groundwater basins and their management, and potential supply sources, such as surface water, stormwater, and recycled water, as well as an assessment of the energy intensity used to operate the Visalia District treatment and distribution system. This chapter includes the following sections:

6.1 Purchased Water

6.2 Groundwater

6.3 Surface Water

6.4 Stormwater

6.5 Wastewater and Recycled Water

6.6 Desalinated Water Opportunities

6.7 Water Exchanges and Transfers

6.8 Future Water Projects

6.9 Summary of Existing and Planned Sources of Water

6.10 Special Conditions

6.11 Energy Intensity

6.1 Purchased Water

☑ ***CWC § 10631 (h)*** *A plan shall be adopted in accordance with this chapter and shall do all of the following:*

An urban water supplier that relies upon a wholesale agency for a source of water shall provide the wholesale agency with water use projections from that agency for that source of water in five-year increments to 20 years or as far as data is available. The wholesale agency shall provide information to the urban water supplier for inclusion in the urban water supplier's plan that identifies and quantifies, to the extent practicable, the existing and planned sources of water as required by subdivision (b), available from the wholesale agency to the urban water supplier over the same five-year increments, and during various water-year types in accordance with subdivision (f). An urban water supplier may rely upon water supply information provided by the wholesale agency in fulfilling the plan informational requirements of subdivisions (b) and (f).

Cal Water does not currently purchase any imported water to meet demands in the Visalia District.

6.2 Groundwater

☑ ***CWC § 10631***

(b) Identify and quantify, to the extent practicable, the existing and planned sources of water available to the supplier over the same five-year increments described in subdivision (a), providing supporting and related information, including all of the following:

(4) If groundwater is identified as an existing or planned source of water available to the supplier, all of the following information:

(A) The current version of any groundwater sustainability plan or alternative adopted pursuant to Part 2.74 (commencing with Section 10720), any groundwater management plan adopted by the urban water supplier, including plans adopted pursuant to Part 2.75 (commencing with Section 10750), or any other specific authorization for groundwater management for basins underlying the urban water supplier's service area.

(B) A description of any groundwater basin or basins from which the urban water supplier pumps groundwater. For basins that a court or the board has adjudicated the rights to pump groundwater, a copy of the order or decree adopted by the court or the board and a description of the amount of groundwater the urban water supplier has the legal right to pump under the order or decree. For a basin that has not been adjudicated, information as to whether the department has identified the basin as a high- or medium-priority basin in the most current official departmental bulletin that characterizes the condition of the groundwater basin, and a detailed description of the efforts being undertaken by the urban water supplier to coordinate with groundwater sustainability agencies or groundwater management agencies listed in subdivision (c) of Section 10723 to maintain or achieve sustainable groundwater conditions in accordance with a groundwater sustainability plan or alternative adopted pursuant to Part 2.74 (commencing with Section 10720).

(C) A detailed description and analysis of the location, amount, and sufficiency of groundwater pumped by the urban water supplier for the past five years. The description and analysis shall be based on information that is reasonably available, including, but not limited to, historic use records.

Groundwater is the sole source of water supply for the Visalia District. This section includes information regarding the underlying basin descriptions, groundwater management, and Cal Water's coordination with the applicable Groundwater Sustainability Agencies (GSAs), followed by a discussion of historical pumping and supply sufficiency, which is further supported by Section 7.1.1.

6.2.1 Basin Description and Status

As shown on **Figure 6-1**, the three Public Water Systems (PWSs) that comprise the Visalia District overlie the Kaweah Subbasin (California Department of Water Resources [DWR] Basin No. 5-022.11) and the Tule Subbasin (wait DWR Basin No. 5-022.13) of the San Joaquin Valley Basin. The Kaweah and Tule Subbasins are not adjudicated; however, in its recent evaluation of California's groundwater basins, DWR determined that both subbasins are in a condition of critical overdraft.[16] The Visalia PWS and the Tulco PWS overly the Kaweah Subbasin while the Mullen PWS overlies the Tule Subbasin.[17]

Kaweah Subbasin

The Kaweah Subbasin is designated as a high priority basin under DWR's 2019 Phase 2 Basin Prioritization.[18] Under this prioritization process, basins are ranked on eight components, and if a basin is assigned more than 21 total points, it is defined as "high priority." The main factors driving the designation in the Kaweah Subbasin include irrigated acreage per square mile (5 out of 5 possible points), population growth (5 out of 5 possible points), and groundwater reliance (5 out of 5 possible points). Additional factors include documented impacts including declining groundwater levels and subsidence (4 out of 5 possible points) and total well density (4 out of 5 possible points).[19] However, because the subbasin is critically overdrafted, it is assigned 40 priority points, which is the maximum total points under DWR's ranking system. The Kaweah Subbasin covers an area of approximately 446,000 acres (696 square miles) in the San Joaquin Valley and lies between the Kings Subbasin on the north, the Tule Subbasin on the south, crystalline bedrock of the Sierra Nevada foothills on the east, and the Tulare Lake subbasin on the west.[20]

[16] DWR, 2019. Sustainable Groundwater Management Act 2018 Basin Prioritization, State of California, dated January 2019.
[17] Pumping by the Mullen PWS in the Tule Subbasin has historically comprised approximately 0.1 percent of the total District pumping.
[18] ibid.
[19] DWR's 2019 Phase 2 Basin Prioritization used the basin's total possible ranking points assigned to each of the eight components to determine the priority. A basin is defined as High Priority if it has more than 21 total ranking points.
[20] DWR, 2004. Bulletin 118 Basin Boundary Description, Kaweah Subbasin, dated February 2004.

Tule Subbasin

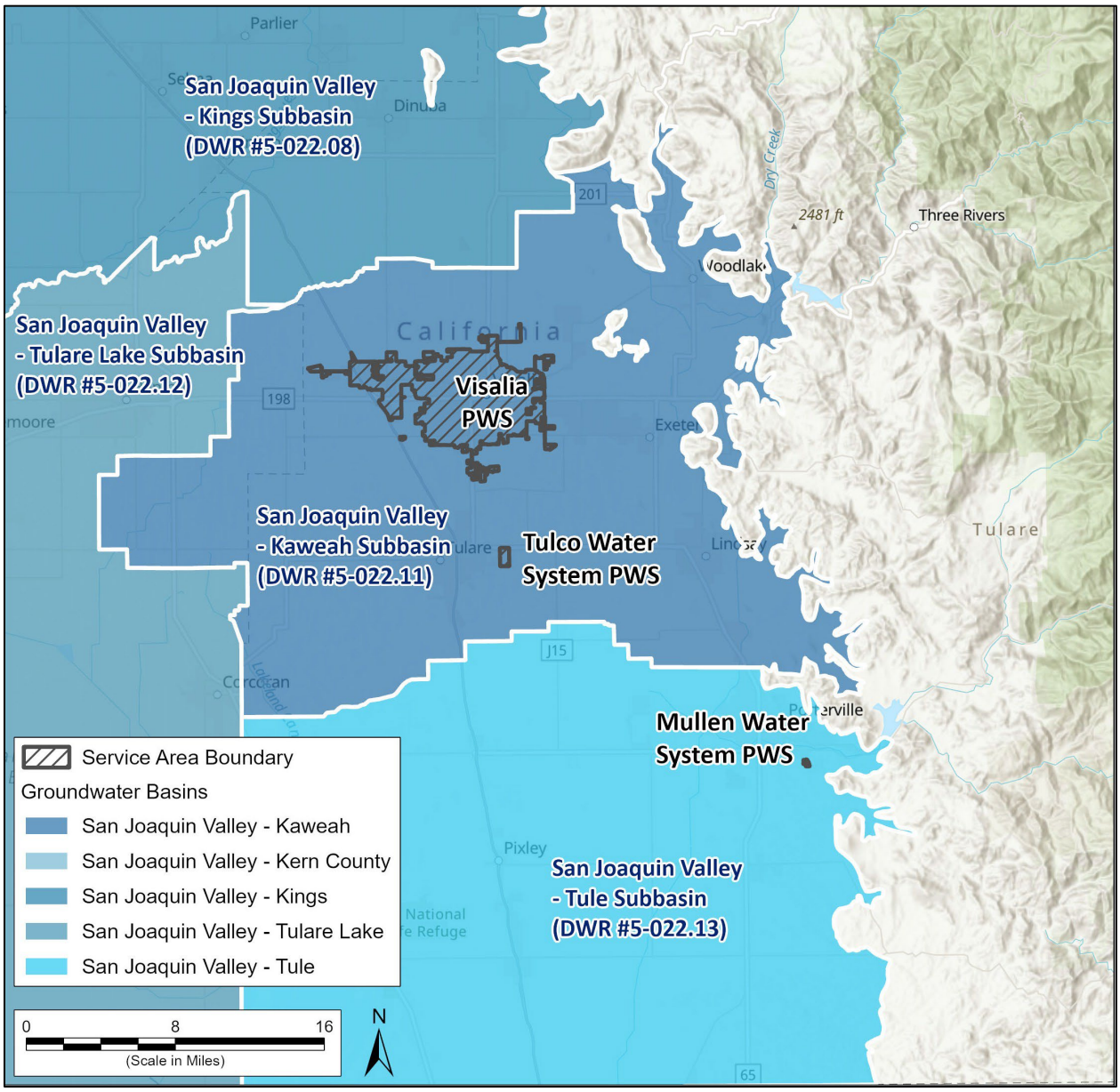
The Tule Subbasin is designated as a high priority basin under DWR's 2019 Phase 2 Basin Prioritization.[21] The main factors driving the designation in the Tule Subbasin include irrigated acreage per square mile (5 out of 5 possible points) and groundwater reliance (5 out of 5 possible points). Additional factors include documented impacts including declining groundwater levels and subsidence (4 out of 5 possible points) and population growth (4 out of 5 possible points). However, because the subbasin is critically overdrafted, it is assigned 40 priority points, which is the maximum total points under DWR's ranking system. The Tule Subbasin covers an area of approximately 475,895 acres (744 square miles) and is located almost entirely within Tulare County. The Tule Subbasin is delineated by various water districts, the largest of which is the Lower Tule River Irrigation District. The eastern boundary of the subbasin is the Sierra Nevada Mountain Range. The southern and western boundaries generally follow the Tulare County line.[22]

Additional details on the Kaweah and Tule Subbasins are given in DWR's Groundwater Bulletin 118, as well as in the key documents described below related to groundwater management of the subbasins, which are incorporated into this Amended 2025 Urban Water Management Plan (Amended 2025 UWMP or Plan) by reference:

- The final Groundwater Sustainability Plans (GSPs) for the MKGSA, the GKGSA, and the Eastern Tule GSA (ETGSA)[23], including current groundwater conditions, hydrogeologic conceptual models, water budgets, local sustainable management criteria, and projects and management actions for reaching sustainability in the subbasins by 2040, are available on the DWR Sustainable Groundwater Management Act (SGMA) Portal website:
  https://sgma.water.ca.gov/portal/gsp/all
- Details about the Kaweah River Basin Integrated Regional Water Management Plan (IRWMP), including detailed descriptions of Kaweah Subbasin hydrogeology, history of water and wastewater management, water quality, and water resources management, is available on the Kaweah Delta Water Conservation District website:
  https://www.kdwcd.com/integrated-regional-water-management
- The Tule River Basin IRWMP, including detailed descriptions of the Region's water supply and demand, resource management strategies, and potential projects, is available on the Tule River Basin IRWMP website:
  https://www.tuleirwmp.com/documents/

[21] ibid.
[22] DWR, 2018. Bulletin 118 Basin Boundary Description, Tule Subbasin, dated March 2018.
[23] Although the ETGSA has dissolved, the 2022 GSP is still available on the SGMA Data Portal and is the most up to date document describing the groundwater conditions for the portion of the Tule Subbasin that the District overlies.

Figure 6-1. Groundwater Basins Underlying the Visalia District



6.2.2 Non-SGMA Groundwater Management

Kaweah Subbasin

Prior to the passage of SGMA, the Kaweah Subbasin was managed according to the Kaweah River Basin IRWMP. The most recent update to the Kaweah River Basin IRWMP was adopted in July 2018. The objectives identified by the Kaweah River Basin Regional Water Management Group and stated in the IRWMP fall into five categories: (1) groundwater management, (2) water supply,

(3) water quality, (4) flood control, and (5) ecosystem restoration.[24] These objectives were used to inform water management strategies and potential project proposals to accomplish the goals of the region. The Kaweah Subbasin GSPs (discussed below) supersede the IRWMP as the groundwater management plan for the Kaweah Subbasin.

The Kaweah Delta Water Conservation District (KDWCD) and other irrigation districts and companies have historically managed groundwater through the conjunctive use of surface water. The KDWCD regularly provides programs that benefit local agricultural customers by making available additional surface water supplies for irrigation. These programs effectively reduce the withdrawals of groundwater resulting in in-lieu recharge of the aquifer. Groundwater is normally used by agriculture as an alternate source when surface supplies are not available, and is the sole source in areas within KDWCD jurisdiction that do not have access to surface water.

The KDWCD also operates dedicated water management basins for the multiple purposes of flood control and groundwater replenishment. The basins have the capacity to recharge the underlying groundwater basin. Normal operation of these facilities provides both the direct and indirect groundwater recharge of the basin in the form of conveyance losses and from agricultural applications of surface water that percolate into the aquifer.

In areas of the Lower Kaweah River such as Packwood and Cameron Creeks, surface water deliveries are managed by Tulare Irrigation District (TID) and other irrigation districts and companies. The City of Visalia (City) maintains a groundwater recharge program that provides localized benefit to the Visalia District; Cal Water customers fund the program through a groundwater pumping charge. Under this program the City works cooperatively with KDWCD and these irrigation districts and companies to manage groundwater resources.

Tule Subbasin

Prior to the passage of SGMA, the Tule Subbasin was managed according to the Tule River Basin IRWMP. The most recent update to the Tule River Basin IRWMP was adopted in June 2018. The goals identified by the Tule River Basin Integrated Regional Water Management Group stated in the IRWMP include: (1) maintain or improve the health of ecosystems within the region, (2) protection of life, structure, equipment, and property from flooding (3) reduction of contamination of surface and groundwater resources, (4) expand regional response to climate change through mitigation and adaption strategies, and (5) work toward achievement of sustainable balanced surface and groundwater supplies.[25] These goals were used to inform

[24] Kaweah River Basin Regional Water Management Group, 2018. Kaweah River Basin Integrated Regional Water Management Plan, dated July 2018.
[25] Tule River Basin Regional Water Management Group, 2018. Tule River Basin Integrated Regional Water Management Plan, dated June 2018.

resource management strategies and potential project proposals to accomplish the goals of the region.

6.2.3 SGMA Groundwater Management

In 2014, the California State Legislature enacted SGMA with subsequent amendments in 2015. Among other things, SGMA requires the formation of GSAs and the development and implementation of GSPs for groundwater basins that are designated by DWR as medium or high priority. As high priority, critically overdrafted and non-adjudicated basins, the Kaweah and Tule Subbasins are subject to the requirements of SGMA.

Kaweah Subbasin

Following the passage of SGMA, three GSAs were formed to collectively assume responsibility for sustainable groundwater management of the Kaweah Subbasin. The three GSAs within the Basin include the: Mid-Kaweah GSA (MKGSA), East Kaweah GSA (EKGSA), and Greater Kaweah GSA (GKGSA).

As shown in **Figure 6-1**, the majority of the Visalia PWS falls within the jurisdiction of the MKGSA, which covers an area of approximately 104,320 acres in the central to southwestern side of the Kaweah Subbasin. The MKGSA was formed September 14, 2015, through execution of a Joint Powers Agreement (JPA) between the City of Tulare, City of Visalia, and TID to establish the Mid-Kaweah Groundwater Subbasin JPA.

Additionally, as shown in **Figure 6-1**, small portions of the Visalia PWS and the entirety of the Tulco PWS fall within the jurisdiction of the GKGSA, which covers an area of approximately 217,600 acres across the Kaweah Subbasin. The GKGSA was formed August 23, 2016, through execution of a JPA between the KDWCD, the County of Tulare, Kings County Water District, Lakeside Irrigation District, and St. Johns Water District.

In 2020, the Kaweah Subbasin's GSAs (i.e., MKGSA, EKGSA, and GKGSA) coordinated to prepare three GSPs within the Subbasin, but certain technical efforts were cooperatively developed through the Kaweah Subbasin Coordination Agreement. Each of the three GSPs was submitted to DWR in January 2020. Following incomplete determinations by DWR, the three GSPs were revised and subsequently resubmitted in July 2022 to address deficiencies identified by DWR. However, in March 2023, DWR determined that the three revised GSPs were "inadequate" and had failed to fully address the deficiencies and transferred the Kaweah Subbasin to State Water Resources Control Board (SWRCB) jurisdiction.The GSAs adopted three new GSPs, referred to

herein as the 2024 Plan, in November 2024.[26,27,28] In December 2025, the SWRCB approved the 2024 Plan and formally returned jurisdiction over the Kaweah Subbasin to DWR.

Projects and management actions (P/MAs) described in the MKGSA GSP include: a Subbasin-wide Water Accounting Framework (WAF), groundwater recharge projects and programs, a well resiliency project, surface reservoir projects, leveraged surface water exchange programs, a groundwater extraction measurement implementation program, a well mitigation program, a Small Community Well Proactive & Protective Action Plan (PPAP), well registration and permitting programs, a geophysical surveying project, and future urban and agricultural conservation. As part of the P/MAs defined in the MKGSA GSP, the Kaweah Subbasin GSAs are committed to implementing a pumping allocation program to achieve the Kaweah Subbasin's sustainable yield by 2040. In July 2026, the MKGSA Board of Directors approved the Water Year 2027 Allocation, effective October 1, 2026 through September 30, 2026.[29] The MKGSA plans to prioritize the P/MAs described above to achieve sustainability.[30]

The P/MAs described in the GKGSA GSP include: a Subbasin-wide WAF, new recharge and storage facilities, improvements to existing recharge basins, flood control projects, a well characterization program, well registration and permitting programs, mitigation programs and plans, a Land Subsidence Management Plan, a Small Community Well PPAP, and agricultural and urban conservation. As part of the P/MAs defined in the GKGSA GSP, the GSA committed to implementing a pumping allocation program to achieve the Kaweah Subbasin's sustainable yield by 2040. The latest Water Year Allocation Plan (Water Year 2026 Allocation Plan) was approved by the GKGSA Board of Directors in October 2025 and is effective between October 1, 2025 through September 30, 2026[31]. The Water Year 2027 Allocation Plan is anticipated in the fourth quarter of 2026. The GKGSA plans to prioritize the P/MAs described above to achieve sustainability.[32]

[26] Greater Kaweah GSA, 2024. Greater Kaweah GSA GSP 2nd Amended November 2024, dated November 2024.
[27] East Kaweah GSA, 2024. East Kaweah GSA GSP 2nd Amended November 2024, dated November 2024.
[28] Mid-Kaweah GSA, 2024. Mid-Kaweah GSA GSP 2nd Amended November 2024, dated November 2024.
[29] Per the Emergency Ordinance to Establish an Extraction Limitation for the MKGSA Service Area, prior to the start of each WY, the MKGSA publishes the per-acre water allocations available to landowners within the MKGSA. The allocations consist of native sustainable yield and two tiers of temporary allocations that are calculated as decreasing percentages of the GSA's historical overdraft and will be gradually phased out. The temporary allocations are available only to historically irrigated lands within the MKGSA.
[30] Mid-Kaweah GSA, 2024. Mid-Kaweah GSA GSP 2nd Amended November 2024, dated November 2024.
[31] Prior to the start of each WY, the GKGSA publishes the per-acre water allocations available to landowners within the GKGSA. The allocations consist of native sustainable yield and two tiers of temporary allocations that are calculated as decreasing percentages of the GSA's historical overdraft and will be gradually phased out. The temporary allocations are available only to historically irrigated lands within the GKGSA.
[32] Greater Kaweah GSA, 2024. Greater Kaweah GSA GSP 2nd Amended November 2024, dated November 2024.

It should be noted that groundwater allocations are currently in place within the Kaweah Subbasin for agricultural users, with rules and regulations developed and overseen by the GKGSA and MKGSA. These rules and regulations do not currently apply to municipal users.

Tule Subbasin

Following the passage of SGMA, seven GSAs were formed to collectively assume responsibility for sustainable groundwater management of the Tule Subbasin including: ETGSA[33], Tri-County Water Authority GSA, Pixley Irrigation District GSA, Lower Tule River Irrigation District GSA, Delano-Earlimart Irrigation District GSA, Alpaugh GSA, and Tulare County GSA. The Mullen PWS portion of the Visalia District fell within the jurisdiction of the ETGSA, which covered an area of approximately 160,867 acres in the southeastern portion of Tulare County. The ETGSA dissolved in 2025 and additional GSAs are in the process of forming in the Tule Subbasin. The Mullen PWS is now within the Tule East GSA.

In 2020, the GSAs coordinated to prepare six GSPs within the Tule Subbasin with certain technical efforts (e.g., development of a coordinated water budget and sustainability goal) cooperatively developed through a Coordination Agreement. All of the Tule Subbasin GSPs were submitted to DWR on or before the 30 January 2020 deadline and were re-submitted to address deficiencies identified by DWR in July 2022 (2022 GSPs). However, in March 2023, DWR determined that the 2022 GSPs were “inadequate” and had failed to fully address the deficiencies and transferred the Tule Subbasin to SWRCB jurisdiction. Following this inadequate determination, on September 17, 2024, the SWRCB held a public hearing and designated the Tule Subbasin as a probationary basin under SGMA. As part of this probationary designation, groundwater pumpers within the Tule Subbasin, with the exception of those within the Kern-Tulare Water District GSA, the Delano-Earlimart Irrigation District GSA, or *de minimis* users, will be required to track and report their groundwater usage, as well as pay associated extraction fees, as set by the SWRCB. Additionally, additional GSAs have formed in the Tule Subbasin, bringing the total to 13, and revised GSPs are under review by the SWRCB and/or are in the process of being developed. As such, the status of SGMA implementation in the Tule Subbasin remains very much in flux.

6.2.4 Cal Water Coordination with Groundwater Sustainability Agencies

Cal Water’s groundwater basin management philosophy is to engage collaboratively with all stakeholders in the basins where it operates, prioritizing the long-term sustainability of groundwater resources. Cal Water recognizes and deeply supports the goals, objectives, and intended outcomes of the SGMA. Moreover, Cal Water recognizes the numerous challenges of

[33] The ETGSA recently underwent changes in governance structures resulting in the initial formation of four GSAs including the Porterville Irrigation District GSA, Sausalito Irrigation District GSA, Terra Bella Irrigation District GSA, and the Tule East GSA.

implementing the legislation along a variety of technical, legal, political, and financial/economic dimensions, particularly when the geographical diversity of the Cal Water's service territory is considered. Nonetheless, Cal Water intends to continue to take an active role in the local and state-wide management of groundwater resources by fully supporting and participating in the principal edicts of SGMA. A number of specific steps that Cal Water has taken with respect to this position and role include (among others):

- Coordination with public agencies (e.g., DWR and the State Water Resources Control Board [SWRCB]) to ensure that Cal Water's presence, rights and interests, as well as historical and current resource management concerns are honored/incorporated within the GSA and GSP formulation process(es);
- Cal Water has appointed representatives to serve on the GKGSA Board, the GKGSA Technical Advisory Committee (TAC), and the MKGSA Advisory Committee;
- Coordination with public agencies to ensure that Cal Water's presence, rights and interests, as well as historical and current resource management concerns are honored/incorporated within the GSA and GSP formulation process(es);
- Participation in the MKGSA-led Urban Strategic Plan, which aims to address groundwater sustainability challenges in the cities of Tulare and Visalia;
- Coordination with applicable local and regulatory agencies, including participation in relevant GSA boards and committees within the Tule Subbasin, to ensure that Cal Water remains actively engaged while meeting the requirements and expectations established under SGMA;
- Enhanced use of digital/electronic groundwater monitoring equipment and other new technology aimed at measuring withdrawal rates, pumping water levels, and key water quality parameters within the context of day-to-day operations;
- Participation in the development and implementation of GSPs and formulation of groundwater models being constructed in basins where Cal Water has an operating presence;
- Participation in individual and/or joint projects aimed at mitigating seawater intrusion and other "undesirable results" where appropriate;
- Inclusion of sound groundwater management principles and data in all applicable technical reports, studies, facility master plans, and UWMPs (including this 2025 update), particularly as these undertakings relate or pertain to water resource adequacy and reliability;
- Ensure reliable water service for historically underserved and/or vulnerable communities within Cal Water's service areas; and,

- Inclusion of sound groundwater management principles and data in all general rate case (GRC) filings and grant applications to ensure that resource management objectives remain visible and central to Cal Water's long-term planning/budgeting efforts.

6.2.5 Historical Pumping and Supply Sufficiency

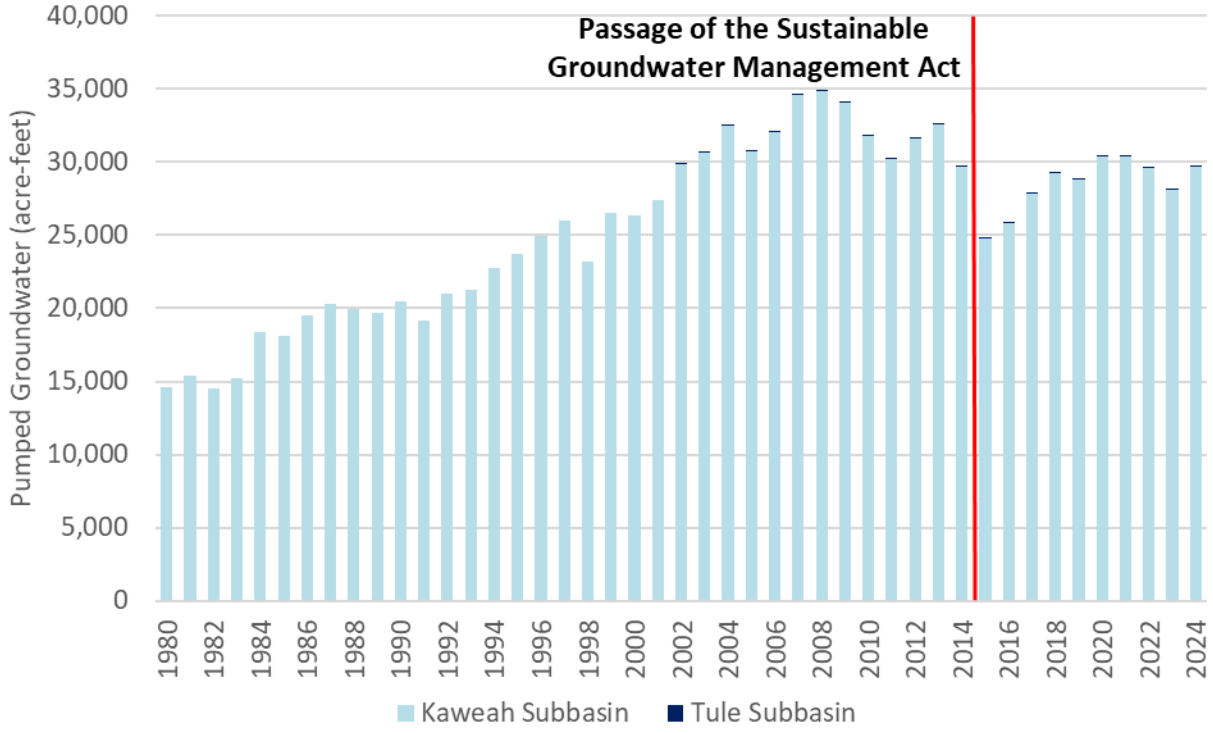
Cal Water holds certain water rights to groundwater it has pumped and used as an overlying owner and appropriator. Cal Water's water rights have been dedicated to a public use, and Cal Water is required by the California Public Utilities Commission (CPUC) to provide water to all customers within its designated service area under reasonable rules and regulations. State policy supports and protects municipal and domestic uses (California Water Code §106-"highest use," 106.5- "protected to the fullest extent for existing and future needs"), which courts have recognized as warranting significant consideration in balancing water rights. Consistent with this, SGMA preserved existing rights and priorities without modification (CWC §10720.5). Therefore, the projected groundwater supply volumes presented herein are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. Any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the Urban Water Management Plan (UWMP) statutes and regulations.

The groundwater used by the Visalia District is extracted from the underlying Kaweah and Tule Subbasins. The District has a total of 89 wells located within the District's service area boundaries shown in **Figure 6-1**.

There are seven storage structures, enabling the groundwater wells to pump to storage during non-peak demand periods and provide peak day demand. The District has sufficient production capacity to supply all of the District's current annual average day and maximum day demand.

As noted above, groundwater is the only source of supply for the District. **Table 6-1** lists the amount of groundwater pumped by Cal Water over the past five years. Historically, the groundwater supplies available to the District from the Kaweah and Tule Subbasins have always been sufficient to meet District demands, and the Cal Water supply wells have not dewatered, even during historical drought periods. Due to successful conservation efforts and response to the drought spanning 2011-2015 and 2021-2022, groundwater demand (and thus, District groundwater pumping volumes) were approximately 8.0 percent lower from 2016 through 2025 (i.e., averaging 28,956 AFY) in comparison to the previous ten years (i.e., averaging 31,638 AFY from 2006 through 2015; see **Figure 6-2**).

Figure 6-2. Historical Pumping from Groundwater Basins Underlying the Visalia District (1980 – 2025)



Kaweah Subbasin

Historically, the groundwater supplies available to the District from the underlying Kaweah Subbasin have always been sufficient to meet District demands in the Kaweah Subbasin. It should also be noted that the Water Budget used to support the development of the GKGSA and MKGSA's 2024 GSPs within the Kaweah Subbasin assumes an increase in pumping for urban growth within the City of Visalia that exceeds the urban growth projected in this UWMP (see Section 4.2.2 and Section 6.9). Specifically, the MKGSA and GKGSA 2024 GSPs both include a projected water demand for the City of Visalia of 54,987 AFY by 2040, which is 23,226 AFY more than the District's normal year projected demand from the Kaweah Subbasin of 31,761 AFY (see Section 4.2 and Section 6.9; GKGSA, 2024b; MKGSA, 2024).

It is also important to note that the majority of groundwater pumping in the Kaweah Subbasin is for agricultural use. From a regional and basin-wide standpoint, the District pumping is only a small fraction of total groundwater pumping. Based on the Kaweah Subbasin Water Budget information presented in the MKGSA 2024 GSP, average annual groundwater pumping from 1981 through 2017 totaled approximately 754,415 AFY, including approximately 685,375 AFY for

irrigated agriculture and 69,040 AFY for Municipal & Industrial (M&I) use. [34] These data show that M&I pumping accounted for approximately 9.0 percent of total pumping in the Kaweah Subbasin. Cal Water's average pumping over the same period (29,578 AFY) accounts for 4.0 percent of total Kaweah Subbasin pumping or 43 percent of M&I pumping. Additionally, Table 3-4 of the Water Year (WY) 2025 Annual Report submitted by the Kaweah Subbasin GSAs indicated that for WY 2025, urban pumping made up approximately nine percent of total pumping in the Kaweah Subbasin, further demonstrating that M&I pumping within the Kaweah Subbasin only accounts for a small portion of total pumping within the Subbasin. [35]

Although a significant amount of growth is projected in the District over the planning horizon (i.e., the District is projecting that service area population will increase by more than 32 percent over the next 25 years), it is anticipated that some land currently used for agricultural production will be converted to residential and nonresidential urban uses to accommodate future growth. Irrigated agriculture typically uses more water on a per-acre basis than urban uses; thus, some future growth within the District will likely result in a net decrease in water use within the Subbasin.

It is therefore likely that management of agricultural groundwater use, rather than M&I use, will be a much larger determining factor in maintaining groundwater sustainability in the Kaweah Subbasin in the future. Historical groundwater availability, combined with Cal Water's municipal water rights priority and ongoing supply reliability planning efforts, supports the conclusion that groundwater supplies will remain adequate to meet projected demands under all hydrologic conditions.

However, it is important to note that the Kaweah Subbasin is not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. SGMA was intended to preserve the security of water rights in the state, and was not intended to determine, modify or alter any surface water or groundwater rights or priorities. (CWC §10720.1(b), 10720.5(a) and (b).) SGMA should therefore not reduce, adversely impact or limit Cal Water's present or future exercise of its domestic water rights or its obligation to serve its municipal customers. As such, any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

[34] Mid-Kaweah GSA, 2024. Mid-Kaweah GSA GSP 2nd Amended November 2024 – Appendix 3A: Kaweah Subbasin Basin Setting Components, dated November 2024.
[35] Kaweah Subbasin GSAs, 2026. Kaweah Subbasin Annual Monitoring Report, dated April 2026.

Tule Subbasin

Historically, the groundwater supplies available to the District from the underlying Tule Subbasin have always been sufficient to meet District demands from the Tule Subbasin.

Similar to the Kaweah Subbasin, the majority of groundwater pumping in the Tule Subbasin is for agricultural use. Based on the Tule Subbasin water budget information presented in the ETGSA 2022 GSP[36], average annual groundwater pumping from WY 1987 through WY 2017 totaled approximately 712,200 AFY, including approximately 664,000 AFY for irrigated agriculture, 28,200 AFY for exports, 600 AFY for groundwater banking extraction, and 19,400 AFY for M&I use. These data show that M&I pumping accounted for approximately 3.0 percent of total pumping in the Tule Subbasin. Cal Water's average pumping over the same period (22.7 AFY) accounts for 0.003 percent of total Tule Subbasin pumping or 0.114 percent of M&I pumping.

It is therefore likely that management of agricultural groundwater use, rather than M&I use, will be a much larger determining factor in maintaining groundwater sustainability in the Tule Subbasin in the future. Historical groundwater availability, combined with Cal Water's municipal water rights priority and ongoing supply reliability planning efforts, supports the conclusion that groundwater supplies will remain adequate to meet projected demands under all hydrologic conditions. Additionally, given that the District's pumping (22.7 AFY) only reflects 0.003 percent of total Tule Subbasin pumping, it is reasonable to assume the District would be able to pump up to the projected demand as described below in Section 6.9 and shown in **Table 6-9**.

However, it is important to note that the Tule Subbasin is not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. SGMA was intended to preserve the security of water rights in the state, and was not intended to determine, modify or alter any surface water or groundwater rights or priorities. (CWC §10720.1(b), 10720.5(a) and (b).) SGMA should therefore not reduce, adversely impact or limit Cal Water's present or future exercise of its domestic water rights or its obligation to serve its municipal customers. As such, any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

[36] Although the ETGSA has dissolved, the 2022 GSP is still available on the SGMA Data Portal and is the most up to date document describing the groundwater conditions for the portion of the Tule Subbasin the District overlies.

Table 6-1. Groundwater Volume Pumped (DWR Table 6-1)

☐	Check the box if the Supplier does not pump groundwater.						
☐	Check the box if all or part of the groundwater below is desalinated. (OPTIONAL)						
Groundwater Type	Water Type (OPTIONAL)	Location or Basin Name	2021	2022	2023	2024	2025
			(AF)	(AF)	(AF)	(AF)	(AF)
Alluvial Basin	Potable	Kaweah Subbasin	30,365	29,576	28,139	29,721	29,434
Alluvial Basin	Potable	Tule Subbasin	20	21	19	24	23
		TOTAL	30,385	29,596	28,159	29,745	29,457

Notes:

(a) The Kaweah and Tule Subbasins are not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. Any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

6.3 Surface Water

Cal Water does not impound or divert surface water as a means to meet demands in the Visalia District, however, the District has explored the possibilities of surface water recharge and conjunctive use programs.

6.4 Stormwater

While Cal Water has no current plans to capture stormwater for beneficial use in the Visalia District, the City of Visalia has made improvements and upgrades to its infrastructure to capture and recharge stormwater to the groundwater basin.

6.5 Wastewater and Recycled Water

☑ ***CWC § 10633***

The plan shall provide, to the extent available, information on recycled water and its potential for use as a water source in the service area of the urban water supplier. The preparation of the plan shall be coordinated with local water, wastewater, groundwater, and planning agencies that operate within the supplier's service area.

The recycling of wastewater offers several benefits to Cal Water and its customers. One of these benefits is to help maintain a sustainable groundwater water supply either through direct recharge, or by reducing potable supply needs by utilizing recycled water for appropriate uses

(e.g., landscape irrigation) now being served by potable water. Cal Water is evaluating the feasibility of specific recycled water projects that could be implemented and will incorporate these findings in future water supply planning. The potential amount of recycled water that can be produced is proportional to the amount of wastewater that is locally generated and is discussed in the following sections.

6.5.1 Recycled Water Coordination

The Visalia District relies on and coordinates with the City of Visalia for wastewater treatment and potential recycled water projects.

6.5.2 Wastewater Collection, Treatment, and Disposal

☑ ***CWC § 10633 (a)***

A description of the wastewater collection and treatment systems in the supplier's service area, including a quantification of the amount of wastewater collected and treated and the methods of wastewater disposal.

☑ ***CWC § 10633 (b)***

A description of the quantity of treated wastewater that meets recycled water standards, is being discharged, and is otherwise available for use in a recycled water project.

The City of Visalia operates and maintains the sewer system and provides wastewater treatment service for the Visalia District. **Table 6-2** includes an estimate of the volume of wastewater collected from District customers in 2025. The estimate is calculated by annualizing 90 percent of January water use in the service area. As shown in **Table 6-3**, the Visalia District does not currently serve recycled water to customers.

The City's sewer system consists of gravity sewers, pumping stations, and force mains to collect wastewater from residential, commercial, and industrial customers. The collected wastewater is discharged to trunk sewers and interceptors and conveyed to the Visalia Water Reclamation Facility (WRF), which is not within the District boundaries. In 2017, the City of Visalia completed an upgrade project at the WRF which included replacement of the secondary and tertiary treatment processes with a membrane bioreactor (MBR) system and ultra-violet light (UV) disinfection system, among other upgrades. The WRF has a capacity to treat 22 million gallons per day (MGD).

Currently, as shown in **Table 6-3**, no wastewater is treated within the District's service area. However, the City provides recycled water from its WRF to a golf course within the District service area for direct use. The City and Cal Water have mutually expressed interest in making recycled water available to customers, however timing and volume of recycled water available for this purpose is currently uncertain.

Table 6-2. Wastewater Collected Within Service Area in 2025 (DWR Table 6-2)

☐	Check the box if there is no wastewater collection system.			
	Percentage of 2025 service area covered by wastewater collection system (OPTIONAL)			
	Percentage of 2025 service area population covered by wastewater collection system (OPTIONAL)			
Wastewater Collection			Recipient of Collected Wastewater	
Name of Wastewater Collection Agency	Wastewater Volume Metered or Estimated? (OPTIONAL)	Volume of Wastewater Collected from UWMP Service Area 2025 (AF)	Name of Wastewater Treatment Plant (WWTP) and Place ID Number	Is WWTP Located Within UWMP Area?
City of Visalia	Estimated	16,252	Visalia Water Reclamation Facility (WRF), Place ID 273138	No
Total Wastewater Collected from Service Area in 2025:		16,252		

Notes:

(a) The volume of wastewater collected from the Visalia District service area in 2025 is estimated by annualizing 90 percent of January water use in the District.

Table 6-3. Wastewater Treatment and Outcomes Within UWMP Service Area in 2025 (DWR Table 6-3)

☒	Check box if no wastewater is treated or disposed of within the UWMP service area.														
Wastewater Treatment Plant Name and Place ID Number	Does This Plant Treat Wastewater Generated Outside the UWMP Service Area?	2025 Volume of Wastewater Received from UWMP Service Area (AF)	Total 2025 Volume of Water Treated (AF)	2025 Outcomes of Treated Wastewater											
				Water Recycled Within UWMP Service Area		Water Recycled Outside of UWMP Service Area		Effluent Discharge that is not a Permitted Recycled Water Use		Required Discharge for Instream Flow		Delivered to Another Entity for Additional Treatment			
				Treatment Level	Volume (AF)	Treatment Level	Volume (AF)	Treatment Level	Volume (AF)	Treatment Level	Volume (AF)	Treatment Level	Volume (AF)	Name of other entity	
Total															
Notes:															

6.5.3 Recycled Water System and Recycled Water Beneficial Uses

☑ ***CWC § 10633 (c-g)***

(c) A description of the recycled water currently being used in the supplier's service area, including, but not limited to, the type, place, and quantity of use.

(d) A description and quantification of the potential uses of recycled water, including, but not limited to, agricultural irrigation, landscape irrigation, wildlife habitat enhancement, wetlands, industrial reuse, groundwater recharge, indirect potable reuse, and other appropriate uses, and a determination with regard to the technical and economic feasibility of serving those uses.

(e) The projected use of recycled water within the supplier's service area at the end of 5, 10, 15, and 20 years and a description of the actual use of recycled water in comparison to uses previously projected pursuant to this subdivision.

(f) A description of actions, including financial incentives, which may be taken to encourage the use of recycled water, and the projected results of these actions in terms of acre-feet of recycled water used per year.

(g) A plan for optimizing the use of recycled water in the supplier's service area, including actions to facilitate the installation of dual distribution systems, to promote recirculating uses, to facilitate the increased use of treated wastewater that meets recycled water standards, and to overcome any obstacles to achieving that increased use.

As shown in **Table 6-4** and **Table 6-5**, the Visalia District does not currently serve recycled water to customers or have immediately planned recycled water projects, however Cal Water is assessing the feasibility of such projects.

Table 6-4. Recycled Water Direct Beneficial Uses Within Service Area (DWR Table 6-4)

☒	Check box if recycled water is not used and is not planned for use within the service area of the supplier.
Name(s) of Facility/ies Producing (Treating) the Recycled Water (OPTIONAL):	
Name of Supplier Operating the Recycled Water Distribution System (OPTIONAL):	
Supplemental Water Added in 2025 (Volume) (OPTIONAL):	
Source of 2025 Supplemental Water (OPTIONAL):	

Use Type	Water Type (after treatment if treated) (OPTIONAL)	Additional Information (as needed)	2025	2030	2035	2040	2045	2050 (opt)	Potential Recycled Water Use	
			(AF)	(AF)	(AF)	(AF)	(AF)	(AF)	Volume	Narrative Page Number (OPTIONAL)
									0	
		Total:							0	

Notes:

Table 6-5. 2020 UWMP Recycled Water Use Projection Compared to 2025 Actual (DWR Table 6-5)

☒	**Check the box if recycled water was not used in 2025 nor projected for use in 2020.**	
Use Type	2020 Projection for 2025	2025 Actual Use
	(AF)	(AF)
Total		
Notes:		

6.5.4 Actions to Encourage and Optimize Future Recycled Water Use

At this time, as shown in **Table 6-6**, the Visalia District does not currently serve recycled water to customers or have immediately planned recycled water projects, however Cal Water is assessing the feasibility of such projects. Cal Water's supply portfolio in some districts already includes recycled water. Cal Water has also recently developed a Water Reuse Strategic Plan that evaluated potential reuse opportunities across all Cal Water Districts, including Non-Potable Reuse (NPR), Indirect Potable Reuse (IPR), and Direct Potable Reuse (DPR). It further outlined key aspects of potable reuse projects including project structure, interagency coordination, and source control. Cal Water will utilize this Strategic Plan to further evaluate the feasibility of specific opportunities and is eager to expand its water supply portfolio to utilize water reuse to its customers where feasible, and to form partnerships with other agencies and jurisdictions to accomplish this.

Table 6-6. Methods to Expand Future Recycled Water Use (DWR Table 6-6)

☐	Check the box if the Supplier does not plan to expand recycled water use in the future.		
Section 6.5.4; Page 83	Page location of narrative in UWMP		
Name of Action	Description	Planned Implementation Year	Expected Increase in Recycled Water Use
			(AF)
		Total	
Notes:			

6.6 Desalinated Water Opportunities

☑ ***CWC § 10631 (g)*** *A plan shall be adopted in accordance with this chapter and shall do all of the following:*

Describe the opportunities for development of desalinated water, including, but not limited to, ocean water, brackish water, and groundwater, as a long-term supply.

The Visalia District is located in the eastern Central Valley, many miles from the nearest source of saline water. As such, there are no opportunities for the development of desalinated water in the District.

6.7 Water Exchanges and Transfers

☑ ***CWC § 10631 (c)*** *A plan shall be adopted in accordance with this chapter and shall do all of the following:*

Describe the opportunities for exchanges or transfers of water on a short-term or long-term basis.

Cal Water does not hold any surface water rights in the Visalia District that could be transferred to other agencies and is not pursuing water transfers or exchanges at this time.

6.7.1 Exchanges

Cal Water is not pursuing water exchanges involving the Visalia District and other entities at this time.

6.7.2 Transfers

Cal Water is not pursuing water transfers involving the Visalia District and other entities at this time. In response to drought conditions in 2015 through 2017, the District wheeled water through its distribution system to a neighboring agency; however, this water was not considered a transfer of District supply.

6.7.3 Emergency Interties

Cal Water maintains one emergency interconnection with the City of Tulare for the Tulco PWS.

6.8 Future Water Projects

☑ ***CWC § 10631*** *A plan shall be adopted in accordance with this chapter and shall do all of the following:*

(b) (3) For any planned sources of water supply, a description of the measures that are being undertaken to acquire and develop those water supplies.

(f) Include a description of all water supply projects and water supply programs that may be undertaken by the urban water supplier to meet the total projected water use, as established pursuant to subdivision (a) of Section 10635. The urban water supplier shall include a detailed description of expected future projects and programs that the urban water supplier may implement to increase the amount of the water supply available to the urban water supplier in normal and single-dry water years and for a period of drought lasting five consecutive water years. The description shall identify specific projects and include a description of the increase in water supply that is expected to be available from each project. The description shall include an estimate with regard to the implementation timeline for each project or program.

Cal Water has an active well maintenance program to monitor all of the wells and identify which wells need to be replaced to maintain the reliability of the system. Cal Water will maintain sufficient wells and distribution facilities to meet the anticipated increases in future demand as needed. In addition to routine well maintenance, Cal Water is currently advancing additional supply-augmentation projects to support reliability and growth, including adding additional wells to its system.

Groundwater will likely continue to be the only supply source for the Visalia District over the planning horizon (i.e., through 2050), and Cal Water will maintain sufficient wells and distribution facilities to meet the anticipated increases in future demand as needed. Cal Water has worked collaboratively with the City of Visalia to develop and plan groundwater recharge programs and will continue to work with the City to support their implementation and to consider potential expansions. Cal Water continually investigates opportunities outside the City of Visalia to participate in conjunctive use programs or otherwise expand supplies available to the District. However, as shown in **Table 6-7**, there are no planned future water supply projects or programs that are expected to provide a quantifiable increase to the District's water supply, beyond Cal Water's groundwater well program mentioned above.

Table 6-7. Expected Future Water Supply Projects or Programs (DWR Table 6-7)

☒	No expected future water supply projects or programs that provide a quantifiable increase to the agency's water supply.						
☐	Some or all of the supplier's future water supply projects or programs are not compatible with this table and are described in a narrative format.						
	Provide page location of narrative in the UWMP						
Name of Future Projects or Programs	Joint Project with Other Suppliers?		Additional Description (as needed)	Water Type (after treatment if treated) (OPTIONAL)	Planned Implementation Year	Planned for Use in Year Type	Expected Increase in Water Supply to Supplier
	Yes/ No	*If Yes, Supplier Name*					(AF)
Notes:							

6.9 Summary of Existing and Planned Sources of Water

☑ ***CWC § 10631 (b)*** *Identify and quantify, to the extent practicable, the existing and planned sources of water available to the supplier over the same five-year increments described in subdivision (a).*

☑ ***CWC § 10631 (b) (2)*** *When multiple sources of water supply are identified, a description of the management of each supply in correlation with the other identified supplies.*

☑ ***CWC § 10631 (b) (4) (D)*** *A detailed description and analysis of the amount and location of groundwater that is projected to be pumped by the urban water supplier. The description and analysis shall be based on information that is reasonably available, including, but not limited to, historic use records.*

Table 6-8 summarizes the actual volumes of groundwater production for calendar year 2025.

As discussed above, groundwater will be used to serve all projected demand within the Visalia District through 2050. Therefore, the groundwater supply amounts shown in **Table 6-9** equal the projected demand in each year (see Section 7.1.1).

It should be noted that the Kaweah and Tule Subbasins are not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. Any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

Table 6-8. Water Supplies – Actual (DWR Table 6-8)

Water Supply	Additional Description (As Needed)	2025		
		Water Type (after treatment if treated) (OPTIONAL)	**Actual Volume**	**Total Entitlement** (OPTIONAL)
			(AF)	(AF)
Groundwater (not desalinated)	Kaweah Subbasin	Potable	29,434	
Groundwater (not desalinated)	Tule Subbasin	Potable	23	
Purchased or Imported Water	City of Tulare	Potable	9	
		Subtotal Potable	29,466	
		Subtotal Non-Potable	0	
		Total	29,466	

Notes:

(a) The Kaweah and Tule Subbasins are not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. Any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

(b) Water purchased from the City of Tulare was for Cal Water's Tulco Public Water System.

Table 6-9. Water Supplies – Projected (DWR Table 6-9)

Water Supply	Additional Detail on Water Supply	Water Type (OPTIONAL)	Projected Water Supply									
			2030		2035		2040		2045		2050 (opt)	
			Reasonably Available Volume	Total Entitlement (OPTIONAL)	Reasonably Available Volume	Total Entitlement (OPTIONAL)	Reasonably Available Volume	Total Entitlement (OPTIONAL)	Reasonably Available Volume	Total Entitlement (OPTIONAL)	Reasonably Available Volume	Total Entitlement (OPTIONAL)
			(AF)	(AF)	(AF)	(AF)	(AF)	(AF)	(AF)	(AF)	(AF)	(AF)
Groundwater (not desalinated)	Kaweah Subbasin	Potable	30,290		30,723		31,761		32,833		33,985	
Groundwater (not desalinated)	Tule Subbasin	Potable	22		22		22		22		22	
Subtotal Potable			30,312		30,744		31,783		32,855		34,006	
Subtotal Non-Potable			0		0		0		0		0	
Total			30,312		30,744		31,783		32,855		34,006	

Notes:

(a) The Kaweah and Tule Subbasins are not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. Any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

(b) Totals may not sum due to rounding.

6.10 Special Conditions

6.10.1 Climate Change Effects

Cal Water is committed to incorporating climate change into its ongoing water supply planning. Section 4.3 of this Plan includes a description of plausible changes to projected demands under climate change conditions, and Cal Water is currently working to consider the effects of climate change in future demand modeling. The impact of climate change on District supplies is addressed in detail in the key resources described below, which are incorporated into this Plan by reference:

- In 2016, Cal Water completed a study of climate change impacts on a representative subset of its districts to gain a better understanding of the potential impacts of climate change on the availability of its diverse supplies.[37] The 2016 study relied on the best available projections of changes in climate (temperature and precipitation) through the end of the century to examine how surface water flows and groundwater recharge rates may change. The executive summary of this study is included in this Plan in **Appendix E.**
- Cal Water developed a multi-phase climate change study to assess the climate-related impacts on Cal Water assets, supplies, demands, and vulnerabilities. Phase 1, which primarily consisted of a literature and tools review of previous and complementary studies, was completed in December 2020.[38] Phase 2 included a District-level vulnerability assessment of Cal Water's facilities and operations, an assessment approach that evaluates climate impacts to Cal Water, identification of asset vulnerabilities, and prioritization of climate risks. Phase 2 also included an assessment of climate-driven impacts to water supply resources and demand, and was completed in December 2021. The executive summary for Phase 1 and the Summary for Decision Makers for Phase 2 of these studies are included in this Plan in **Appendix E**.
- SGMA dictates that GSPs include basin-wide water budget models under various climate change scenarios, including future conditions which account for the effects of estimated climate change. The Mid-Kaweah GSA 2024 GSP, GKGSA 2024 GSP, and ETGSA 2022 GSP are available on the DWR website:

  Mid-Kaweah: https://sgma.water.ca.gov/portal/gsp/preview/164

  GKGSA: https://sgma.water.ca.gov/portal/gsp/preview/165

  ETGSA: https://sgma.water.ca.gov/portal/gsp/preview/43

[37] California Water Service, 2016. Potential Climate Change Impacts on the Water Supplies of California Water Service, prepared by Gary Fiske and Associates, Inc. and Balance Hydrologics, Inc., dated January 2016.
[38] ICF, 2020. California Water Service Climate Change – Water Resource Monitoring and Adaptation Plan – Phase 1, prepared by ICF, dated December, 17, 2020.

6.10.2 Regulatory Conditions and Project Development

Emerging regulatory conditions (e.g., issues surrounding the Water Quality Control Plan for the San Francisco/Sacramento-San Joaquin Delta Estuary [Bay-Delta Plan]) may affect planned future projects and the characterization of future water supply availability and analysis. The District does not have any current plans to develop additional supply sources beyond groundwater wells. If the District does move forward with any plans to develop supply projects, emerging regulatory conditions will be considered, and the associated water supply reliability impacts will be assessed in future UWMP updates.

6.10.3 Other Locally Applicable Criteria

Other locally applicable criteria may affect characterization and availability of an identified water supply (e.g., changes in regional water transfer rules may alter the availability of a water supply that had historically been readily available). The District does not have any current plans to develop additional supply sources beyond groundwater wells. If the District does move forward with any plans to develop supply projects, locally applicable criteria will be considered, and the associated water supply reliability impacts will be assessed in future UWMP updates.

Under SGMA, GSAs have the authority to implement projects and management actions that help the Kaweah and Tule Subbasins reach their sustainability goals, including such actions as setting allocations for groundwater pumping, prohibiting development of new groundwater wells, or implementing fees for pumping volumes. As described in Section 6.2, the 2024 Plan was completed and adopted in in November 2024 for the Kaweah Subbasin and for the Tule Subbasin, the 2022 GSPs were submitted and adopted in July 2022; however, in March 2023, DWR determined that the Tule Subbasin 2022 GSPs were “inadequate” and had failed to fully address the deficiencies and transferred the Tule Subbasin to SWRCB jurisdiction. Revised Tule Subbasin GSPs are under review by the SWRCB and/or are in the process of being developed. As such actions are implemented, Cal Water will consider them as a part of its future supply planning efforts.

6.11 Energy Intensity

☑ ***CWC § 10631.2***

(a) In addition to the requirements of Section 10631, an urban water management plan shall include any of the following information that the urban water supplier can readily obtain:
(1) An estimate of the amount of energy used to extract or divert water supplies.
(2) An estimate of the amount of energy used to convey water supplies to the water treatment plants or distribution systems.
(3) An estimate of the amount of energy used to treat water supplies.
(4) An estimate of the amount of energy used to distribute water supplies through its distribution systems.
(5) An estimate of the amount of energy used for treated water supplies in comparison to the amount used for nontreated water supplies.
(6) An estimate of the amount of energy used to place water into or withdraw from storage.
(7) Any other energy-related information the urban water supplier deems appropriate.
(b) The department shall include in its guidance for the preparation of urban water management plans a methodology for the voluntary calculation or estimation of the energy intensity of urban water systems. The department may consider studies and calculations conducted by the Public Utilities Commission in developing the methodology.
(c) The Legislature finds and declares that energy use is only one factor in water supply planning and shall not be considered independently of other factors.

The "Total Utility Approach" as defined by DWR in the 2025 UWMP Guidebook is used to report water-related energy-consumption data for the Visalia District. Calendar year 2024 is selected as the one-year reporting period, and utility bills for the associated time period are used as the source for energy consumption data. Utility bills reported the following energy consumption data for the Visalia District during calendar year 2024:

$$Total\ Energy\ Consumed\ by\ the\ Visalia\ District = 14{,}823{,}505\ kilowatt\ hour\ (kWh)$$

Table 6-10 shows the energy consumed for each acre-foot (AF) of water entering the distribution system in the Visalia District, including energy associated with the pumping, treatment, conveyance, and distribution of drinking water, but not including energy associated with the treatment of wastewater. Based on this, the energy intensity is estimated to be 498 kilowatt hour per acre-feet (kWh/AF), or 1,529 kWh per million gallon consistent with the DWR 2025 UWMP Submittal Tables.

Table 6-10. Recommended Energy Intensity – Total Utility Approach (DWR Table O-1B)

Water Delivery Product	Retail Potable Deliveries	Only for Water Delivery Products Under the Urban Water Supplier's Operational Control		
Start Date of Reporting Period	1/1/2024	Sum of All Water Management Processes	Non-Consequential Hydropower	
End Date of Reporting Period	12/31/2024			
Is Upstream Embedded Energy in the Values Reported?	No			
Units of Measure for Water	(AF)	**Total Utility**	**Hydropower**	**Net Utility**
Volume of Water Entering Process		29,745	-	29,745
Energy Consumed (kWh)		14,823,505	-	14,823,505
Energy Intensity (kWh/vol. converted to MG)		1,529	-	1,529
Quantity of Self-Generated Renewable Energy				
N/A				
Data Quality (Estimate, Metered Data, Combination of Estimates and Metered Data)				
Metered Data				
Data Quality Narrative:				
Utility bills for the associated time period are used as the source for energy consumption data.				
Narrative:				
Total energy consumption represents the energy consumed during pumping, treatment, conveyance, and distribution.				
Notes:				

Chapter 7
Water Supply Reliability Assessment

☑ ***CWC § 10620 (f)***

An urban water supplier shall describe in the plan water management tools and options used by that entity that will maximize resources and minimize the need to import water from other regions.

☑ ***CWC § 10630.5***

Each plan shall include a simple lay description of how much water the agency has on a reliable basis, how much it needs for the foreseeable future, what the agency's strategy is for meeting its water needs, the challenges facing the agency, and any other information necessary to provide a general understanding of the agency's plan.

This chapter describes the reliability of the California Water Service (Cal Water) Visalia District's (also referred to herein as the "District") water supplies. Assessment of water supply reliability is complex and dependent upon a number of factors, such as the number of water sources, regulatory and legal constraints, hydrological and environmental conditions, climate change, and expected growth, among others. Based on available historical information and projections of future water uses, regulatory and legal constraints, and hydrological and environmental conditions, including climate change, Cal Water has made its best determination of future water supply reliability for the District. This chapter includes the following sections:

7.1 Constraints on Water Sources

7.2 Reliability by Type of Year

7.3 Supply and Demand Assessment

7.4 Water Supply Management Tools and Options

7.5 Drought Risk Assessment

7.1 Constraints on Water Sources

☑ ***CWC §10631***

(b)(1) A detailed discussion of anticipated supply availability under a normal water year, single dry year, and droughts lasting at least five years, as well as more frequent and severe periods of drought, as described in the drought risk assessment. For each source of water supply, consider any information pertinent to the reliability analysis conducted pursuant to Section 10635, including changes in supply due to climate change.

☑ ***CWC §10634***

The plan shall include information, to the extent practicable, relating to the quality of existing sources of water available to the supplier over the same five-year increments as described in subdivision (a) of Section 10631, and the manner in which water quality affects water management strategies and supply reliability.

☑ ***CWC §10635***

(b)(2) A determination of the reliability of each source of supply under a variety of water shortage conditions. This may include a determination that a particular source of water supply is fully reliable under most, if not all, conditions.

(b)(4) Considerations of the historical drought hydrology, plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria.

Groundwater is the sole supply for the Visalia District. Cal Water has identified several potential constraints on future groundwater supply availability, water quality, climate change, and evolving regulations such as the Sustainable Groundwater Management Act (SGMA). These constraints, along with associated management strategies are summarized in the following sections.

7.1.1 Supply Availability

As discussed in Chapter 6 of this Amended Urban Water Management Plan (Amended UWMP or Plan), Cal Water expects that, under all hydrologic conditions, its groundwater supply for the Visalia District will fully meet future demands. This assessment is based on the available information regarding groundwater supply availability to the District and the additional information presented below.

Cal Water holds certain water rights to groundwater it has pumped and used as an overlying owner and appropriator. Cal Water's water rights have been dedicated to a public use, and Cal Water is required by the California Public Utilities Commission (CPUC) to provide water to all customers within its designated service area under reasonable rules and regulations. State policy supports and protects municipal and domestic uses, which courts have recognized as warranting significant consideration in balancing water rights. Consistent with this, SGMA preserved existing rights and priorities without modification (CWC §10720.5). Use of water for domestic purposes

is recognized as the "highest use" of water in the State of California pursuant to California Water Code (CWC) §106, and the rights of urban water purveyors should be protected to the fullest extent necessary for existing and future uses, pursuant to CWC §106.5.

Kaweah Subbasin

Historically, the groundwater supplies available to the District from the underlying Kaweah Subbasin have always been sufficient to meet District demands in the Kaweah Subbasin, and the Cal Water supply wells have not dewatered, even during historical drought periods.

The Water Budget used to support the development of the GKGSA and MKGSA's 2024 GSPs within the Kaweah Subbasin assumes an increase in pumping for urban growth within the City of Visalia that exceeds the demands projected for the District in this UWMP (see Section 4.2.2 and Section 6.9). Specifically, the MKGSA and GKGSA 2024 GSPs both include a projected water demand for the City of Visalia of 54,987 AFY by 2040, which is 23,226 AFY more than the District's normal year projected demand from the Kaweah Subbasin of 31,761 AFY (See Section 4.2 and Section 6.9; GKGSA, 2024b; MKGSA, 2024).

As noted previously, the Kaweah Subbasin is not adjudicated. SGMA was intended to preserve the security of water rights in the state to the greatest extent possible, and was not intended to determine, modify or alter any surface water or groundwater rights or priorities. (CWC §10720.1(b), 10720.5(a) and (b).) SGMA should therefore not reduce, adversely impact or limit Cal Water's present or future exercise of its domestic water rights or its obligation to serve its municipal customers, and Cal Water's rights should be subject to less restrictions and limitations than any other types of water rights or uses.

It is also important to note that the majority of groundwater pumping in the Kaweah Subbasin is for agricultural use. From a regional and basin-wide standpoint, the District pumping is only a small fraction of total groundwater pumping. Based on the Kaweah Subbasin water budget information presented in the Mid-Kaweah Groundwater Sustainability Plan (GSP), average annual groundwater pumping from 1981 through 2017 totaled approximately 754,415 AFY, including approximately 685,375 AFY for irrigated agriculture and 69,040 AFY for Municipal & Industrial (M&I) use.[39] These data show that M&I pumping accounted for approximately 9.0 percent of total pumping in the Kaweah Subbasin. Cal Water's average pumping over the same period (29,578 AFY) accounts for 4.0 percent of total Kaweah Subbasin pumping or 43 percent of M&I pumping. Additionally, Table 3-4 of the WY 2025 Annual Report submitted by the Kaweah Subbasin GSAs indicated that for WY 2025, urban pumping made up approximately nine percent

[39] Mid-Kaweah GSA, 2024. Mid-Kaweah GSA GSP 2nd Amended November 2024 – Appendix 3A: Kaweah Subbasin Basin Setting Components, dated November 2024.

of total pumping in the Kaweah Subbasin, further demonstrating that M&I pumping only accounts for a portion of total pumping within the Subbasin.[40]

Although a significant amount of growth is projected in the District over the planning horizon (i.e., the District is projecting that service area population will increase by more than 32% over the next 25 years), it is anticipated that some land currently used for agricultural production will be converted to residential and nonresidential urban uses to accommodate future growth. Irrigated agriculture typically uses more water on a per-acre basis than urban uses; thus, some future growth within the District will likely result in a net decrease in water use within the Subbasin.

It is therefore likely that management of agricultural groundwater use, rather than M&I use, will be a much larger determining factor in maintaining groundwater sustainability in the Kaweah Subbasin in the future. Historical groundwater availability, combined with Cal Water's municipal water rights priority and ongoing supply reliability planning efforts, supports the conclusion that groundwater supplies will remain adequate to meet projected District demands from the Kaweah Subbasin under all hydrologic conditions.[41]

Tule Subbasin

Historically, the groundwater supplies available to the District from the underlying Tule Subbasin have always been sufficient to meet District demands from the Tule Subbasin, and the Cal Water supply wells have not dewatered, even during historical drought periods.

As noted above, the Tule Subbasin is not adjudicated. SGMA was intended to preserve the security of water rights in the state to the greatest extent possible, and was not intended to determine, modify or alter any surface water or groundwater rights or priorities. (CWC §10720.1(b), 10720.5(a) and (b).) SGMA should therefore not reduce, adversely impact or limit Cal Water's present or future exercise of its domestic water rights or its obligation to serve its municipal customers, and Cal Water's rights should be subject to less restrictions and limitations than any other types of water rights or uses.

Similar to the Kaweah Subbasin, the majority of groundwater pumping in the Tule Subbasin is for agricultural use. Based on the Tule Subbasin water budget information presented in the ETGSA GSP, average annual groundwater pumping from WY 1987 through WY 2017 totaled approximately 712,200 AFY, including approximately 664,000 AFY for irrigated agriculture, 28,200 AFY for exports, 600 AFY for groundwater banking extraction, and 19,400 AFY for M&I use.[42] These data show that M&I pumping accounted for approximately 3.0 percent of total

[40] Kaweah Subbasin GSAs, 2026. Kaweah Subbasin Annual Monitoring Report, dated April 2026.
[41] Ibid.
[42] ETGSA, 2022. ETGSA 2022 GSP – Appendix 2G: Tule Subbasin Coordination Agreement, dated July 2022.

pumping in the Tule Subbasin. Cal Water's average pumping over the same period[43] (22.7 AFY) accounts for 0.003 percent of total Tule Subbasin pumping or 0.114 percent of M&I pumping.

Therefore, it is likely that management of agricultural groundwater use, rather than M&I use, will be a much larger determining factor in maintaining groundwater sustainability in the Tule Subbasin in the future. Historical groundwater availability, combined with Cal Water's municipal water rights priority and ongoing supply reliability planning efforts, supports the conclusion that groundwater supplies will remain adequate to meet projected District demands from the Tule Subbasin under all hydrologic conditions.

7.1.2 Water Quality

☑ ***CWC § 10634***

The plan shall include information, to the extent practicable, relating to the quality of existing sources of water available to the supplier over the same five-year increments as described in subdivision (a) of Section 10631, and the manner in which water quality affects water management strategies and supply reliability.

Impaired water quality also has the potential to affect water supply reliability. Cal Water is committed to meeting all state and federal water quality regulations. All drinking water standards are set by the U.S. Environmental Protection Agency (USEPA) under the authorization of the Federal Safe Drinking Water Act of 1974. In California, the State Water Resources Control Board (SWRCB), Division of Drinking Water (DDW) can either adopt the USEPA standards or set more stringent standards, which are then codified in Title 22 of the California Code of Regulations. There are two general types of drinking water standards:

- **Primary Maximum Contaminant Levels (MCLs)** are health protective standards and are established using a very conservative risk-based approach for each constituent that takes into potential health effects, detectability and treatability, and costs of treatment. Public water systems may not serve water that exceeds Primary MCLs for any constituent.

- **Secondary MCLs** are based on the aesthetic qualities of the water such as taste, odor, color, and certain mineral content, and are considered limits for constituents that may affect consumer acceptance of the water.

Cal Water routinely monitors its wells and the water that is treated and served to customers to ensure that water delivered to customers meets these drinking water standards. The results of this testing are reported to the SWRCB DDW following each test and are summarized annually in

[43] Pumping records for the Mullen PWS began in April 2002 (Water Year 2002). Therefore, average include above is the first complete WY (i.e. WY 2003).

Water Quality Reports (also known as "Consumer Confidence Reports"), which are provided to customers by mail and made available on Cal Water's website:

https://www.calwater.com/waterquality/water-quality-reports/.

Additionally, a detailed review of the water quality conditions of the underlying Kaweah and Tule Subbasins are provided in the 2024 Plan and Annual Reports, available on the DWR SGMA Portal website:

https://sgma.water.ca.gov/portal/gsp/all.

Although there is the potential for some regulated constituents to be present in source water, as documented in the Water Quality Reports, the District's monitoring, management, and treatment of its water results in high quality drinking water meeting all drinking water standards being served to customers. Cal Water tracks changes in constituent concentrations to proactively address water quality issues before they impact supply reliability.[44] In the event that water quality constituents are detected in source water at concentrations requiring treatment, the District is able to take impacted source(s) offline to implement appropriate treatment. Further, as part of the siting process for all new wells, Cal Water evaluates the presence of groundwater contamination and avoids placing wells in areas of known contamination.

Cal Water is committed to proactively addressing emerging contaminants and changing MCL requirements as needed.

Given Cal Water's proactive monitoring and management of water quality in its source water supplies, water quality is not expected to impact the reliability of the District's available supplies within the planning horizon (i.e., through 2050).

7.1.3 Climate Change

☑ ***CWC § 10631 (b) (1)***

…For each source of water supply, consider any information pertinent to the reliability analysis conducted pursuant to Section 10635, including changes in supply due to climate change.

Section 6.10 provides a summary of the assessments of the applicable climate change on supplies that Cal Water has previously performed and those planned for the near term, as well as those related to SGMA efforts for the Kaweah and Tule Subbasins. The GSP water budget modeling efforts in both the Kaweah and Tule Subbasins incorporated climate change factors for hydrology and surface water supplies using the California Department of Water Resources (DWR) Central Tendency climate change scenarios to obtain estimated climate change impacts. Section 4.4 of this Plan presents information on how the impacts of climate change are factored into projected

[44] Cal Water, 2018. Direct Testimony of Director of Water Quality, 2018 CPUC Rate Case Filing.

demands in the District. Cal Water is actively working to further quantify and consider future climate change impacts as part of its ongoing supply and operations planning.

7.2 Reliability by Type of Year

☑ ***CWC § 10631 (b)***

Identify and quantify, to the extent practicable, the existing and planned sources of water available to the supplier over the same five-year increments described in subdivision (a), providing supporting and related information, including all of the following:

☑ ***CWC § 10631 (b)(1)***

A detailed discussion of anticipated supply availability under a normal water year, single dry year, and droughts lasting at least five years, as well as more frequent and severe periods of drought, as described in the drought risk assessment. For each source of water supply, consider any information pertinent to the reliability analysis conducted pursuant to Section 10635, including changes in supply due to climate change.

☑ ***CWC § 10635 (a)***

Every urban water supplier shall include, as part of its urban water management plan, an assessment of the reliability of its water service to its customers during normal, dry, and multiple dry water years. This water supply and demand assessment shall compare the total water supply sources available to the water supplier with the long-term total projected water use over the next 20 years, in five-year increments, for a normal water year, a single dry water year, and a drought lasting five consecutive water years. The water service reliability assessment shall be based upon the information compiled pursuant to Section 10631, including available data from state, regional, or local agency population projections within the service area of the urban water supplier.

Consistent with the 2025 UWMP Guidebook, the water service reliability assessment includes three unique types of years based on hydrologic conditions:

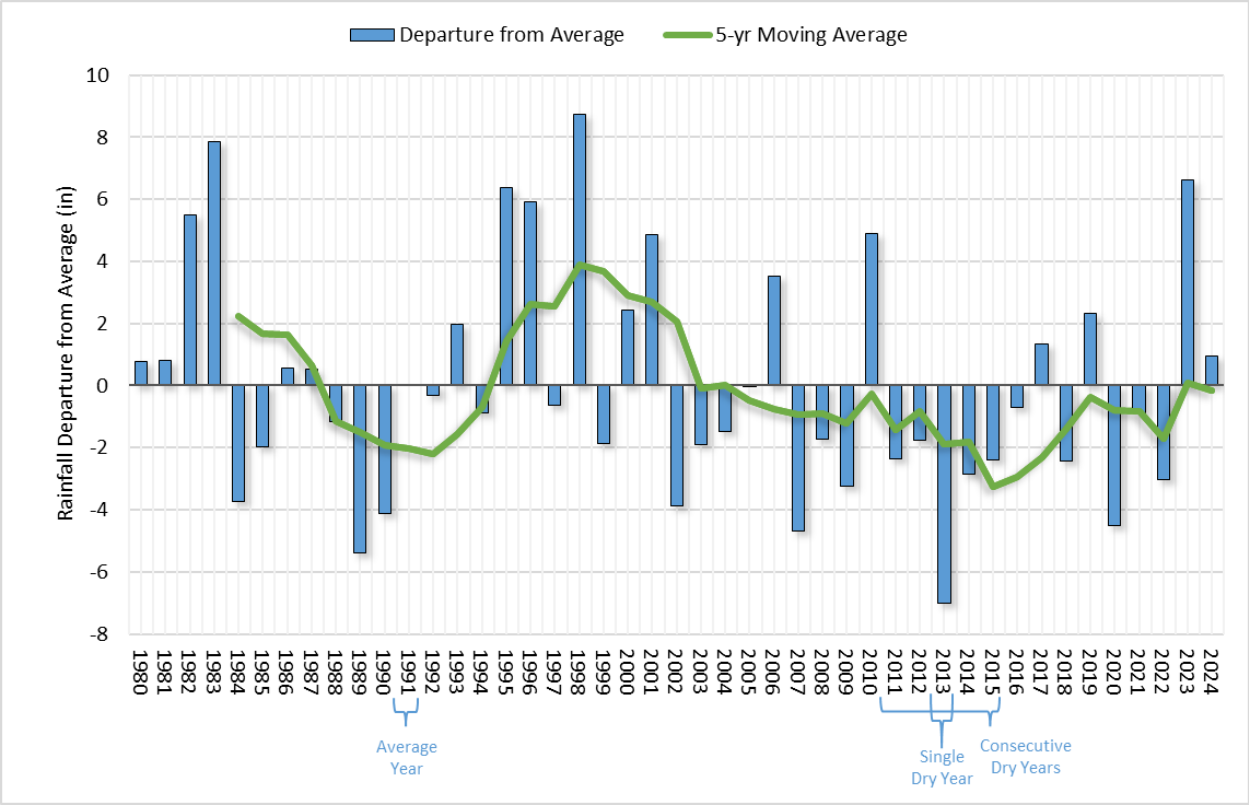
- A normal hydrologic year represents the water supplies available under normal conditions, this could be an averaged range of years or a single representative year,
- A single dry year represents the lowest available water supply, and
- A five-consecutive year drought represents the driest five-year period in the historical record.

Identification of these dry year periods consistent with the 2025 UWMP Guidebook methodology is provided below.

Figure 7-1 compares annual rainfall to the historic average (10.40 inches for 1980 to 2024). The designation of Base Years for drought planning shown in **Table 7-1** below comes from the data underlying **Figure 7-1**. The production data record for the Visalia District begins in the year 1980; therefore, the following year type analysis uses the historical period from 1980 to 2024.

A normal hydrologic year occurred in 1991 when precipitation was approximately 0.19 percent below the historic average for the period from 1980 to 2024. The driest year occurred in 2013 when the rainfall was approximately 67 percent below average (3.38 inches). This is taken as the single dry year shown in **Table 7-1**. The multiple dry water years used to represent a five-consecutive year drought are 2011 through 2015. This period represents the driest five-year period on record for the historical period from 1980 to 2024, with an average precipitation of 7.11 inches per year.

Figure 7-1. Deviation of Annual Rainfall from Long-Term Average



Source: PRISM Climate Group, Oregon State University, http://prism.oregonstate.edu

As discussed in Section 7.1.1, the District's water supplies are 100 percent reliable regardless of water year type. Therefore, total supplies are expected to be sufficient to meet projected water demands of the District under all hydrologic conditions, including in normal, single dry, and multiple dry years, see Sections 6.2.5 and 7.1.1.

As such, the projected "volume available" estimates presented in **Table 7-1** are equal to the maximum demands across projected years and year types shown in **Table 7-2**, **Table 7-3**, and

Table 7-4. For example, the assumed volume available in a representative single dry year in **Table 7-1** is equal to the projected single dry year demand for the year 2050 shown in **Table 7-3**.

Table 7-1. Basis of Water Year Data (Reliability Assessment) (DWR Table 7-1)

Year Type	Base Year	Available Supplies if Year Type Repeats	
		☐	Quantification of available supplies is not compatible with this table and is provided elsewhere in the UWMP. Location: _____
		Quantification of available supplies is provided in this table as either volume only, percent only, or both.	
		Volume Available (AF)	% of Average Supply
Average Year	1991	34,006	
Single-Dry Year	2013	34,652	
Consecutive Dry Years 1st Year	2011	36,151	
Consecutive Dry Years 2nd Year	2012	35,052	
Consecutive Dry Years 3rd Year	2013	35,052	
Consecutive Dry Years 4th Year	2014	35,052	
Consecutive Dry Years 5th Year	2015	35,052	

Notes:

(a) As discussed in Section 7.1, the projected "volume available" estimates presented in **Table 7-1** are equal to the maximum demands across projected years and year types shown in **Table 7-2**, **Table 7-3**, and **Table 7-4**. For example, the assumed volume available in a representative single dry year in **Table 7-1** is equal to the projected single dry year demand for the year 2050 as shown in **Table 7-3.**

7.3 Supply and Demand Assessment

Water supply and demand patterns change during normal, single dry, and multiple dry years. Cal Water has relied on the revised demand modeling described in Chapter 4 to forecast demands for normal, single dry and multiple dry years. As described above, Cal Water's groundwater supply for the Visalia District is expected to be able to serve those demands in all year types. [45]

[45] The balance between supply and demand totals excludes usage reductions that are not directly a function of Cal Water supplies, but are externally-imposed by other entities, such as the 2015 State-mandated cutbacks.

Table 7-2 shows the projected supply and demand totals for a normal year. The supply and demand totals are consistent with those in **Table 6-9** and **Table 4-3**, respectively.[46] **Table 7-3** shows the projected supply and demand totals for the single dry year, and **Table 7-4** shows the projected supply and demand totals for multiple dry year periods extending five years. It should be noted that the supply volumes in **Table 7-1**, **Table 7-2**, **Table 7-3**, and **Table 7-4** do not represent the total amount of water supply that may be available to the District in a given year, but rather reflect the fact that the water supply has always been sufficient to meet demands (see Section 7.1.1).

Table 7-2. Normal Year Supply and Use Comparison (DWR Table 7-2)

	2030	2035	2040	2045	2050 (opt)
	(AF)	(AF)	(AF)	(AF)	(AF)
Supply Totals	30,312	30,744	31,783	32,855	34,006
Use Totals	30,312	30,744	31,783	32,855	34,006
Surplus/(Shortfall)	0	0	0	0	0

Notes:

(a) The Kaweah and Tule Subbasins are not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. Any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

Table 7-3. Single Dry Year Supply and Use Comparison (DWR Table 7-3)

	2030	2035	2040	2045	2050 (opt)
	(AF)	(AF)	(AF)	(AF)	(AF)
Supply Totals	30,888	31,327	32,386	33,478	34,652
Use Totals	30,888	31,327	32,386	33,478	34,652
Surplus/(Shortfall)	0	0	0	0	0

Notes:

(a) The Kaweah and Tule Subbasins are not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. Any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

[46] Pumping by the Mullen PWS in the Tule Subbasin has historically comprised approximately 0.1% of the total District pumping. Given this, projected District demands and supplies included in this UWMP are not apportioned by groundwater subbasin, but presented on a District-wide basis.

Table 7-4. Multiple Dry Years Supply and Use Comparison (DWR Table 7-4)

		2030	2035	2040	2045	2050 (Opt)
First Year	Supply Totals	31,733	32,552	33,838	34,990	36,151
	Demand Totals	31,733	32,552	33,838	34,990	36,151
	Surplus/(Shortfall)	0	0	0	0	0
Second Year	Supply Totals	31,244	31,687	32,760	33,863	35,052
	Demand Totals	31,244	31,687	32,760	33,863	35,052
	Surplus/(Shortfall)	0	0	0	0	0
Third Year	Supply Totals	31,244	31,687	32,760	33,863	35,052
	Demand Totals	31,244	31,687	32,760	33,863	35,052
	Surplus/(Shortfall)	0	0	0	0	0
Fourth Year	Supply Totals	31,244	31,687	32,760	33,863	35,052
	Demand Totals	31,244	31,687	32,760	33,863	35,052
	Surplus/(Shortfall)	0	0	0	0	0
Fifth Year	Supply Totals	31,244	31,687	32,760	33,863	35,052
	Demand Totals	31,244	31,687	32,760	33,863	35,052
	Surplus/(Shortfall)	0	0	0	0	0

Notes:

(a) The Kaweah and Tule Subbasins are not adjudicated, and the projected groundwater supply volumes are not intended to and do not determine, limit or represent Cal Water's water rights or maximum pumping volumes. Any determination of Cal Water's water rights, as an overlying owner, appropriator, municipal water purveyor or otherwise, is beyond the scope of this report and the UWMP statutes and regulations.

7.4 Water Supply Management Tools and Options

☑ ***CWC § 10620 (f)***

An urban water supplier shall describe in the plan water management tools and options used by that entity that will maximize resources and minimize the need to import water from other regions.

Cal Water coordinates on an ongoing basis with all relevant agencies in the region to optimize the use of regional water supplies. This includes the City of Visalia, Tulare County, the GSAs within which the District lies, and other public and private entities with which Cal Water can collaborate to protect and enhance local groundwater and surface water resources.

Cal Water developed multiple regional water supply reliability studies using integrated resource planning practices to create a long-term supply reliability strategy through 2050 for Cal Water districts throughout California. The studies created long-term strategies to address a wide range of water supply challenges including climate change, new regulatory requirements (e.g., SGMA), and potential growth in demands due to new development. These water supply reliability studies

were completed on a rolling basis between 2021 and 2025. The Visalia District was included in the Central Valley Water Reliability Study.

Cal Water also has its own aggressive and comprehensive water conservation program that has and will continue to reduce per-capita usage and therefore demands on critical water sources. Cal Water is committed to helping its customers use water efficiently and has developed a range of water conservation programs to support this goal. To ensure that it is providing the right mix of programs in the most cost-effective manner possible, Cal Water routinely conducts comprehensive conservation program analysis and planning. This is done on a five-year cycle in tandem with the UWMP. Cal Water's updated Conservation Master Plan (see **Appendix G**) provides the basis for the information on the implementation of and expected water savings from Demand Management Measures (DMMs) presented in Chapter 9.

Cal Water also monitors and supports the goals of the Kaweah River Basin Integrated Regional Water Management Plan (IRWMP) and the Tule River Basin IRWMP as well as SGMA implementation in the Kaweah and Tule Subbasins.

In summary, Cal Water has a robust planning process in place with multiple supply projects for consideration to address future supply/demand gaps and to increase supply reliability. Additional conservation, if approved by the CPUC, will also support these efforts. Projects will be developed, as needed, to balance supply reliability and affordability.

7.5 Drought Risk Assessment

☑ ***CWC § 10635(b)***

Every urban water supplier shall include, as part of its urban water management plan, a drought risk assessment for its water service to its customers as part of information considered in developing the demand management measures and water supply projects and programs to be included in the urban water management plan. The urban water supplier may conduct an interim update or updates to this drought risk assessment within the five-year cycle of its urban water management plan update. The drought risk assessment shall include each of the following:

(1) A description of the data, methodology, and basis for one or more supply shortage conditions that are necessary to conduct a drought risk assessment for a drought period that lasts five consecutive water years, starting from the year following when the assessment is conducted.

(2) A determination of the reliability of each source of supply under a variety of water shortage conditions. This may include a determination that a particular source of water supply is fully reliable under most, if not all, conditions.

(3) A comparison of the total water supply sources available to the water supplier with the total projected water use for the drought period.

(4) Considerations of the historical drought hydrology, plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria.

7.5.1 Data, Methods, and Basis for Water Shortage Condition

This drought risk assessment considers the effects on available water supply sources of a five-year drought commencing the year after the assessment is completed, i.e., from 2026 through 2030. This evaluation considers historical drought hydrology and plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria. In the Visalia District, the sole supply source is groundwater. As such, the same data, methodology, and basis for the conclusions of the above water supply sufficiency analysis for multiple dry year periods through 2050 holds true for purposes of this drought risk assessment (i.e., supply availability through 2030), see Section 7.1.1. Accordingly, as shown in **Table 7-5** of the Plan, the groundwater supply is expected to be able to meet the projected demands through 2030, even if there is a five-year drought.

7.5.2 Drought Risk Assessment Water Source Reliability

As described in Chapter 6, groundwater is the sole source of water supply for the Visalia District. Based on discussion in Section 7.1.1, the District groundwater supply is expected to be sufficient to meet demands in all hydrologic conditions, including an extended five-year drought period.

As described in Sections 4.3 and 6.10.1 of this Plan, the impacts on climate change have already been factored into the District's demand projections and the analysis of the near- and longer-term reliability of the groundwater supply source available to the District.

Regulatory conditions that could affect future water supply availability and project development (e.g., related to the Water Quality Control Plan for the San Francisco/Sacramento-San Joaquin Delta Estuary [Bay-Delta Plan]) are discussed in Section 6.10.3 of the Plan. However, the District does not currently have plans for projects to develop additional supply sources, and so these regulatory conditions will be assessed in future UWMP updates if or when the District moves forward with any plans to develop supply projects.

Implementation of SGMA in the Kaweah and Tule Subbasins is a locally applicable consideration for the District. As discussed in Section 6.2.3 of this Plan, the long-term impacts of SGMA implementation in the Kaweah and Tule Subbasins are still uncertain. However, it is the intent of the projects and management actions (P/MAs) planned in the Kaweah and Tule Subbasins to stabilize water levels and provide for sustainable management of the groundwater resource. Should pumping fees or similar restrictions be required to address future shortfalls, actions will likely be focused on management of agricultural water use, as opposed to M&I pumping. As described in Section 6.2, the GSAs within the Kaweah and Tule Subbasins have developed allocation programs, which could impact future District supplies in the case that total allocations per acre change significantly or are applied to M&I users. As such actions are implemented, Cal Water will continue to consider them as a part of its future supply planning efforts. Further

description of the legal protections of M&I groundwater pumping rights and groundwater sufficiency are detailed in Section 7.1.1.

Table 7-5 provides a comparison of the water supply sources available to the District with the total projected water use for an assumed drought period of 2026 through 2030. This includes current climate change conditions. It should be noted that because the District only pumps the amount of groundwater necessary to meet demands in a given year, the supply values shown in the table do not represent the total supply available to the District in a given year, but rather reflect the fact that the available groundwater supply is sufficient to meet the demands as needed.

In general, the District has sufficient supplies to meet demands in all year types. Regardless, Cal Water has developed a WSCP (**Appendix F**) to address potential water shortage conditions resulting from any cause (e.g., droughts, impacted distribution system infrastructure, regulatory-imposed shortage restrictions, etc.). The WSCP, included as **Appendix F**, identifies a variety of actions that Cal Water will implement to reduce demands and further ensure supply reliability at various levels of water shortage.

Table 7-5. Five-Year Drought Risk Assessment Tables (DWR Table 7-5)

2026		Total
Total Water Use	(AF)	30,328
Total Supplies	(AF)	30,328
Surplus/Shortfall w/o WSCP Action		0
OPTIONAL: Planned WSCP Actions (use reduction and supply augmentation)		
WSCP - supply augmentation benefit	(AF)	
WSCP - use reduction savings benefit	(AF)	
Revised Surplus/(shortfall)		

2027		Total
Total Water Use (AF)	(AF)	30,277
Total Supplies (AF)	(AF)	30,277
Surplus/Shortfall w/o WSCP Action		0
Planned WSCP Actions (use reduction and supply augmentation)		
WSCP - supply augmentation benefit (AF)	(AF)	
WSCP - use reduction savings benefit (AF)	(AF)	
Revised Surplus/(shortfall)		

2028		Total
Total Water Use (AF)	(AF)	30,236
Total Supplies (AF)	(AF)	30,236
Surplus/Shortfall w/o WSCP Action		0
Planned WSCP Actions (use reduction and supply augmentation)		
WSCP - supply augmentation benefit (AF)	(AF)	
WSCP - use reduction savings benefit (AF)	(AF)	
Revised Surplus/(shortfall)		

2029		Total
Total Water Use (AF)	(AF)	30,202
Total Supplies (AF)	(AF)	30,202
Surplus/Shortfall w/o WSCP Action		0
Planned WSCP Actions (use reduction and supply augmentation)		
WSCP - supply augmentation benefit (AF)	(AF)	
WSCP - use reduction savings benefit (AF)	(AF)	
Revised Surplus/(shortfall)		

2030		Total
Total Water Use (AF)	(AF)	31,244
Total Supplies (AF)	(AF)	31,244
Surplus/Shortfall w/o WSCP Action		0
Planned WSCP Actions (use reduction and supply augmentation)		
WSCP - supply augmentation benefit (AF)	(AF)	
WSCP - use reduction savings benefit (AF)	(AF)	
Revised Surplus/(shortfall)		

Notes:

(a) In general, the District has sufficient supplies to meet demands in all year types through 2030 and it is not anticipated that WSCP actions will be required in the District during the drought period. However, during state, regional, or extreme circumstances, the WSCP would be implemented to reduce demand.

Chapter 8
Water Shortage Contingency Planning

☑ ***CWC § 10640***

(a) Every urban water supplier required to prepare a plan pursuant to this part shall prepare its plan pursuant to Article 2 (commencing with Section 10630). The supplier shall likewise periodically review the plan as required by Section 10621, and any amendments or changes required as a result of that review shall be adopted pursuant to this article.

(b) Every urban water supplier required to prepare a water shortage contingency plan shall prepare a water shortage contingency plan pursuant to Section 10632. The supplier shall likewise periodically review the water shortage contingency plan as required by paragraph (10) of subdivision (a) of Section 10632 and any amendments or changes required as a result of that review shall be adopted pursuant to this article.

The Water Shortage Contingency Plan (WSCP) for the California Water Service (Cal Water) Visalia District (also referred to herein as "District") is included in this Amended 2025 Urban Water Management Plan (Amended 2025 UWMP or Plan) as **Appendix F**. No changes were made to the WSCP included in the 2025 Urban Water Management Plan (UWMP) during preparation of this Amended 2025 UWMP.

The WSCP serves as a standalone document to be engaged in the case of a water shortage event, such as a drought or supply interruption, and defines specific policies and actions that will be implemented at various shortage level scenarios. The primary objective of the WSCP is to ensure that the District has in place the necessary resources and management responses needed to protect health and human safety, minimize economic disruption, and preserve environmental and community assets during water supply shortages and interruptions.

Consistent with California Water Code (CWC) §10632, the WSCP includes six levels to address shortage conditions ranging from up to 10 percent to greater than 50 percent shortage, identifies a suite of demand mitigation measures for the District to implement at each Shortage Level, and identifies procedures for the District to annually assess whether or not a water shortage is likely to occur in the coming year, among other things.

A summary of the key elements of the WSCP including water Shortage Levels and demand-reduction actions is shown in **Table 8-1**, **Table 8-2**, and **Table 8-3**. Additional details are provided in **Appendix F**.

Table 8-1. Water Shortage Contingency Plan Levels (DWR Table 8-1)

☒	Check the box if the Supplier uses the Standard six levels of water shortage. Proceed to the next table.		
Standard Shortage Levels	**Percent Shortage Range**	**Suppliers Shortage Levels**	**Percent Shortage Range**
1	Up to 10%		
2	Up to 20%		
3	Up to 30%		
4	Up to 40%		
5	Up to 50%		
6	>50%		
Notes:			

Table 8-2. Supply Augmentation and Other Actions (DWR Table 8-2)

☒	Is the Supplier completing this table using the standard six levels? (yes/no)			
Shortage Level	**Supply Augmentation Methods and Other Actions by Water Supplier**	**How much is this going to reduce the shortage gap?**		**Additional Explanation or Reference (OPTIONAL)**
		Volume or Percentage	Shortage Gap Reduction Value AF	
See note (a)	See note (a)	See note (a)	See note (a)	See note (a)

Notes:

(a) Cal Water evaluates water supply augmentation projects on an on-going basis. At this time, Cal Water does not have supply augmentation projects planned specifically to address water shortage conditions.

Table 8-3. Demand Reduction Actions (DWR Table 8-3)

X	Is the Supplier completing this table using the standard six levels?				
Shortage Level	**Demand Reduction Actions**	**How much is this going to reduce the shortage gap?**		**Additional Explanation or Reference (OPTIONAL)**	**Penalty, Charge, or Other Enforcement?**
		Volume or Percentage	**Shortage Gap Reduction Value**		
			AF		
1	Other	Percentage	10%	1. Landscape - Limit landscape irrigation to specific times. 2. Other - Customers must repair leaks, breaks, and malfunctions in a timely manner. 3. Landscape - Restrict or prohibit runoff from landscape irrigation. 4. Prohibit application of potable water to outdoor landscapes within 48 hours of measurable rainfall. (*Landscape - Other landscape restriction or prohibition*). 5. Other - Prohibit use of potable water for washing hard surfaces. 6. Other – Require automatic shut off hoses (*Other - Require automatic shut off hoses*). 7. CII - Lodging establishments must offer opt out of linen service. 8. CII - Restaurants may only serve water upon request. 9. No watering of landscape of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission, the Department of Housing and Community Development, or other State agency (*Landscape - Other landscape restriction or prohibition*). 10. Prohibit Potable Water Use for Decorative Water Features that do not Recirculate Water (*Water Features - Restrict water use for decorative water features, such as fountain*).	Yes

X	Is the Supplier completing this table using the standard six levels?				
Shortage Level	**Demand Reduction Actions**	**How much is this going to reduce the shortage gap?**		**Additional Explanation or Reference (OPTIONAL)**	**Penalty, Charge, or Other Enforcement?**
		Volume or Percentage	**Shortage Gap Reduction Value**		
			AF		
1	Other	--	--	1. Expand Public Information Campaign. 2. Water Bill Inserts (*Improve Customer Billing*). 3. Promote online water waste reporting (*Expand Public Information Campaign*). 4. Expand Rebates or Giveaways of Plumbing Fixtures and Devices. (*Provide Rebates on Plumbing Fixtures and Devices*). 5. Expand Rebates for Landscape irrigation Efficiency (*Provide Rebates for Landscape irrigation Efficiency*). 6. Expand CII Water Use Surveys (*Offer Water Use Surveys*). 7. Expand Res Water Use Surveys (*Offer Water Use Surveys*).	No
2	Other	Percentage	20%	1. Continue with Shortage Level 1 restrictions and prohibitions except where superseded by more stringent restrictions and prohibitions. 2. Landscape - Limit landscape irrigation to specific days.[(b)] 3. CII - Prohibit the use of non-recirculating systems in all new conveyer car wash and commercial laundry systems (*CII – Other CII restriction or prohibition*). 4. Prohibit the use of single pass cooling systems in new connections (*Other*).	Yes
2	Other	--	--	1. Continue with Shortage Level 1 actions except where superseded by more stringent actions. 2. Water Efficiency Workshops, Public Events (*Other*).	Yes

X	Is the Supplier completing this table using the standard six levels?				
Shortage Level	**Demand Reduction Actions**	**How much is this going to reduce the shortage gap?**		**Additional Explanation or Reference (OPTIONAL)**	**Penalty, Charge, or Other Enforcement?**
		Volume or Percentage	**Shortage Gap Reduction Value**		
			AF		
3	Other	Percentage	30%	1. Continue with Shortage Level 2 restrictions and prohibitions except where superseded by more stringent restrictions and prohibitions. 2. Other - Prohibit use of potable water for construction and dust control. 3. Prohibit use of potable water for street washing (*Other*) 4. Prohibit Filling Ornamental Lakes or Ponds (*Other water feature or swimming pool restriction*).	Yes
3	Other	--	--	1. Continue with Shortage Level 2 actions except where superseded by more stringent actions. 2. Home or Mobile Water Use Reports (*Expand Public Information Campaign*). 3. Decrease Frequency and Length of Line Flushing (*Decrease Line Flushing).* 4. Reduce System Water Loss. 5. Increase Water Waste Patrols/Enforcement (*Increase Water Waste Patrols*). 6. Implement Drought Rate Structure and Customer Water Budgets (Res)(*Implement or Modify Drought Rate Structure or Surcharge*). 7. Implement Drought Rate Structure and Customer Water Budgets (CII) (*Implement or Modify Drought Rate Structure or Surcharge).*	Yes

X	Is the Supplier completing this table using the standard six levels?				
Shortage Level	**Demand Reduction Actions**	**How much is this going to reduce the shortage gap?**		**Additional Explanation or Reference (OPTIONAL)**	**Penalty, Charge, or Other Enforcement?**
		Volume or Percentage	**Shortage Gap Reduction Value**		
			AF		
4	Other	Percentage	40%	1. Continue with Shortage Level 3 restrictions and prohibitions except where superseded by more stringent restrictions and prohibitions. 2. Prohibit vehicle washing except with recirculated water or low-volume systems (*Other - Prohibit vehicle washing except at facilities using recycled or recirculating water).* 3. Prohibit use of water for recreational purposes such as water parks and the filling of pools (*Other water feature or swimming pool restriction).*	Yes
5	Other	Percentage	50%	1. Continue with Shortage Level 4 restrictions and prohibitions except where superseded by more stringent restrictions and prohibitions. 2. Require net zero demand increase on new water service connections (*Moratorium or Net Zero Demand Increase on New Connections).* 3. Prohibit single-pass cooling systems (*Other).*	Yes
5	Other	--	--	1. Continue with Shortage Level 4 actions except where superseded by more stringent actions. 2. Require Pool Covers (*Pools and Spas - Require covers for pools and spas).*	Yes

X	Is the Supplier completing this table using the standard six levels?				
Shortage Level	**Demand Reduction Actions**	**How much is this going to reduce the shortage gap?**		**Additional Explanation or Reference (OPTIONAL)**	**Penalty, Charge, or Other Enforcement?**
		Volume or Percentage	**Shortage Gap Reduction Value**		
			AF		
	Other	Percentage	60%	1. Continue with Shortage Level 5 restrictions and prohibitions except where superseded by more stringent restrictions and prohibitions. 2. Moratorium on new water service connections (*Moratorium or Net Zero Demand Increase on New Connections).* 3. Landscape - Prohibit all landscape irrigation.	Yes

Notes:

(a) In certain cases water use restrictions and consumption reduction actions implemented by Cal Water are not specifically called out in DWR's provided demand reduction actions list. The most appropriate DWR provided demand reduction action is included in italics in parenthesis.

(b) Watering restricted to no more than 3 days/week in Shortage Level 2 and Shortage Level 3; no more than 2 days/week in Shortage Level 4; no more than 1 day/week in Shortage Level 5.

(c) Residential water budgets of up to 30% for Shortage Level 3, up to 40% for Shortage Level 4, up to 50% for Shortage Level 5, up to 60% for Shortage Level 6.

(d) CII water budgets of up to 10% for Shortage Level 3, up to 20% for Shortage Level 4, up to 30% for Shortage Levels 5 and 6.

(e) Estimates are not strictly additive because multiple actions may target the same end uses or customer behaviors, and combined implementation may result in overlapping or reinforcing effects. For example, irrigation restrictions and drought rate structures and customer water budgets both reduce outdoor water use and may achieve similar savings when implemented together, whereas public information and enforcement actions may improve compliance of other water use restrictions.

(f) The actions listed above were modeled using the Drought Response Tool (DRT), many of which actions are implemented across a number of Shortage Levels, some at increasing implementation levels, and presented in the District's 2025 Water Shortage Contingency Plan (WSCP). The estimated total percent savings with implementation of all demand reductions in:

- Shortage Level 1 is 10%, Shortage Level 2 is 20%, Shortage Level 3 is 30%, Shortage Level 4 is 40%, Shortage Level 5 is 50%, Shortage Level 6 is 60%.

Chapter 9
Demand Management Measures

☑ ***CWC § 10631 (e)***

Provide a description of the supplier's water demand management measures. This description shall include all of the following:

(1) (A) For an urban retail water supplier, as defined in Section 10608.12, a narrative description that addresses the nature and extent of each water demand management measure implemented over the past five years. The narrative shall describe the water demand management measures that the supplier plans to implement to achieve its water use targets pursuant to Section 10608.20.

(B) The narrative pursuant to this paragraph shall include descriptions of the following water demand management measures:

(i) Water waste prevention ordinances.

(ii) Metering.

(iii) Conservation pricing.

(iv) Public education and outreach.

(v) Programs to assess and manage distribution system real loss.

(vi) Water conservation program coordination and staffing support.

(vii) Other demand management measures that have a significant impact on water use as measured in gallons per capita per day, including innovative measures, if implemented.

This chapter describes the demand management measures (DMMs) implemented by California Water Service (Cal Water) in its Visalia District (also referred to herein as the "District") to promote efficient water use and support long-term water supply reliability. These measures are organized in accordance with the categories identified in the Urban Water Management Planning Act and reflect both longstanding conservation practices and more recent programmatic developments.

Demand management plays a central role in Cal Water's resource planning strategy. As discussed in earlier chapters, historical reductions in per capita water use in the District have been driven by a combination of metering, conservation-oriented rate design, customer programs, and passive savings associated with plumbing codes and appliance efficiency standards. The measures described in this chapter build on those foundations and represent the primary tools available to manage future demand growth.

This chapter also provides important context for the State's Making Conservation a California Way of Life (MCCWL) regulation, which establishes new water use efficiency standards and performance requirements that extend beyond the Senate Bill (SB) X7-7 framework. While

compliance with MCCWL-related Urban Water Use Objectives (UWUOs) is addressed in Chapter 5, many of the actions required to support future compliance—particularly expanded conservation programs, enhanced reporting, and implementation of Commercial, Industrial, and Institutional (CII) performance measures—are described in this chapter.

For public utilities such as Cal Water that are regulated by the California Public Utilities Commission (CPUC), the scope and pace of demand management implementation are closely tied to authorization by the CPUC. Accordingly, this chapter describes both the measures currently in place and the institutional, staffing, and regulatory considerations that influence Cal Water's ability to expand conservation activities in the District over time.

9.1 Water Waste Prevention Ordinances

Cal Water's authority to enforce water waste prevention measures and water use restrictions is established and overseen by the California Public Utilities Commission (CPUC) through Rule 14.1 or Schedule 14.1. In addition, local governments within Cal Water districts may adopt ordinances regulating water use. Cal Water coordinates its water waste prevention efforts with applicable local jurisdictions. For the District, this coordination includes the City of Visalia and Tulare County.

CPUC Rule 14.1 defines the District's Water Shortage Contingency Plan (WSCP; see **Appendix F**), including, but not limited to, permanent prohibitions on water waste and restrictions on water use. Prohibited water waste practices include, but are not limited to, the following:

- Use of potable water through a broken or defective plumbing fixture or irrigation system after Cal Water has provided written notice to repair the condition and the customer has failed to complete repairs within seven business days of receipt of the notice.
- Application of potable water to landscapes in a manner that results in runoff onto adjacent property, non-irrigated areas, sidewalks, roadways, parking lots, or structures.
- Use of a hose to wash vehicles—including cars, trucks, buses, boats, aircraft, and trailers—unless the hose is equipped with a shut-off nozzle or similar device that immediately stops water flow when not in use.

During water shortage conditions, Schedule 14.1 also authorizes Cal Water to implement additional water use restrictions and penalties, which may include the following:

- Limitations on outdoor irrigation, including restrictions on time of day and frequency of watering.
- Requirements to repair leaks, breaks, or malfunctions within five business days of written notification by Cal Water.
- Application of potable water to driveways, sidewalks, and other hardscapes.

- Use of potable water in water features unless the feature operates as a recirculating system.
- Application of potable water to outdoor landscapes during and within 48 hours following measurable rainfall.
- Serving drinking water in eating or drinking establishments unless requested by the customer.
- Irrigation of ornamental landscaping on public street medians.
- Irrigation of landscapes at newly constructed homes or buildings using potable water in a manner inconsistent with requirements established by the California Building Standards Commission or the Department of Housing and Community Development.
- Requirements for hotels and motels to provide guests with the option to decline daily laundering of towels and linens, with clear and prominent notice provided in each guest room.
- Limitations on filling ornamental lakes or ponds.
- Use of potable water for street cleaning, except for initial wash-down associated with construction activities.
- Use of potable water for construction-related purposes, such as dust control or backfill consolidation, unless no alternative water source or method is available.

These measures form a key component of the District's overall demand management strategy and support compliance with state water conservation regulations.

9.2 Metering

☑ ***CWC § 526 (a)***

Notwithstanding any other provision of law, an urban water supplier that, on or after January 1, 2004, receives water from the federal Central Valley Project under a water service contract or subcontract … shall do both of the following:

(1) On or before January 1, 2013, install water meters on all service connections to residential and nonagricultural commercial buildings constructed prior to January 1, 1992, located within its service area.

(2) On and after March 1, 2013, or according to the terms of the Central Valley Project water contract in operation, charge customers for water based on the actual volume of deliveries, as measured by a water meter.

☑ ***CWC § 527 (a)***

(a) An urban water supplier that is not subject to Section 526 shall do both of the following:

(1) Install water meters on all municipal and industrial service connections located within its service area on or before January 1, 2025.

All services in the District are metered. Meters are read monthly and are subject to routine maintenance and calibration to ensure accuracy. Customers are billed monthly based on metered water use.

Cal Water is also piloting automatic meter reading (AMR) and advanced metering infrastructure (AMI) in several of its districts. If deployed more broadly in the future, AMI would enhance the District's ability to detect leaks and other system issues and to notify customers of potential problems. AMI would also allow the provision of more timely and detailed water use information, supporting customer engagement as well as enabling customers to more closely monitor their own water usage and take appropriate actions to improve their water use efficiency.

9.3 Conservation Pricing

The CPUC reviews and authorizes District water rates in a General Rate Case every three years. Currently, the District uses a four-tier increasing block rate design for residential water use and a single-tier uniform rate design for non-residential use. The District provides rate assistance to lower income households through its Customer Assistance Program (CAP).

9.4 Customer Conservation Programs

Cal Water has a long-standing water-use efficiency program designed to reduce water use across residential and non-residential customer classes. The program includes landscape conversion incentives, irrigation equipment rebates, indoor device rebates, and customer education

resources. Core programs available to residential customers are summarized below. Additional programs are offered to non-residential customers, and program offerings may be adjusted over time based on district-specific needs and program performance.

9.4.1 Current Customer Conservation Programs

Cal Water currently offers residential customers a range of water-use efficiency rebates, support services, and educational resources, including the following:

Turf Replacement

- Turf replacement rebates of up to $3 per square foot for removal of turf and conversion to California-friendly, low-water-use landscaping with efficient irrigation.

Irrigation Equipment Rebates

- Smart Landscape Tune-Up: A free, site-specific irrigation assessment that includes approved repairs to existing irrigation systems and installation of high-efficiency sprinkler nozzles and smart irrigation controllers, as appropriate.
- Smart irrigation controllers: Rebates of $125 per controller for weather- and soil-based irrigation controllers that adjust watering schedules based on site conditions.
- High-efficiency sprinkler nozzles: Rebates of $5 per nozzle for replacing conventional spray nozzles with high-efficiency nozzles that apply water more uniformly.

Indoor Device Rebates

- High-efficiency clothes washers: Rebates of $150 per washer for eligible models that use substantially less water than standard washers.
- MaP Premium high-efficiency toilets: Rebates of $50 per toilet for models using 1.1 gallons per flush or less.
- Conservation kits: Free kits containing water-saving plumbing devices, such as high-efficiency showerheads, faucet aerators, hose nozzles, leak detection tablets, and educational materials.

Online Resources

- Cal Water maintains a suite of online water-use efficiency resources to help customers understand and adopt water-saving practices.

School Education

- Cal Water's school education program includes the Aqua Adventures, A Splash of Creativity, H2Oath, and Water Smart Grant programs. Cal Water's Teacher Toolkit provides teachers with practical guidance and teaching rubrics for helping students learn about resource sustainability and the importance of using water wisely.

These programs are implemented through a combination of in-house staff and contracted service providers. Cal Water conducts ongoing outreach and customer engagement to promote awareness and participation. In addition, customer service representatives are trained to assist customers with high water use or billing concerns by directing them to appropriate conservation programs and educational resources.

9.4.2 Future Customer Conservation Programs

Cal Water understands that its conservation programming must be adapted to the new MCCWL regulatory requirements. For instance, meeting the rigorous outdoor water use standards will require transitioning substantial amounts of turf area into more water efficient landscaping. Therefore, outdoor conservation measures, including turf replacement incentives and support services, will need to be prioritized to drive future water savings. While targeted indoor efficiency measures have also been retained to maximize water savings, the focus remains heavily on outdoor improvements.

Achieving the required level of water savings in Visalia requires a rapid market transformation towards landscape efficiency. Typically, market transformations can span decades as they require shifting both consumer behaviors and supply chain dynamics, even with incentives. Early adopters have already made necessary adjustments, but many property owners have not yet embraced this change. Landscape transformation represents a significant departure from traditional practices, often perceived as complex and undesirable by many. Overcoming this resistance and encouraging participation will be challenging.

A crucial aspect is convincing customers that embracing landscape efficiency enhances, rather than detracts from, the value of their property. The traditional view equates lush, green lawns with success and economic status. Therefore, changing this deep-seated perception to appreciate the aesthetics and benefits of water-sustainable landscaping is essential.

Given the urgency to transform landscapes without the luxury of time, Cal Water faces several challenges that require:

- Robust customer education.
- High levels of customer motivation.

- Accessibility to landscape design and plant knowledge.
- Considerable labor investment.
- Significant financial resources.

To increase customer engagement, Cal Water's programs must offer compelling incentives, clear communication about the required processes, and substantial support to guide customers through these changes. **Table 9-1** outlines the key barriers to successful deployment of landscape transformation programs.

Table 9-1. Barriers and Customer Requirements of Landscape Transformation Programs

Landscape Transformation Barriers	Customer Requirements
• Customers lack motivation to reduce their water use. • Most customers are unaware of, or overwhelmed by, landscape efficiency programs. • Landscape efficiency solutions must be "customized" for each property. • Water suppliers do not currently have a deep understanding of their customers. • Agencies do not possess the resources to uniquely target and engage their customers.	• Customers desire to have a beautiful landscape. • Each customer has a different vision of what comprises landscape beauty. • Most customers have considered converting their lawn, but they need help to accomplish this. • Customers confirmed that design support is the most important need. • Incentives are necessary to pull the trigger on converting their lawn. • There are a number of misperceptions that disconnect the customer from their actual water usage. They believe most water is used indoors; that they already have efficient equipment; and saving money is the main driver.

Many water users currently do not prioritize landscape water efficiency, lacking both understanding of its urgency and motivation to implement drastic changes.

Cal Water's strategy is to significantly enhance education about the need for outdoor water use reduction and how to achieve it. Fortunately, studies indicate a growing customer interest in aesthetically pleasing, water-efficient landscaping. Many property owners consider turf removal but require assistance to proceed. Time and cost are significant barriers.

To effectively encourage this shift, Cal Water must not only convince customers of the necessity of these changes but also provide them with extensive support—from design assistance to continuous engagement and resources. Additionally, incentives must be compelling enough to convince customers of the value of investing in these changes.

Success will depend on expanding education, services, and incentives to accelerate market transformation. To support this enhanced program structure, Cal Water must accordingly increase its staff, marketing efforts, operational support, and budget to meet these elevated service demands.

In addition to turf replacement, Cal Water has identified a suite of customer conservation programs with demonstrated water-saving potential and meaningful market impact. Together, these measures represent a comprehensive portfolio that—subject to adequate staffing and funding—is intended to support achievement of the water use reduction levels required under the MCCWL regulations. The measures summarized in **Table 9-2** are representative of Cal Water's current conservation approach. As program performance is evaluated and technologies evolve, Cal Water may refine this portfolio by modifying, replacing, or adding measures to ensure continued effectiveness and cost-efficient water savings.

Table 9-2. Representative Conservation Measures with Significant Savings Potential

Conservation Measure	Remaining Potential	Reasoning for Selecting
Home Water Budgets	All single-family homes	• Identifies customers with inefficient usage, thus allowing better targeting of programs and assistance. • Provides a foundational step in educating customers with powerful and personal information that identifies site-specific efficiency opportunities. • As an educational tool alone, shown to reduce water use.
Outdoor Efficiency		
Turf Replacement	All properties with remaining turf	• Required measure for meeting landscape and irrigation standards. • Huge remaining opportunity. • Long lifespan measure.
Sprinkler Tune-up	All properties with remaining turf	• Nearly all irrigation systems need repair. • Repairs are necessary before efficiency upgrades are made otherwise new products will not work as designed. • High customer demand.

Conservation Measure	Remaining Potential	Reasoning for Selecting
Smart Controllers	All properties with irrigation	• High customer receptivity due to technical aspect of device. • Reduces overwatering by providing the appropriate amount of water based on the local weather.
Pressure Regulating Spray Heads	All properties with popup spray heads	• Millions of non-pressure regulating spray heads. • Reduces water use due to high water pressure and low head drainage.
High Efficiency Sprinkler Nozzles	All properties with popup spray heads	• Millions of high flow nozzles are available for retrofit. • Solution for customers electing to keep turf. • Reduces runoff. • High cost effectiveness. • Generally easy retrofit.
Indoor Efficiency		
Premium Efficiency Toilets	Nearly 50% of existing fixtures are 1.6 GPF or above	• Reliable 25-year life of water savings. • Easy retrofit.
High Efficiency Clothes Washers	All single-family homes and multi-family in-unit washers	• Customers prefer high efficiency models. • Easy to administer. • Washers have 10–12-year life

9.4.3 CII Performance Measures

The MCCWL regulations require urban retail water suppliers to implement a suite of actions intended to improve commercial, industrial, and institutional (CII) water use efficiency. These actions include converting certain mixed-use meters (MUMs) serving large landscaped areas to dedicated irrigation meters (DIMs), installing approved in-lieu technologies where DIM installation is not pursued, and implementing a broad set of CII best management practices (BMPs). The regulations also require suppliers to classify all CII accounts using a prescribed framework and to identify and catalog large, disclosable buildings.

Importantly, implementation of CII Performance Measures is required regardless of whether a supplier is otherwise projected to comply with its UWUO. As a result, compliance with these requirements will require substantial staffing, technical, and financial resources independent of UWUO compliance outcomes. The following subsections summarize the primary CII Performance Measure requirements applicable to the Visalia District.

DIM or In-Lieu Technology Installation

The MCCWL regulations require Cal Water to install DIMs or implement approved in-lieu technologies at all CII sites served by MUMs that irrigate one-half acre or more of landscaped area.

Installation of DIMs involves significant cost and logistical complexity for both Cal Water and its customers. Activities include site assessments, permitting, meter and backflow device installation, account setup, integration of additional meter reads, and ongoing maintenance and calibration. In recognition of these challenges, the regulations allow suppliers to satisfy the requirement through adoption of approved in-lieu technologies.

Approved in-lieu technologies include the following:

1. Water budget–based rate structures
2. Water budget–based management approaches not tied to rates
3. Hardware upgrades that enhance irrigation performance, including technologies that allow identification of outdoor water use, smart irrigation controllers, and pressure-regulated spray heads
4. Remote sensing technologies
5. Landscape plant palette transformation programs, including green infrastructure such as swales or rain gardens that reduce irrigation demand
6. Other efficient water use technologies, subject to demonstration of improved water use efficiency

For sites utilizing in-lieu technologies, the regulations further require Cal Water to provide education and communication services, irrigation system maintenance support (including audits and testing), and site-specific irrigation scheduling guidance. As a result, Cal Water will be required to take on an active role in supporting irrigation management at CII sites with large, landscaped areas. In addition, Cal Water must calculate landscape water budgets for these sites using prescribed methodologies by June 30, 2029.

CII Account Classification

The MCCWL regulations require Cal Water to classify all CII accounts using a regulatory classification system that includes United States Environmental Protection Agency's (EPA's) 19 ENERGY STAR Portfolio Manager property types, along with additional categories for water recreation facilities, vehicle washes, and commercial laundries. Following classification, Cal Water must identify customers whose water use falls within the 80th to 97.5th percentiles within each category to support targeted delivery of BMPs.

CII Disclosable Buildings

Under the MCCWL regulations, Cal Water is required to identify all disclosable buildings within its service area and provide water use reports upon request. Disclosable buildings are defined as non-manufacturing buildings exceeding 50,000 square feet.[47] Identification of these buildings was required by January 1, 2025, and by January 1 every year thereafter.

Upon request by a building owner or authorized agent, Cal Water must provide water use reports compatible with the EPA's ENERGY STAR Portfolio Manager Data Exchange Services. Reports must include detailed monthly and aggregated usage data for at least the preceding twelve months for each meter serving the building.

Compliance with this requirement will require development of new processes and reporting systems capable of integrating billing data with EPA reporting platforms. Meeting these requirements will necessitate coordinated effort across Cal Water's conservation, billing, and information technology departments.

CII BMPs

The MCCWL regulations require implementation of CII BMPs for customers in the highest water-use percentiles. Cal Water must implement one BMP from each category (five total) for customers in the 80th percentile of usage and two BMPs from each of five categories (ten total) for customers in the 97.5th percentile of usage. The categories of BMPs include outreach and education, incentives, landscape practices, collaboration and coordination, and operational practices, with a range of eligible actions specified in the regulations.

Selection and implementation of BMPs will be guided by customer characteristics, site conditions, and feasibility, and will require substantial program oversight, customer coordination, and tracking.

CII Performance Measures and UWUO Compliance

While the CII Performance Measures are an integral component of the MCCWL regulatory framework, water savings achieved through these measures do not directly contribute toward meeting the Visalia District's UWUO reduction targets. Under the regulations, CII Performance Measures contribute to UWUO compliance only through reductions in water use measured by DIMs. Cal Water does not currently utilize a DIM meter classification, and DIM water use is therefore not a component of the District's UWUO calculation. As a result, although implementation of CII Performance Measures is mandatory and expected to yield water use

[47] For the precise definition of a disclosable building, see California Code of Regulations, title 20, section 1683.

efficiency benefits, the associated water savings will not be credited toward UWUO compliance for the Visalia District.

9.5 Water Loss Management

Cal Water conducts annual distribution system water loss audits using the American Water Works Association (AWWA) Free Water Audit Software and reports the results to the California Department of Water Resources.[48]

To guide ongoing water loss management, Cal Water has developed a Water Loss Control Compliance Plan and a Water Loss Control Policy. These documents provide a framework for:

- Meeting current and future CPUC and state water loss standards and regulatory requirements;
- Improving audit data quality and validation scores; and
- Identifying and implementing cost-effective water loss control actions.

Cal Water has also conducted a comprehensive assessment comparing each district's current and projected distribution system water loss to applicable water loss standards. The results indicate that the Visalia District's projected distribution system loss rates are expected to remain below the state-established efficient water loss standards applicable to the District pursuant to Senate Bill 555.

9.6 Water Conservation Program Staffing

Cal Water's Conservation Department is currently staffed by nine full-time equivalent (FTE) positions. In light of mandated UWUO reductions and the extensive reporting and performance requirements associated with the MCCWL regulations, Cal Water has identified a need to expand its conservation program staffing.

While the use of consultants could provide short-term support, the ongoing and long-term nature of the regulatory requirements makes exclusive reliance on temporary staffing impractical. In particular, the data analysis, program tracking, and reporting obligations associated with the MCCWL framework require sustained institutional knowledge and continuity that are best supported through permanent staff.

Cal Water's staffing strategy therefore emphasizes strengthening internal capacity to manage conservation programs, lead outreach and customer engagement efforts, support customers, oversee ongoing CII activities, and fulfill reporting and compliance obligations. Consultants are

[48] Completed water audits may be accessed at: https://wuedata.water.ca.gov/

expected to continue to play a targeted role by providing short-term, specialized expertise as needed, allowing flexibility while maintaining a strong in-house program foundation.

Consistent with this strategy, Cal Water has proposed in its 2024 General Rate Case (GRC) an increase in Conservation Department staffing from nine to fifteen positions. The six requested positions and their primary responsibilities are summarized in **Table 9-3**.

Table 9-3. Proposed New Conservation Staff Positions

New Position	Responsibilities
Conservation Manager	• Program development/implementation/management • Budgeting • Staff oversight
Regional Conservation Coordinator (2 positions)	• Regional program implementation • District coordination • Customer engagement
Water Resource Sustainability Analyst	• Program tracking/analysis • Compliance assessment/reporting • Data management
Water Resource Sustainability Assistant	• Data entry • Analysis support • Compliance reporting support
Conservation Assistant	• Program application/rebate processing • Customer assistance • Data entry/processing

The CPUC did not authorize the six additional conservation positions requested in the 2024 GRC. As discussed in Chapter 5, however, the CPUC authorized a substantial expansion of the Visalia District's conservation program. Cal Water continues to assess the staffing resources needed to effectively implement and expand customer conservation programs and meet applicable regulatory requirements. Based on this assessment, Cal Water may seek authorization for additional conservation staffing in future rate cases.

9.7 Summary and Implementation Considerations

Cal Water has developed and implemented a comprehensive suite of demand management measures in the Visalia District that address each category identified in the Urban Water Management Planning Act. These measures include water waste prevention and enforcement, universal metering, conservation-oriented pricing, public education and outreach, active management of distribution system water losses, and a broad portfolio of customer conservation programs. Collectively, these actions have contributed to substantial long-term reductions in per capita water use and have positioned the District well relative to historical conservation benchmarks.

Looking ahead, demand management will play an increasingly important role in meeting the requirements of the MCCWL regulation and supporting water supply reliability. While many conservation-driven reductions are already embedded in the District's baseline demand projections—through authorized programs, plumbing codes and appliance standards, and implementation of conservation rates—additional reductions are anticipated to be needed in future years as state efficiency standards become more stringent. As described in Chapter 5, achieving these reductions will require conservation efforts beyond those currently reflected in the baseline forecast.

For Cal Water, the ability to expand conservation programs, modify rate structures, and implement additional demand management actions is contingent on CPUC authorization. Program funding levels, staffing capacity, and implementation timelines are therefore closely linked to regulatory approval processes, including General Rate Case proceedings. The measures described in this chapter represent both Cal Water's current conservation framework and the foundation upon which expanded efforts may be built, subject to future CPUC decisions.

As noted in Chapter 5, Cal Water requested authorization for expansion of its conservation programs for the Visalia District in its 2024 General Rate Case. This request was approved by the CPUC on April 30, 2026. The demand projections provided in this amended UWMP fully reflect the anticipated increases in water conservation under the assumption that conservation program implementation will continue at this higher authorized level throughout the UWMP planning period.

Chapter 10
Plan Adoption, Submittal, and Implementation

☑ ***CWC § 10621 (b)***

Every urban water supplier required to prepare a plan pursuant to this part shall, at least 60 days before the public hearing on the plan required by Section 10642, notify any city or county within which the supplier provides water supplies that the urban water supplier will be reviewing the plan and considering amendments or changes to the plan. The urban water supplier may consult with, and obtain comments from, any city or county that receives notice pursuant to this subdivision.

This chapter provides information on the public hearing, adoption process, submittal process, implementation, and the process for amending the adopted 2025 Urban Water Management Plan (UWMP) and Water Shortage Contingency Plan (WSCP) and the Amended 2025 UWMP (or Plan). This chapter includes the following sections:

10.1 Inclusion of All 2025 Data

10.2 Notice of Public Hearing

10.3 Public Hearing and Adoption

10.4 Plan Submittal

10.5 Public Availability

10.6 Notification of Public Utilities Commission

10.7 Amending an Adopted UWMP or Water Shortage Contingency Plan

10.1 Inclusion of All 2025 Data

The 2025 UWMP and Amended 2025 UWMP include the water use and planning data for the entire calendar year of 2025, per the California Department of Water Resources' (DWR's) 2025 UWMP Guidebook.

10.2 Notice of Public Hearing

☑ ***CWC § 10642***

Each urban water supplier shall encourage the active involvement of diverse social, cultural, and economic elements of the population within the service area prior to and during the preparation of both the plan and the water shortage contingency plan. Prior to adopting either, the urban water supplier shall make both the plan and the water shortage contingency plan available for public inspection and shall hold a public hearing or hearings thereon. Prior to any of these hearings, notice of the time and place of the hearing shall be published within the jurisdiction of the publicly owned water supplier pursuant to Section 6066 of the Government Code. The urban water supplier shall provide notice of the time and place of a hearing to any city or county within which the supplier provides water supplies. Notices by a local public agency pursuant to this section shall be provided pursuant to Chapter 17.5 (commencing with Section 7290) of Division 7 of Title 1 of the Government Code. A privately owned water supplier shall provide an equivalent notice within its service area. After the hearing or hearings, the plan or water shortage contingency plan shall be adopted as prepared or as modified after the hearing or hearings.

Prior to adopting the 2025 UWMP and WSCP, California Water Service (Cal Water) held a virtual public hearing to present information on its Visalia District (also referred to herein as "District") 2025 UWMP and WSCP on May 14, 2026, 5:30 PM (2025 UWMP Public Hearing).

Per CWC § 10644 (b) (see Section 10.7), the District held another formal public hearing to present information on the District's Amended 2025 UWMP on November 9, 2026, 06:30 PM (Amended 2025 UWMP Public Hearing).

Relevant entities were notified of the 2025 UWMP and WSCP and the Amended 2025 UWMP review at least 60 days prior to the 2025 UWMP Public Hearing and the Amended 2025 UWMP Public Hearing, including: (1) cities, counties, and Groundwater Sustainability Agencies (GSAs), and (2) the public. For both the 2025 UWMP and WSCP and the Amended 2025 UWMP, these entities were noticed a second time with the specific date, time and location of the hearing at least two weeks prior to the hearings. The notices for the 2025 UWMP and WSCP and the Amended 2025 UWMP to the public, as specified in Government Code 6066, and letters to relevant agencies can be found in **Appendix C** and **Appendix B,** respectively.

10.2.1 Notice to Cities and Counties

☑ ***CWC § 10631 (a)*** *A plan shall be adopted in accordance with this chapter that shall do all of the following:*

Urban water suppliers shall coordinate with local or regional land use authorities to determine the most appropriate land use information, including, where appropriate, land use information obtained from local or regional land use authorities, as developed pursuant to Article 5 (commencing with Section 65300) of Chapter 3 of Division 1 of Title 7 of the Government Code.

Table 10-1 lists the cities and counties that were notified of the 2025 UWMP and the WSCP and the Amended 2025 UWMP. Copies of these letters are provided in **Appendix B**.

Table 10-1. Notification to Cities and Counties (DWR Table 10-1)

City Name	60 Day Notice **Drop Down (yes/no)**	Notice of Public Hearing **Drop Down (yes/no)**
Add additional rows as needed		
City of Visalia	Yes	Yes
County Name **Drop Down List**	60 Day Notice **Drop Down (yes/no)**	Notice of Public Hearing **Drop Down (yes/no)**
Add additional rows as needed		
Tulare County	Yes	Yes
Notes: (a) In addition to the Cities and Counties notified, Cal Water additionally notified the relevant Groundwater Sustainability Agencies in the Kaweah and Tule Subbasins and the Kaweah Delta Water Conservation District.		

10.2.2 Notice to the Public

The 2025 UWMP and WSCP notifications to the public and to cities and counties also provided instructions on how to view the 2025 UWMP and WSCP prior to the hearing, the revision schedule, and contact information of the UWMP and WSCP preparer. The Amended 2025 UWMP and WSCP notices to the public and to cities and counties provided the similar instructions for the Amended 2025 UWMP. Copies of these notices are included in **Appendix C**.

10.3 Public Hearing and Adoption

☑ ***CWC § 10608.26***

(a) In complying with this part, an urban retail water supplier shall conduct at least one public hearing to accomplish all of the following:

(1) Allow community input regarding the urban retail water supplier's implementation plan for complying with this part.

(2) Consider the economic impacts of the urban retail water supplier's implementation plan for complying with this part.

(3) Adopt a method, pursuant to subdivision (b) of Section 10608.20, for determining its urban water use target.

☑ ***CWC § 10621 (b)***

Every urban water supplier required to prepare a plan pursuant to this part shall, at least 60 days before the public hearing on the plan required by Section 10642, notify any city or county within which the supplier provides water supplies that the urban water supplier will be reviewing the plan and considering amendments or changes to the plan. The urban water supplier may consult with, and obtain comments from, any city or county that receives notice pursuant to this subdivision.

The deadline for public comments on the 2025 UWMP and WSCP was May 17, 2026, three days after the 2025 UWMP Public Hearing. The final 2025 UWMP and WSCP was formally adopted by Cal Water's Vice President, Water Resources Planning and Sustainability on June 26, 2026, and was submitted to DWR within 30 days of approval.

The deadline for public comments on the Amended 2025 UWMP was November 12, 2026, three days after the public hearing. The final Amended 2025 UWMP was formally adopted by Cal Water's Vice President, Water Resources Planning and Sustainability on MM DD, 2026, and was submitted to DWR within 30 days of approval.

Appendix H presents a copy of the signed Resolutions of Plan Adoption for the 2025 UWMP and the Amended 2025 UWMP. **Appendix B** contains the following:

- Letters sent to and received from various agencies regarding the 2025 UWMP and Amended 2025 UWMP, and
- Correspondence between Cal Water and participating agencies for both the 2025 UWMP and the Amended 2025 UWMP.

10.4 Plan Submittal

☑ ***CWC § 10621 (f)***

(1) Each urban water supplier shall update and submit its 2020 plan to the department by July 1, 2021.

☑ ***CWC § 10635 (c)***

The urban water supplier shall provide that portion of its urban water management plan prepared pursuant to this article to any city or county within which it provides water supplies no later than 60 days after the submission of its urban water management plan.

☑ ***CWC § 10644 (a)***

(1) An urban water supplier shall submit to the department, the California State Library, and any city or county within which the supplier provides water supplies a copy of its plan no later than 30 days after adoption. Copies of amendments or changes to the plans shall be submitted to the department, the California State Library, and any city or county within which the supplier provides water supplies within 30 days after adoption.

(2) The plan, or amendments to the plan, submitted to the department pursuant to paragraph (1) shall be submitted electronically and shall include any standardized forms, tables, or displays specified by the department.

The District submitted its 2025 UWMP prior to the July 1, 2026 deadline. This Amended 2025 UWMP does not have a regulatory deadline for submittal. The submittal for both the 2025 UWMP and the Amended 2025 UWMP was done electronically through DWR's Water Use Efficiency Data Portal, an online submittal tool. Both the 2025 UWMP and WSCP and the Amended 2025 UWMP were sent to the California State Library and to the cities and counties listed in **Table 10-1** no later than 30 days after the adoption of each plan.

10.5 Public Availability

☑ ***CWC § 10645***

(a) Not later than 30 days after filing a copy of its plan with the department, the urban water supplier and the department shall make the plan available for public review during normal business hours.

(b) Not later than 30 days after filing a copy of its water shortage contingency plan with the department, the urban water supplier and the department shall make the plan available for public review during normal business hours.

On April 13, 2026, an electronic version of the draft 2025 UWMP and WSCP were made available for review by visiting Cal Water's website:

https://www.calwater.com/conservation/uwmp2025.

On October 9, 2026, an electronic version of the draft Amended 2025 UWMP was made available for review by visiting Cal Water's website:

https://www.calwater.com/conservation/uwmp2025.

10.6 Notification of Public Utilities Commission

☑ ***CWC § 10621 (c)***

An urban water supplier regulated by the Public Utilities Commission shall include its most recent plan and water shortage contingency plan as part of the supplier's general rate case filings.

Cal Water is an urban water supplier regulated by the California Public Utilities Commission. Cal Water will include the District's Amended 2025 UWMP as part of its general rate case filings, superseding the 2025 UWMP.

10.7 Amending an Adopted UWMP or Water Shortage Contingency Plan

☑ ***CWC § 10644 (b)***

If an urban water supplier revises its water shortage contingency plan, the supplier shall submit to the department a copy of its water shortage contingency plan prepared pursuant to subdivision (a) of Section 10632 no later than 30 days after adoption, in accordance with protocols for submission and using electronic reporting tools developed by the department.

If the 2025 UWMP or WSCP is amended, each of the steps for notification, public hearing, adoption and submittal will also be followed for the amended Plan.

For this Amended 2025 UWMP, the required notification, public hearing, adoption, and submittal procedures were completed in accordance with applicable requirements as described throughout the Plan.

Appendix A: UWMP Act Checklist

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	x	Chapter 1	10615	A plan shall describe and evaluate sources of supply, reasonable and practical efficient uses, reclamation and demand management activities.	Introduction and overview	n/a	Chapter 1 - Chapter 10 (pdf pp. 13–141)
x	x	Chapter 1	10630.5	Each plan shall include a simple description of the Supplier's plan including water availability, future requirements, a strategy for meeting needs, and other pertinent information. Additionally, a Supplier may also choose to include a simple description at the beginning of each chapter.	Plan preparation	n/a	Section 1.6 (pdf pp. 17)
x	x	Section 2.1	10620(b)	Every person that becomes a Supplier shall adopt UWMP within one year after it has become a Supplier.	Plan preparation	n/a	Section 2.4 (pdf pp. 26)
x	n/a	Section 2.5	10644	Supplier shall report the Public Water Systems number, volume of delivered water, and number of connections that are included in this UWMP.	Plan preparation	2-1	Section 2.1 (pdf pp. 23) Table 2-1 (pdf pp. 24)
x	x	Section 2.5	10644	Supplier shall report if this UWMP is an individual UWMP and whether the Supplier belongs to a regional UWMP or regional alliance.	Plan preparation	2-2	Section 2.3 (pdf pp. 24) Table 2-2 (pdf pp. 25)
x	x	Section 2.5	10644	Supplier shall report whether the data is in fiscal or calendar years and the units of measure used for reporting water volumes.	Plan preparation	2-3	Section 2.4 (pdf pp. 26) Table 2-3 (pdf pp. 27)
x	x	Section 2.4	10642	Provide supporting documentation that the Supplier has encouraged active involvement of diverse social, cultural, and economic elements of the population within the service area prior to and during the preparation of the plan and contingency plan.	Plan preparation	n/a	Section 2.5.2 (pdf pp. 29) Section 10.2 (pdf pp. 137) Appendix C (pdf pp. 165)
x	x	Section 2.4.2	10620(d)(3)	Coordinate the preparation of its plan with other appropriate agencies in the area, including other Suppliers that share a common source, water management agencies, and relevant public agencies, to the extent practicable.	Plan preparation	n/a	Section 2.5 (pdf pp. 28) Section 10.2 (pdf pp. 137) Appendix B (pdf pp. 153)
x	n/a	Section 2.4.1	10631(h)	Retail Suppliers will include documentation that they have provided their Wholesale Supplier(s)—if any—with water use projections from that source.	Plan preparation	2-4 R	Section 2.5.1 (pdf pp. 28) Table 2-4 (pdf pp. 29) Section 4.5 (pdf pp. 57)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
n/a	x	Section 2.4.1	10631(h)	Wholesale Suppliers will provide their Suppliers with identification and quantification of the existing and planned sources of water available from the Wholesale Supplier to the Supplier during various water year types.	Plan preparation	2-4 W	N/A
x	x	Chapter 3.0	10631(a)	Describe the Supplier service area.	System description	n/a	Chapter 3 (pdf pp. 31)
x	x	Section 3.3	10631(a)	Describe the climate of the Supplier's service area.	System description	n/a	Section 3.3 (pdf pp. 33) Figure 3-2 (pdf pp. 34)
x	x	Section 3.4.1	10631(a)	Provide the current and projected service area populations for 2030, 2035, 2040, 2045 and optionally 2050.	System description	3-1	Section 3.4 (pdf pp. 34) Table 3-1 (pdf pp. 35)
x	x	Section 3.4.2	10631(a)	Describe other social, economic, and demographic factors affecting the Supplier's water management planning.	System description	n/a	Section 3.4 (pdf pp. 34) Table 3-2 (pdf pp. 36)
x	x	Section 3.5	10631(a)	Describe the land uses within the service area… include the current and projected land uses within the existing or anticipated service area affecting the Supplier's water management planning. Describe the land uses within the service area.	System description and baselines	n/a	Section 3.5 (pdf pp. 36) Table 3-1 (pdf pp. 35)
x	Optional	Sections 4.2.3 and 4.2.4	10631(d)(1)	Quantify past, current, and projected water use, identifying the uses among water use sectors.	System water use	4-1 and 4-2	Section 4.2 (pdf pp. 40) Table 4-1 (pdf pp. 43) Table 4-2 (pdf pp. 46)
x	Optional	Section 4.3.1	10631(d)(3)(A)	Report the distribution system water loss for each of the five years preceding the plan update.	System water use	4-5	Section 4.3.1 (pdf pp. 52) Table 4-5 (pdf pp. 53)
x	n/a	Section 4.3.2	10631(d)(3)(C)	Retail Suppliers shall provide data to show the distribution loss standards were met.	System water use	4-6	Section 4.3.2 (pdf pp. 53) Table 4-6 (pdf pp. 54)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	n/a	Section 4.2.5.4	10631.1(a)	Include projected water use needed for lower income housing projected in the service area of the Supplier.	System water use	4-3	Section 4.2.2 (pdf pp. 45) Table 4-3 (pdf pp. 48)
x	n/a	Section 4.2.5.3	10631(d)(4)(A)	In projected water use, include estimates of water savings from adopted codes, plans, and other policies or laws.	System water use	4-3	Section 4.2.3(1) (pdf pp. 47) Table 4-4 (pdf pp. 51)
x	n/a	Section 4.2.5.3	10631(d)(4)(B)	Provide citations of codes, standards, ordinances, or plans used to make water use projections.	System water use	4-3	Section 4.2.3(1) (pdf pp. 47) Table 4-4 (pdf pp. 51)
x	n/a	Section 4.2.5.3	10631(d)(4)(B)(ii)	To the extent that a Supplier reports the information described in subparagraph (A), an urban water Supplier shall… Indicate the extent that the water use projections consider savings from codes, standards, ordinances, or transportation and land use plans. Water use projections that do not account for these water savings shall be noted of that fact.	System water use	4-3	Section 4.2.3(1) (pdf pp. 47) Table 4-4 (pdf pp. 51)
x	x	Section 4.2.5.6	10635(b)	Demands under climate change considerations must be included as part of the drought risk assessment.	System water use	n/a	Section 4.4 (pdf pp. 55) Section 7.5 (pdf pp. 109) Table 4-7 (pdf pp. 57) Table 7-5 (pdf pp. 111)
n/a	x	Section 5.1	10608.36	Wholesale Suppliers shall include an assessment of present and proposed future measures, programs, and policies to help their Retail Suppliers achieve targeted water use reductions.	Baselines and targets	n/a	N/A
x	n/a	Section 5.2	10608.4	Retail Suppliers shall report on their compliance in meeting their water use targets. Reporting requirements will vary depending on whether the Supplier: - Was considered an urban retail water supplier in 2020, - Met its 2020 target in 2020, or - Was part of a merger or consolidation since 2020. Chapter 5 Subsections 5.2.1, 5.2.2, and 5.2.3 address each of these situations.	Baselines and targets	5-1	Chapter 5 (pdf pp. 59) Table 5-1 (pdf pp. 60)
x	x	Section 6.1	10631(b)(2)	When multiple sources of water supply are identified, describe the management of each supply in relationship to other identified supplies.	System supplies	n/a	Section 6.9 (pdf pp. 90) Table 6-9 (pdf pp. 92)
x	x	Sections 6.1 and 6.2	10631(b)(1)	Provide a discussion of anticipated supply availability under a normal, single dry year, and a drought lasting five years, as well as more frequent and severe periods of drought, including changes in supply due to climate change.	System supplies	n/a	Chapter 7 (pdf pp. 98)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	x	Section 6.2.2	10631(b)(4)(C)	Indicate whether groundwater is an existing or planned source of water available to the Supplier. If groundwater is identified as an existing or planned source of water… (include) a detailed description and analysis of the location, amount and sufficiency of groundwater pumped by the Supplier for the past five years.	Water supplies and recycled water	6-1	Section 6.2 (pdf pp. 66) Table 6-1 (pdf pp. 80)
x	x	Section 6.2.2	10631(b)(4)(A)	Indicate whether a groundwater sustainability plan or groundwater management plan has been adopted by the Supplier or if there is any other specific authorization for groundwater management. Include a copy of the plan or authorization.	System supplies	n/a	Section 6.2 (pdf pp. 66)
x	x	Section 6.2.2	10631(b)(4)(B)	Describe the groundwater basin.	System supplies	n/a	Section 6.2.1 (pdf pp. 67)
x	x	Section 6.2.2	10631(b)(4)(B)	Indicate if the basin has been adjudicated and include a copy of the court order or decree and a description of the amount of water the Supplier has the legal right to pump.	System supplies	n/a	Section 6.2.1 (pdf pp. 67)
x	x	Section 6.2.2	10631(b)(4)(B)	For unadjudicated basins… (include) information as to whether DWR has identified the basin as a high- or medium-priority basin in the most current official departmental bulletin…	Water supplies and recycled water	n/a	Section 6.2.1 (pdf pp. 67)
x	x	Section 6.2.2	10631(b)(4)(B)	For unadjudicated basins… describe efforts by the Supplier to coordinate with sustainability or groundwater agencies to achieve sustainable groundwater conditions.	Water supplies and recycled water	n/a	Section 6.2.3 (pdf pp. 72)
x	x	Section 6.2.2.	10631(b)(4)(C)	If groundwater is identified as an existing or planned source of water… (include) a detailed description and analysis of the location, amount and sufficiency of groundwater pumped by the Supplier for the past five years.	System supplies	n/a	Section 6.2.5 (pdf pp. 76) Table 6-1 (pdf pp. 80)
x	x	Section 6.2.2	10631(b)(4)(D)	Provide a detailed description and analysis of the amount and location of groundwater that is projected to be pumped.	System supplies	6-9	Section 6.9 (pdf pp. 90) Table 6-9 (pdf pp. 92)
x	x	Section 6.1	10631(b)	Identify and quantify the existing and planned sources of water available for 2025, 2030, 2035, 2040, 2045 and optionally 2050.	System supplies	6-8 and 6-9	Section 6.9 (pdf pp. 90) Table 6-9 (pdf pp. 92)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	x	Section 6.2.7	10631(c)	Describe the opportunities for exchanges or transfers of water on a short-term or long-term basis.	System supplies	n/a	Section 6.7 (pdf pp. 87)
x	n/a	Section 6.2.5	10633(a)	Describe the wastewater collection and treatment systems in the Supplier's service area with quantified amount of collection and treatment and the disposal methods.	System supplies (recycled water)	6-2	Section 6.5.2 (pdf pp. 81) Table 6-2 (pdf pp. 82)
x	x	Section 6.2.5	10633(b)	Describe the quantity of treated wastewater that meets recycled water standards, is being discharged, and is otherwise available for use in a recycled water project.	System supplies (recycled water)	6-3	Section 6.5.2 (pdf pp. 81) Table 6-3 (pdf pp. 83)
x	x	Section 6.2.5	10633(c)	Describe the recycled water currently being used in the Supplier's service area.	System supplies (recycled water)	6-4	Section 6.5.3 (pdf pp. 84) Table 6-4 (pdf pp. 85)
x	x	Section 6.2.5	10633(d)	Describe and quantify the potential uses of recycled water and provide a determination of the technical and economic feasibility of those uses.	System supplies (recycled water)	6-4	Section 6.5.3 (pdf pp. 84) Table 6-4 (pdf pp. 85)
x	x	Section 6.2.5	10633(e)	Describe the projected use of recycled water within the Supplier's service area at the end of 5, 10, 15, and 20 years, and describe the actual use of recycled water in comparison to uses previously projected.	System supplies (recycled water)	6-4 and 6-5	Section 6.5.3 (pdf pp. 84) Table 6-4 (pdf pp. 85) Table 6-5 (pdf pp. 86)
x	x	Section 6.2.5	10633(f)	Describe the actions that may be taken to encourage the use of recycled water and the projected results of these actions in terms of acre-feet of recycled water used per year.	System supplies (recycled water)	6-6	Section 6.5.4 (pdf pp. 86) Table 6-6 (pdf pp. 86)
x	x	Section 6.2.5	10633(g)	Provide a plan for optimizing the use of recycled water in the Supplier's service area.	System supplies (recycled water)	n/a	Section 6.5.4 (pdf pp. 86) Table 6-6 (pdf pp. 86)
x	x	Section 6.2.6	10631(g)	Describe desalinated water project opportunities for long-term supply.	System supplies	6-7	Section 6.6 (pdf pp. 87)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	x	Section 6.2.10	10631(f)	Describe the expected future water supply projects and programs that may be undertaken by the water Supplier to address water supply reliability in average, single-dry, and for a period of drought lasting five consecutive water years.	System supplies	6-7	Section 6.8 (pdf pp. 88) Table 6-7 (pdf pp. 89)
x	x	Section 6.3 and Appendix O	10631.2(a)	The UWMP must include energy information, as stated in the code, that a Supplier can readily obtain.	System suppliers, energy intensity	O-1A, O-1B, O-1C, and O-2	Section 6.11 (pdf pp. 95) Table 6-10 (pdf pp. 96)
x		Section 7.1	10634	Provide information on the quality of existing sources of water available to the Supplier and the manner in which water quality affects water management strategies and supply reliability.	Water supply reliability assessment	n/a	Section 7.1.2 (pdf pp. 102)
x	x	Section 7.2	10635(a)	Service Reliability Assessment: Assess the water supply reliability during normal, dry, and a drought lasting five consecutive water years by comparing the total water supply sources available to the Supplier with the total projected water use over the next 20 years.	Water supply reliability assessment	7-2, 7-3, and 7-4	Section 7.2 (pdf pp. 104) Section 7.3 (pdf pp. 106) Table 7-1 (pdf pp. 106) Table 7-2 (pdf pp. 107) Table 7-3 (pdf pp. 107) Table 7-4 (pdf pp. 106)
x	x	Section 7.2.3	10620(f)	Describe water management tools and options to maximize resources and minimize the need to import water from other regions.	Water supply reliability assessment	n/a	Section 7.4 (pdf pp. 108)
x	x	Section 7.3	10635(b)	Provide a drought risk assessment as part of information considered in developing the demand management measures and water supply projects.	Water supply reliability assessment	n/a	Section 7.5 (pdf pp. 109) Table 7-5 (pdf pp. 111)
x	x	Section 7.3	10635(b)(1)	Include a description of the data, methodology, and basis for one or more supply shortage conditions that are necessary to conduct a drought risk assessment for a drought period that lasts five consecutive years.	Water supply reliability assessment	n/a	Section 7.5.1 (pdf pp. 110)
x	x	Section 7.3	10635(b)(2)	Include a determination of the reliability of each source of supply under a variety of water shortage conditions.	Water supply reliability assessment	n/a	Section 7.5.2 (pdf pp. 110)
x	x	Section 7.3	10635(b)(3)	Include a comparison of the total water supply sources available to the Supplier with the total projected water use for the drought period.	Water supply reliability assessment	7-5	Section 7.5 (pdf pp. 109) Table 7-5 (pdf pp. 111)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	x	Section 7.3	10635(b)(4)	Include considerations of the historical drought hydrology, plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria.	Water supply reliability assessment	n/a	Section 7.5 (pdf pp. 109) Table 7-5 (pdf pp. 111)
x	x	Chapter 8	10632(a)	Provide a water shortage contingency plan (WSCP) with specified elements below.	Water shortage contingency planning	n/a	Appendix F (pdf pp. 233)
x	x	Chapter 8	10632(a)(1)	Provide an analysis of water supply reliability (from Guidebook Chapter 7) in the WSCP.	Water shortage contingency planning	n/a	Appendix F (Chapter 2) (pdf pp. 238)
x	x	Section 8.2	10632(a)(2)(A)	Provide the written decision-making process and other methods that the Supplier will use each year to determine its water reliability.	Water shortage contingency planning	n/a	Appendix F (Chapter 3) (pdf pp. 239)
x	x	Section 8.2	10632(a)(2)(B)	Provide data and methodology to evaluate the Supplier's water reliability for the current year and one dry year pursuant to factors in the code.	Water shortage contingency planning	n/a	Appendix F (Chapter 3) (pdf pp. 239)
x	x	Section 8.3	10632(a)(3)(A)	Define six standard water shortage levels of 10%, 20%, 30%, 40%, 50% shortage, and greater than 50% shortage. These levels shall be based on supply conditions, including percent reductions in supply, changes in groundwater levels, changes in surface elevation, or other conditions. The shortage levels shall also apply to a catastrophic interruption of supply.	Water shortage contingency planning	n/a	Appendix F (Chapter 4) (pdf pp. 243)
x	x	Section 8.3	10632(a)(3)(B)	Suppliers with an existing WSCP that uses different water shortage levels must cross reference their categories with the six standard categories.	Water shortage contingency planning	8-1	Appendix F (Chapter 4) (pdf pp. 243)
x	x	Section 8.4	10632(a)(4)(A)	Suppliers with WSCPs that align with the defined shortage levels must specify locally appropriate supply augmentation actions.	Water shortage contingency planning	8-2	Appendix F (Section 5.2) (pdf pp. 253)
x	x	Section 8.4	10632(a)(4)(B)	Specify locally appropriate demand reduction actions to adequately respond to shortages.	Water shortage contingency planning	8-3	Appendix F (Section 5.1) (pdf pp. 244)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	x	Section 8.4	10632(a)(4)(C)	Specify locally appropriate operational changes.	Water shortage contingency planning	8-2	Appendix F (Section 5.3) (pdf pp. 253)
x	x	Section 8.4	10632(a)(4)(D)	Specify additional mandatory prohibitions against specific water use practices that are in addition to State-mandated prohibitions are appropriate to local conditions.	Water shortage contingency planning	Table 8-3	Appendix F (Section 5.4, Table 5-1) (pdf pp. 253, 247)
x	x	Section 8.4	10632(a)(4)(E)	Estimate the extent to which the gap between supplies and demand will be reduced by implementation of the action.	Water shortage contingency planning	8-2 and 8-3	Appendix F (Section 5.1, Section 5.2, Section 5.7, Table 5-1) (pdf pp. 244, 253, 255, 247)
x	x	Section 8.4.6	10632.5	The UWMP shall include a seismic risk assessment and mitigation plan.	Water shortage contingency plan	n/a	Appendix F (Section 5.6) (pdf pp. 255)
x	x	Section 8.5	10632(a)(5)(A)	Suppliers must describe that they will inform customers, the public and others regarding any current or predicted water shortages.	Water shortage contingency planning	n/a	Appendix F (Chapter 6) (pdf pp. 256)
x	x	Section 8.5	10632(a)(5)(B), 10632(a)(5)(C)	Suppliers must describe that they will inform customers, the public and others regarding any shortage response actions triggered or anticipated to be triggered and other relevant communications.	Water shortage contingency planning	n/a	Appendix F (Chapter 6) (pdf pp. 256)
x	n/a	Section 8.6	10632(a)(6)	Retail Supplier must describe how it will ensure compliance with and enforce provisions of the WSCP.	Water shortage contingency planning	n/a	Appendix F (Chapter 7) (pdf pp. 257)
x	x	Section 8.7	10632(a)(7)(A)	Describe the legal authority that empowers the Supplier to enforce shortage response actions.	Water shortage contingency planning	n/a	Appendix F (Chapter 8) (pdf pp. 261)
x	x	Section 8.7	10632(a)(7)(B)	Provide a statement that the Supplier will declare a water shortage emergency per Water Code Chapter 3. Water Shortage Emergencies.	Water shortage contingency planning	n/a	Appendix F (Chapter 8) (pdf pp. 261)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	x	Section 8.7	10632(a)(7)(C)	Provide a statement that the Supplier will coordinate with any city or county within which it provides water for the possible proclamation of a local emergency.	Water shortage contingency planning	n/a	Appendix F (Chapter 8) (pdf pp. 261)
x	x	Section 8.8	10632(a)(8)(A)	Describe the potential revenue reductions and expense increases associated with activated shortage response actions.	Water shortage contingency planning	n/a	Appendix F (Chapter 9) (pdf pp. 233)
x	x	Section 8.8	10632(a)(8)(B)	Provide a description of mitigation actions needed to address revenue reductions and expense increases associated with activated shortage response actions.	Water shortage contingency planning	n/a	Appendix F (Chapter 9) (pdf pp. 262)
x	n/a	Section 8.8	10632(a)(8)(C)	Retail Suppliers must describe the cost of compliance with Water Code Chapter 3.3, Excessive Residential Water Use During Drought.	Water shortage contingency planning	n/a	Appendix F (Chapter 9) (pdf pp. 262)
x	n/a	Section 8.9	10632(a)(9)	Retail Suppliers must describe the monitoring and reporting requirements and procedures that ensure appropriate data are collected, tracked, and analyzed for purposes of monitoring customer compliance.	Water shortage contingency planning	n/a	Appendix F (Chapter 10) (pdf pp. 263)
x	x	Section 8.10	10632(a)(10)	Describe reevaluation and improvement procedures for monitoring and evaluation the WSCP to ensure risk tolerance is adequate and appropriate water shortage mitigation strategies are implemented.	Water shortage contingency planning	n/a	Appendix F (Chapter 11) (pdf pp. 264)
x	n/a	Section 8.11	10632(b)	Analyze and define water features that are artificially supplied with water, including ponds, lakes, waterfalls, and fountains, separately from swimming pools and spas.	Water shortage contingency planning	n/a	Appendix F (Section 5.1.1, Table 5-1) (pdf pp. 246, 247)
x	x	Section 8.12	10632(c)	Make available the WSCP to customers and any city or county where it provides water within 30 days after adoption of the plan.	Water shortage contingency planning	n/a	Appendix F (Chapter 12) (pdf pp. 265)
x	n/a	Sections 9.1	10631(e)(1)	Retail Suppliers shall provide a description of the nature and extent of each demand management measure implemented over the past five years. The description will address specific measures listed in code.	Demand management measures	n/a	Chapter 9 (pdf pp. 122)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
n/a	x	Sections 9.2	10631(e)(2)	Wholesale Suppliers shall describe specific demand management measures listed in code, their distribution system asset management program, and Supplier assistance program.	Demand management measures	n/a	N/A
x	n/a	Chapter 10	10608.26(a)	Retail Suppliers shall conduct a public hearing to discuss adoption, implementation, and economic impact of water use targets (recommended to discuss compliance).	Plan adoption, submittal, and implementation	n/a	Section 2.5.2 (pdf pp. 29) Section 10.3 (pdf pp. 139)
x	x	Section 10.2.1	10621(b)	Notify, at least 60 days prior to the public hearing, any city or county within which the Supplier provides water that the Supplier will be reviewing the UWMP and considering amendments or changes to the plan.	Plan adoption, submittal, and implementation	10-1	Section 2.5.2 (pdf pp. 29) Section 10.3 (pdf pp. 139)
x	x	Section 10.4	10621(f)	Each urban water Supplier shall update and submit its 2025 plan to DWR by July 1, 2026.	Plan adoption, submittal, and implementation	n/a	Section 2.4 (pdf pp. 26) Section 10.4 (pdf pp. 140)
x	x	Sections 10.2.2, 10.3, and 10.5	10642	Provide supporting documentation that the Supplier made the UWMP and WSCP available for public inspection, published notice of the public hearing, and held a public hearing about the UWMP and WSCP.	Plan adoption, submittal, and implementation	n/a	Chapter 10 (pdf pp. 136) Appendix C (pdf pp. 165)
x	x	Section 10.2.2	10642	The Supplier is to provide the time and place of the hearing to any city or county within which the Supplier provides water.	Plan adoption, submittal, and implementation	10-1	Section 10.2.1 (pdf pp. 137) Table 10-1 (pdf pp. 138) Appendix B (pdf pp. 153)
x	x	Section 10.3.2	10642	Provide supporting documentation that the UWMP and WSCP has been adopted as prepared or modified.	Plan adoption, submittal, and implementation	n/a	Section 10.3 (pdf pp. 139) Appendix H (pdf pp. 347)
x	x	Section 10.4	10644(a)	Provide supporting documentation that the Supplier has submitted their UWMP to the California State Library.	Plan adoption, submittal, and implementation	n/a	Section 10.4 (pdf pp. 140)
x	x	Section 10.4	10644(a)(1)	Provide supporting documentation that the Supplier has submitted their UWMP to any city or county within which the Supplier provides water no later than 30 days after adoption.	Plan adoption, submittal, and implementation	n/a	Section 10.4 (pdf pp. 140)

Retail (x = required)	Wholesale (x = required)	2025 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	Relevant Submittal Table	2025 UWMP Location
x	x	Sections 10.4.1 and 10.4.2	10644(a)(2)	The UWMP, or amendments to the UWMP, submitted to DWR shall be submitted electronically.	Plan adoption, submittal, and implementation	n/a	Section 10.4 (pdf pp. 140)
x	x	Section 10.7.2	10644(b)	If revised, submit a copy of the WSCP to DWR within 30 days of adoption.	Plan adoption, submittal, and implementation	n/a	Section 10.7 (pdf pp. 141)
x	x	Section 10.5	10645(a)	Provide supporting documentation that, not later than 30 days after filing a copy of its UWMP with DWR, the Supplier has or will make the plan available for public review during normal business hours.	Plan adoption, submittal, and implementation	n/a	Section 10.5 (pdf pp. 140)
x	x	Section 10.5	10645(b)	Provide supporting documentation that, not later than 30 days after filing a copy of its WSCP with DWR, the Supplier has or will make the plan available for public review during normal business hours.	Plan adoption, submittal, and implementation	n/a	Section 10.5 (pdf pp. 140)
x	x	Section 10.6	10621(c)	If Supplier is regulated by the Public Utilities Commission, include its plan and contingency plan as part of its general rate case filings.	Plan adoption, submittal, and implementation	n/a	Section 10.6 (pdf pp. 141)

Appendix B: Correspondence

- 2025 UWMP and WSCP Notice of Preparation
- 2025 UWMP and WSCP District Mailing List
- 2025 UWMP and WSCP Public Draft Comments
- Amended 2025 UWMP Notice of Preparation
- Amended 2025 UWMP District Mailing List
- Amended 2025 UWMP Public Draft Comments

The Cal Water Difference

Dear XXXX,

We hope that this note finds you well. California Water Service (Cal Water) is beginning the process of updating our Urban Water Management Plans (UWMP) and Water Shortage Contingency Plans (WSCP) and wanted to ensure you had the pertinent information to participate in the process, which is included in the following notification.

These plans are a critical component of the steps we are taking to meet the current and future water supply needs of our customers, and to elevate our urban water use efficiency.

To develop well-rounded plans, **we are requesting data from the partners that serve our customers** to ensure the plans are representative of the communities we serve. The specific data points we are seeking can be found below the following notice.

At your earliest convenience, **please confirm you have received this Notice of Preparation**. If you have any questions, need any additional information, or would like to find time to meet virtually with our team to discuss this further, please reach out at your convenience.

Notice of Preparation of Urban Water Management Plan and Water Shortage Contingency Plan – 2025 Update

The Urban Water Management Planning Act (California Water Code §10608–10656) requires that California Water Service Company (Cal Water) update its Urban Water Management Plan (UWMP) and associated Water Shortage Contingency Plan (WSCP) every 5 years. The updated UWMP and WSCP are due by July 1, 2026.

Cal Water is currently reviewing its existing UWMP and associated WSCP, which were updated in 2021, and considering revisions to the documents. Coordination with water suppliers, cities, counties, and community organizations in the region is an important part of the preparation of Cal Water's UWMP and WSCP. We invite your agency's participation in this revision process. We are available to discuss the assumptions used in the development of the plans including available water supply, water demands, land use, as well as other aspects of the plans.

A draft of the 2025 UWMP and WSCP will be made available for public review and a public hearing will be scheduled in 2026. In the meantime, if you would like more information regarding Cal Water's 2020 UWMP and WSCP and the schedule for updating these documents, or if you would like to participate in the preparation of the 2025 UWMP and WSCP, please contact Jake Lam at:

Jake Lam
Associate Engineer
California Water Service
jlam@calwater.com

DATA REQUEST – Help Develop Our UWMP and WSCP

We're seeking to coordinate with community partners to ensure we develop a UWMP and associated WSCP that are reflective of our communities. We'd like to begin this partnership today and ask that you provide the following information to Jake Lam (jlam@calwater.com):

- Description of current land use
- GIS files for land use and zoning
- Population growth projections
- Most recent General Plans

We are looking to gather this information by XXXX XX, XXXX.

Once again, we thank you for your continued partnership. If you have any questions, need any additional information, or would like to find time to meet virtually with our team to discuss this further, please reach out at your convenience.

Sincerely,

Kevin McCusker

Director of Government & Community Affairs

About Cal Water

California Water Service provides safe, clean, and affordable water utility service to more than 2 million people statewide. What sets Cal Water apart is its commitment to enhancing the quality of life for its customers and communities. Guided daily by their promise to provide quality, service, and value, the utility's employees lead the way in working to protect the planet, care for people, and operate with the utmost integrity. Integral to Cal Water's strategy is investing responsibly in infrastructure, sustainability initiatives, and community well-being. The utility has been named one of "America's Most Responsible Companies" and the "World's Most Trustworthy Companies" by *Newsweek* and a Great Place to Work®. More information is available at https://link.edgepilot.com/s/4069251c/_CvANuC690u9lTiwQCmjDg?u=http://www.calwaterdifference.com/.

Quality. Service. Value.

California Water Service
1720 North 1st Street - San Jose, CA 95112
Unsubscribe

Name	Position (if known)	Agency	Other Agency Affiliation (if applicable)
David Kahn	Attorney	Alpaugh GSA	
Mrs. Allison Mackey	Communications & Brand Manager	City of Visalia	
Ms. Leslie Caviglia	City Manager	City of Visalia	
Brian Poochigian	District 3 Councilmember	City of Visalia	
Steven Nelsen	Council Member	City of Visalia	
Denise England	CAO	County of Tulare GSA - Tule	
David Wierenga	District Engineer	Delano-Earlimart Irrigation District GSA	
Michael Hagman	Executive Director	East Kaweah GSA	
Rogelio Caudillo	General Manager	Eastern Tule GSA	
Mr. Don Mills	Chairman	Greater Kaweah GSA	
Mark Larsen	General Manager	Greater Kaweah GSA	
Paul I. Lanning	CEO	Health Force Partners	
Tiffani Burns	Director	Health Force Partners	
Mr. Larry Dotson	Senior Engineer	Kaweah Delta Water Conservation District	
Vanessa Yap Escobedo	District Engineer	Kern-Tulare Water District GSA	
Skye Grass	General Manager	Kern-Tulare Water District GSA	
Eric Limas	General Manager	Lower Tule River Irrigation District GSA	Pixley Irrigation District GSA
Matthew Hurley	Plan Manager	McMullin Area GSA	
Justin Mendes	General Manager	North Fork Kings GSA	
Kassy Chauhan	Executive Officer	North Kings GSA	
David Peters	Principal Engineer	South Kings GSA	Peters Engineering Group
Deanna Jackson	Executive Director	Tri-County Water Authority GSA - Tule	
Mr. Reed Schenke	Resource Management Agency Director	Tulare County	
Jason Britt	County Administrative Officer	Tulare County	
Dennis Townsend	District 5 Supervisor	Tulare County	
Larry Micari	District 1 Supervisor	Tulare County	
Brett Taylor	Association Executive	Tulare County	
Eddie Valero	District 4 Supervisor	Tulare County	
Pete Vander Poel	District 2 Supervisor	Tulare County	
Amy Shuklian	District 3 Supervisor	Tulare County	
Aaron Bock	Assistant Director	Tulare County	
Mr. Aaron Fukuda	General Manager	Tulare Irrigation District	

UWMP and WSCP Public Draft Comments

Comment Period: April 13, 2026 – May 17, 2026

Visalia District – Emailed Comments (June 9, 2026)

City of Visalia Comments on the Public Review Draft of California Water Service's 2025 Urban Water Management Plan for the Visalia District

Thank you for the opportunity to comment on the Public Review Draft of California Water Services 2025 Urban Water Management Plan for the Visalia District, and we especially appreciate the extended timeline.

The City acknowledges and appreciates that service that Cal Water provides to the residents of Visalia. It is a dependable system, and we are grateful that the Company has been serving the City for 100 years.

Legal Counsel has reviewed the draft and concurs that California Water Service has met the legal requirements for this planning document; however, there appear to be some misunderstandings and/or deficits that the City of Visalia believes are appropriate to note and question:

1. In Chapter 2, Regional Planning, Cal Water correctly identifies that the Visalia District is part of three GSA's, yet, the company has focused their involvement and monetary support to the Greater GSA, while the vast majority of the rate payers are in the Mid-Kaweah GSA, and the majority of the area that is in the Greater Kaweah is actually part of the Visalia service system and draws from the same water table. The Company would better serve their rate payers by putting more emphasis on understanding the Mid-Kaweah GSA where the Company's consistent pumping is creating the greatest problem for their rate payers. (Cone of depression)

Cal Water Response: The UWMP accurately describes that California Water Service (Cal Water) is in three Groundwater Sustainability Agencies ([GSA]; Greater Kaweah GSA, Mid Kaweah GSA, and the Eastern Tule GSA). See Sections 2.2 and 6.2.3 of the 2025 UWMP.

- Cal Water has worked to provide equal support to the Mid-Kaweah GSA.

- Cal Water has provided more monetary support to the Mid-Kaweah GSA through the existing pumping fee and has had greater engagement with the Greater Kaweah GSA due to our direct involvement with the Board and the Technical Advisory Committee. The Mid-Kaweah GSA excluded Cal Water during the agency formation, which has limited our direct involvement to an At Large member of the Advisory Committee which we have actively been engaged in. We are also participating in the Mid-Kaweah led Urban Strategic Plan (different and distinct

from this process) where projects and actions to address the overdraft conditions are being discussed.

2. In Chapter 4, Table 4-2, The Company indicates that "Landscape" uses 0 potable water. That seems to be inconsistent with the practices in Visalia. Few accounts have separate meters for irrigation, and virtually all of the water used for irrigation is delivered by Cal Water, with some years outdoor usage accounting for 60% of the total pumping for the year. (Percentages do vary, but have been this high.) Listing the usage as 0 does not appear to accurately reflect usage in Visalia. The City questions why this area of use is not part of this chart, and not the focus of water conservation for the future.

Cal Water Response: This reflects that Cal Water's Visalia District (District) does not have dedicated landscape irrigation meters in its billing system. Landscape demands are included within the demands of the various water use sectors. The following footnote was added to provide more clarity:

"District's billing system does not track this use type separate from other use types."

Further, Chapter 9 of the UWMP and the Conservation Master Plan (CMP), included as Appendix G, extensively discuss conservation program focus and incentives related to outdoor use. Specific examples include:

- The Executive Summary of the CMP specifically includes "Increased emphasis on outdoor landscape efficiency and high-water-use customers" as a key element in Cal Water's conservation program strategy.

- Section 3.2 of the CMP "Addressing Groundwater Overdraft" provides information on the important connection between conservation and SGMA, "Although the emphasis and level of detail vary by basin, the overall planning framework reflects a growing recognition that conservation and demand reduction are essential components of long-term SGMA compliance, particularly in critically overdrafted Central Valley basins.".

- Section 9.4.2 of the UWMP and Section 5.5.2 of the CMP entitled "Future Customer Conservation Programs includes the following language, "….outdoor conservation measures, including turf replacement incentives and support services, will need to be further prioritized to drive future water savings. While targeted indoor efficiency measures have also been retained to maximize water savings, the focus remains heavily on outdoor improvements".

For additional details, please see Chapter 9 of the UWMP and the CMP, included as Appendix G.

3. While Chapter 5, Section 5.2, Pg. 57-58, the "Urban Water Objectives," process did note that water demands would likely be exceeding the required objectives in the near future, the remainder of the document appears to conclude that there is more than adequate supply to meet demand. Further mixed messaging occurs. However, in Chapter 7, the Water Supply Reliability Assessment, the Company indicates that there will be adequate supply because historically, it has been adequate. The City believes that more analysis is required to determine this, especially in light of the following:

The document does not appear to address or even consider that the Mid-Kaweah GSA has already communicated to Cal Water that while the City is relatively close to having a balanced water supply, the actual problem is the cone of depression that is under the City as a result of Cal Water's consistent pumping to meet demand. It is a different and complex dilemma that will require the Company to be part of the solution. In addition, the Mid-Kaweah GSA has communicated that it is likely there will be no or limited pumping from the lower aquifer; a message that the Company representatives in the meeting indicated could be an issue. In addition, Cal Water is currently participating in a Mid-Kaweah led urban water management plan (different and distinct from this process) where projects and actions to address the overdraft conditions are being discussed. To the City, it seems short-sighted to not be listing this study as something that will need to be addressed prior to the next UWMP update.

Cal Water Response: The comment seems to conflate compliance with the Urban Water Use Objective and having an adequate water supply. While Cal Water's historic and on-going investment in conservation supports increased water supply reliability, compliance with the UWUO itself is not an indication of whether a supplier has an adequate water supply available.

Within Chapter 7, Cal Water provides discussion regarding the approved Mid-Kaweah and Greater Kaweah Groundwater Sustainability Plans (GSPs) and projected Cal Water demands.

The Mid-Kaweah GSP does not indicate that there is a cone of depression underlying the City of Visalia. Though there are concerns of continuous pumping from the Mid-Kaweah basin, there are multiple pumpers extracting water from the Mid-Kaweah groundwater basin, including pumping for urban uses.

Cal Water welcomes the opportunity to review the referenced analysis to independently verify the results and conclusions, as well as to further coordinate on actions to address local challenges that align with the impact of pumpers.

The approved GSPs account for the increase in Cal Water demands, which serves as a good basis for Cal Water's conclusion of supply adequacy.

A discussion of the Urban Strategic Plan has been included in Section 6.2.4.

4. In Chapter 6, Sec 6.5, the City was surprised in the way in which recycled water was addressed. The plan indicates that there is no such use occurring in the Company's planning area. However, the golf course is almost entirely irrigated with recycled water, and the Company is aware that the City is looking to connect additional purple pipe so that at least one park can be irrigated with recycled water, as well as possibly some other landscaped areas. The City was also disappointed to see that the plan says the Company isn't considering any possible planning or collaboration involving recycled water through their planning horizon of 2050. Given that the Company is aware that additional recycled water will be available in about 2037, when the City's contract for that recycked water expires. It seems shortsighted to not be planning to better utilize that water in the Cal Water service area, particularly in light of the Water Conservation Plant's proximity to recent expansion and anticipated future demand in the Goshen community.

Cal Water Response: This 2025 UWMP focuses on supplies available to and served by Cal Water. The City of Visalia's (City's) recycled water use is not part of District's supply portfolio and therefore should not be included in any of the DWR Submittal Tables. A discussion of recycled water deliveries has been included in Section 6.5.2. Cal Water does not serve nor have any recycled water customers at this time. Cal Water has previously expressed our strong interest in working with the City of Visalia in making recycled water available for Cal Water to serve to our customers and are pleased to hear that the City is interested in having meaningful discussions on this topic. While the timing and volume of recycled water available for this purpose is currently uncertain, we look forward to these discussions to identify how we can coordinate so Cal Water can utilize recycled water as an additional source of supply.

5. In Chapter 7, Water Supply Reliability Assessment, the Company indicates the groundwater supplies available to the District are considered highly reliable in extended drought conditions, and are expected to continue to be sufficient to meet projected District demands in all hydrologic conditions evaluated, including an extended five-year drought period. The Company writes that although water shortage conditions are not expected to arise due to drought, this WSCP addresses potential water shortage conditions resulting from any cause (e.g., droughts, impacted distribution system infrastructure, regulatory-imposed shortage restrictions, catastrophic events, etc). Given the significant water table droppage over the last 25 years, from 70 feet below ground level to over 150 feet below ground level at times, the reliance on past history, especially in drought conditions, does not seem to be realistic. (Current groundwater levels are at approximately 146 feet, but are expected to drop further later this fall)

Cal Water Response: Cal Water anticipates working with the Mid-Kaweah GSA and the Greater Kaweah GSA to implement the adopted GSPs, which conclude that the basin will achieve sustainability, inclusive of Cal Water's urban pumping. District staff have further

confirmed that well capacities have not been impacted by declining water levels at this time.

6. In Chapter 9, Section 9.1 – Demand Management, the Company discusses water waste prevention and the applicability of local government ordinances to regulate water use. Many restrictions proposed by Cal Water align with the City's existing ordinance, but their level and method of enforcement is not clear in this report and appears to be conceptual (and even potentially contradictory to what they have expressed in past discussions with City officials). Overall, the Company's focus seems to be geared toward incentives and education – i.e. convincing people to eliminate turf and change landscaping. Realistically, this may or may not be successful. The Company appears to be proposing 6 new conservation positions, mainly focusing on the administrative duties of managing the program. None of these positions appear to be specifically targeting enforcement or current demand reduction, especially in outdoor usage. In addition, the Company does not address areas where there are no conservation requirements set by a government agency, including Goshen and Tulco. How will these areas fit into the Company's conservation plans?

Cal Water Response: Cal Water provided a letter to the City of Visalia several months ago that discussed our conservation strategy and our multi-layered approach that has resulted in substantial and sustained reductions in per capita use over the past 25 years.

Consistent with what has been included in the UWMP and WSCP, the letter made clear that our Rule 14.1 serves as our restrictions on non-essential wasteful uses of potable water and Schedule 14.1 serves as our Water Shortage Contingency Plan and may be requested from the CPUC in the event of a water shortage caused by drought or by supply interruptions caused by infrastructure failure, regulatory mandate, or catastrophic human-caused or natural events. We further made clear that our strategy prioritizes educating customers and providing positive incentives while working with them to achieve water savings and that we utilize penalties only as a last resort for egregious and on-going cases which cannot be resolved through education and customer coordination.

The City of Visalia question included questions whether this will be successful, however, we have provided quantitative data that shows that our actions have proven to result in long-term sustainable water-use efficiency. Specifically, during the 25-year period of 2001-2025, our strategy has resulted in an overall 36.9% reduction in gallons per capita per day across all of our service areas in California, with a reduction range of 23 – 51%. In Visalia, we achieved a reduction of 31.7% during this period.

As included in Table 9-3 of the UWMP and in Table 5 of the CMP, 2 of the six requested positions would provide direct customer engagement to further our customer-first approach to helping customers effectively utilize our available programs. In addition, another of the positions would provide additional support for processing customer

requests to further streamline the program and another two of the positions would help to enhance our ability to provide more personalized and relevant information to customers to enhance the customer experience with our programs.

Cal Water has a long-standing conservation program in all of our service areas regardless of whether local government requirements exist and plans to continue this program.

The City of Visalia appreciates the opportunity to comment, and would welcome the opportunity to discuss our comments further with Company officials.

Leslie Caviglia
City Manager

The Cal Water Difference

Dear XXXX,

California Water Service (Cal Water) is beginning the process of amending the 2025 Urban Water Management Plan (UWMP) for our Visalia District. The Amended UWMP will reflect the increased conservation budgets that were recently approved as part of Cal Water's 2024 General Rate Case.

As information becomes available for the Amended UWMP, the electronic copy of the Draft Amended UWMP, deadline for public comments, and information on the public meeting will be available at the URL below. Cal Water's current UWMP can also be accessed at the URL.

https://www.calwater.com/conservation/uwmp2025/

At your earliest convenience, **please confirm you have received this Notice of Preparation**. Once again, we thank you for your continued partnership. If you have any questions or need any additional information, please reach out at your convenience.

Sincerely,

Kevin McCusker
Director of Government & Community Affairs

About Cal Water

California Water Service provides safe, clean, and affordable water utility service to more than 2 million people statewide. What sets Cal Water apart is its commitment to enhancing the quality of life for its customers and communities. Guided daily by their promise to provide quality, service, and value, the utility's employees lead the way in working to protect the planet, care for people, and operate with the utmost integrity. Integral to Cal Water's strategy is investing responsibly in infrastructure, sustainability initiatives, and community well-being. The utility has been named one of "America's Most Responsible Companies" and the "World's Most Trustworthy Companies" by *Newsweek* and a Great Place to Work®. More information is available at https://link.edgepilot.com/s/4069251c/_CvANuC690u9lTiwQCmjDg?u=http://www.calwaterdifference.com/

Quality. Service. Value.

California Water Service
1720 North 1st Street - San Jose, CA 95112
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Name	Position (if known)	Agency	Other Agency Affiliation (if applicable)
David Kahn	Attorney	Alpaugh GSA	
Mrs. Allison Mackey	Communications & Brand Manager	City of Visalia	
Ms. Leslie Caviglia	City Manager	City of Visalia	
Brian Poochigian	District 3 Councilmember	City of Visalia	
Steven Nelsen	Council Member	City of Visalia	
Denise England	CAO	County of Tulare GSA - Tule	
David Wierenga	District Engineer	Delano-Earlimart Irrigation District GSA	
Michael Hagman	Executive Director	East Kaweah GSA	
Rogelio Caudillo	General Manager	Eastern Tule GSA	
Chris Tantau	Board Chair	Greater Kaweah GSA	
Mark Larsen	General Manager	Greater Kaweah GSA	
Paul I. Lanning	CEO	Health Force Partners	
Shane Smith	General Manager	Kaweah Delta Water Conservation District	
Vanessa Yap Escobedo	District Engineer	Kern-Tulare Water District GSA	
Skye Grass	General Manager	Kern-Tulare Water District GSA	
Eric Limas	General Manager	Lower Tule River Irrigation District GSA	Pixley Irrigation District GSA
Matthew Hurley	Plan Manager	McMullin Area GSA	
Justin Mendes	General Manager	North Fork Kings GSA	
Kassy Chauhan	Executive Officer	North Kings GSA	
David Peters	Principal Engineer	South Kings GSA	Peters Engineering Group
Deanna Jackson	Executive Director	Tri-County Water Authority GSA - Tule	
Mr. Reed Schenke	Resource Management Agency Director	Tulare County	
Jason Britt	County Administrative Officer	Tulare County	
Dennis Townsend	District 5 Supervisor	Tulare County	
Larry Micari	District 1 Supervisor	Tulare County	
Brett Taylor	Association Executive	Tulare County	
Eddie Valero	District 4 Supervisor	Tulare County	
Pete Vander Poel	District 2 Supervisor	Tulare County	
Amy Shuklian	District 3 Supervisor	Tulare County	
Aaron Bock	Assistant Director	Tulare County	
Mr. Aaron Fukuda	General Manager	Tulare Irrigation District	Mid-Kaweah GSA

Appendix C: Public Meeting Notice

- 2025 UWMP and WSCP Public Meeting Notice of Intent
- 2025 UWMP and WSCP Proof of Publication
- 2025 UWMP and WSCP Public Meeting Presentation
- Amended 2025 UWMP Public Meeting Notice of Intent
- Amended 2025 UWMP Proof of Publication
- Amended 2025 UWMP Public Meeting Presentation

The Cal Water Difference

Dear XXXX,

As a defined urban water supplier, California Water Service (Cal Water) is preparing an update to its Urban Water Management Plans (UWMP) and Water Shortage Contingency Plans (WSCP) that will address the water service conditions in our service areas. These documents support a water supplier's long-term resource planning to ensure that adequate water supplies are available to meet existing and future water demands under defined conditions. Within the UWMP, Cal Water provides its projected water use from each source, in five-year increments, through the year 2050. Cal Water intends to adopt and file that UWMP plan, and the incorporated WSCP, as required with the Department of Water Resources, the California State Library, and any applicable city or county within which Cal Water provides service no later than 30 days after adoption.

Schedule of upcoming actions: After a public review period, a public meeting to receive comments on the Draft UWMP and WSCP will be held. As the information becomes available for each service area, the electronic copy of the UWMP, WSCP, deadline for public comments, and information on the public meeting are available at:

www.calwater.com/conservation/uwmp2025

If you are unable to attend the scheduled public meeting but want to provide comments regarding the proposed UWMP or WSCP, you may send your comments through the inquiry form, located at the URL above.

Sincerely,

Kevin McCusker
Director of Government & Community Affairs

About Cal Water

California Water Service provides safe, clean, and affordable water utility service to more than 2 million people statewide. This year, the company commemorates a century of service. What sets Cal Water apart is its commitment to enhancing the quality of life for its customers and communities. Guided daily by their promise to provide quality, service, and value, the utility's employees lead the way in working to protect the planet, care for people, and operate with the utmost integrity. Integral to Cal Water's strategy is investing responsibly in infrastructure, sustainability initiatives, and community well-being. The utility has been named one of "America's Most Responsible Companies" and the "World's Most Trustworthy Companies" by *Newsweek* and a Great Place to Work®. More information is available at www.calwaterdifference.com.

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Karlee Kaylor
CALIFORNIA WATER SERVICE CO
1720 NORTH FIRST STREET
SAN JOSE, CA 95112

CNS 4036767

COPY OF NOTICE

Notice Type: GOV2 Government Legal Notice (2Pub)
Ad Description: UWMP VIS 2026

To the right is a copy of the notice you sent to us for publication in the VISALIA TIMES-DELTA. Please read this notice carefully and call us with any corrections. The Proof of Publication will be filed with the County Clerk, if required, and mailed to you after the last date below. Publication date(s) for this notice is (are):

04/29/2026 , 05/06/2026

An invoice will be sent after the last date of publication. If you prepaid this order in full, you will not receive an invoice.

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THE INTER-CITY EXPRESS, OAKLAND	(510) 272-4747

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NOTICE OF INTENT TO ADOPT AN URBAN WATER MANAGEMENT PLAN AND WATER SHORTAGE CONTINGENCY PLAN AND HOLD A PUBLIC MEETING TO RECEIVE COMMENTS ON THE PROPOSED PLANS CALIFORNIA WATER SERVICE – VISALIA DISTRICT

California Water Code (CWC) sections 10610 through 10656, known as the "Urban Water Management Planning Act" (Act), require all urban water suppliers that provide water for municipal purposes either directly or indirectly to more than 3,000 customers or supply more than 3,000 acre-feet of water annually to prepare an Urban Water Management Plan (UWMP) at least once every five years.

UWMPs support a water supplier's long-term resource planning to confirm that adequate water supplies are available to meet existing and future water demands under defined conditions. The UWMP must describe and evaluate sources of supply, reasonable and practical efficient uses, reclamation, and demand management activities. The components of the plan may vary according to an individual community or area's characteristics and its capabilities to efficiently use and conserve water. The UWMP must also address measures for residential, commercial, governmental, and industrial water demand management.

Further, Section 10632 of the CWC requires that every urban water supplier shall prepare and adopt a Water Shortage Contingency Plan (WSCP) as part of its plan (UWMP). Section 10632.2 provides that,

"An urban water supplier shall follow, where feasible and appropriate, the prescribed procedures and implement determined shortage response actions in its water shortage contingency plan...or reasonable alternative actions, provided that descriptions of the alternative actions are submitted with the annual water shortage assessment report pursuant to Section 10632.1." The WSCP will be incorporated as an appendix of the UWMP.

California Water Service's (Cal Water) Visalia District, located in Tulare County, serves portions of the City of Visalia and segments of unincorporated Tulare County, including the Mullen, Tulco, and Goshen public water systems. As a defined urban water supplier, Cal Water is preparing an update to its UWMP that will address water service conditions in the Visalia District. Cal Water intends to adopt and file that UWMP plan, and the incorporated WSCP, as required with the Department of Water Resources, the California State Library, and any applicable city or county within which Cal Water provides service no later than 30 days after adoption.

Schedule of upcoming actions:

On or about April 14, 2026, an electronic copy of the draft 2025 UWMP and WSCP will be available for review. After a public review period, a public meeting to receive comments on the draft UWMP and WSCP for the Visalia District will be held online on May 14, 2026, at 5:30 p.m. The UWMP, WSCP, and additional information on the public meeting, including a link to participate, are available at:

www.calwater.com/conservation/uwmp2025

If you are unable to attend the scheduled public meeting but want to provide comments regarding the proposed UWMP or WSCP, you may send your comments through the inquiry form, located at the URL above. Cal Water will receive comments on the draft 2025 UWMP and WSCP through May 17, 2026.

Please share this notice with others who may have interest in this matter.

4/29, 5/6/26
CNS-4036767#
VISALIA TIMES-DELTA

2025 Urban Water Management Plan
2025 Water Shortage Contingency Plan

Visalia District

May 14, 2026

Meeting Agenda

- Introduce California Water Service (CWS) staff and consultants
- Purpose and Objectives
- Presentation of the 2025 Urban Water Management Plan (UWMP)
- Presentation of 2025 Water Shortage Contingency Plan (WSCP)
- Public comments and questions

2025 UWMP Update: Public Outreach

- Notice of Preparation to relevant entities by February 2026
- Notice of Intent to relevant entities in April 2026
- Two notices posted in local newspaper in April and May 2026
- Draft 2025 UWMP and WSCP available for review at:
  https://www.calwater.com/conservation/uwmp2025
- Public hearing held today (May 14, 2026)

Urban Water Management Planning Act

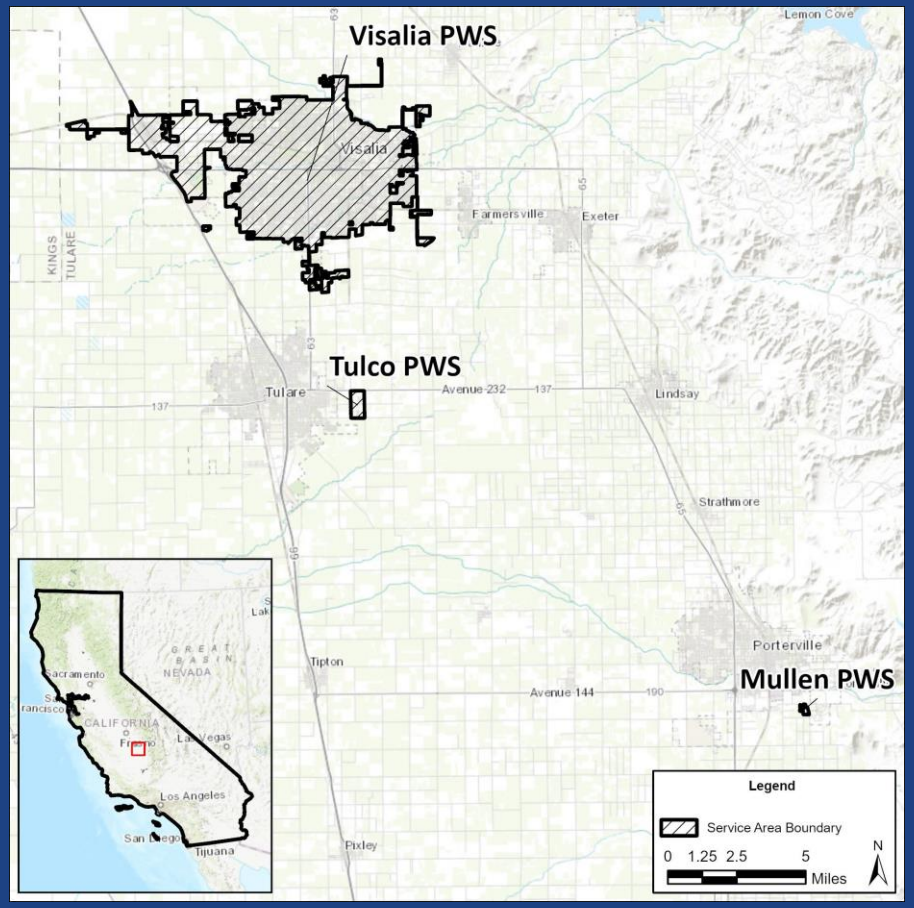
- Supports long-term water resource planning to ensure adequate supplies
- California Water Code - Sections 10610-10656
- Threshold: Utilities with 3,000+ services or 3,000+ acre-feet per year (AFY) water sales
- At least a 20-year planning horizon, Cal Water's plan cover 25 years
- Must be updated every 5 years and submitted by July 1, 2026
- Basis for SB-610 Water Supply Assessments

2025 UWMP Elements

- Service area description
- Population forecast
- Supply and demand projections through 2050 in normal, single dry, and multiple dry years
- Water supply reliability
- Conservation / Demand Management Measures
- Climate change
- WSCP

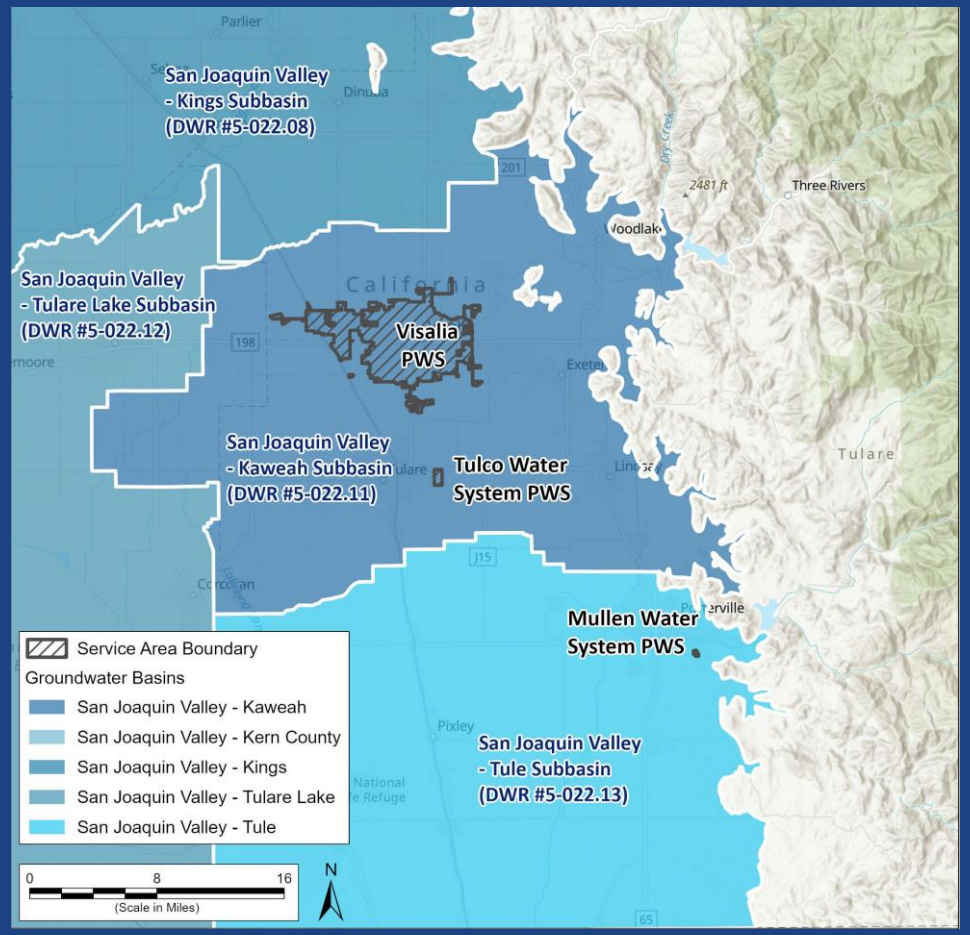
District Overview

- Formed in 1926
- Serves the City of Visalia and segments of unincorporated Tulare County including the communities of Goshen, Mullen, and Tulco
- Delivers groundwater
- Operates 89 groundwater wells, seven storage tanks, 11 booster pump stations and 608 miles of mains



Water Supply Sources

- Groundwater is the sole supply (100% of supply between 2021 – 2025) for the District:
  - Groundwater pumped from Kaweah Subbasin (Visalia Public Water System [PWS] and Tulco PWS)
  - Groundwater pumped from Tule Subbasin (Mullen PWS)

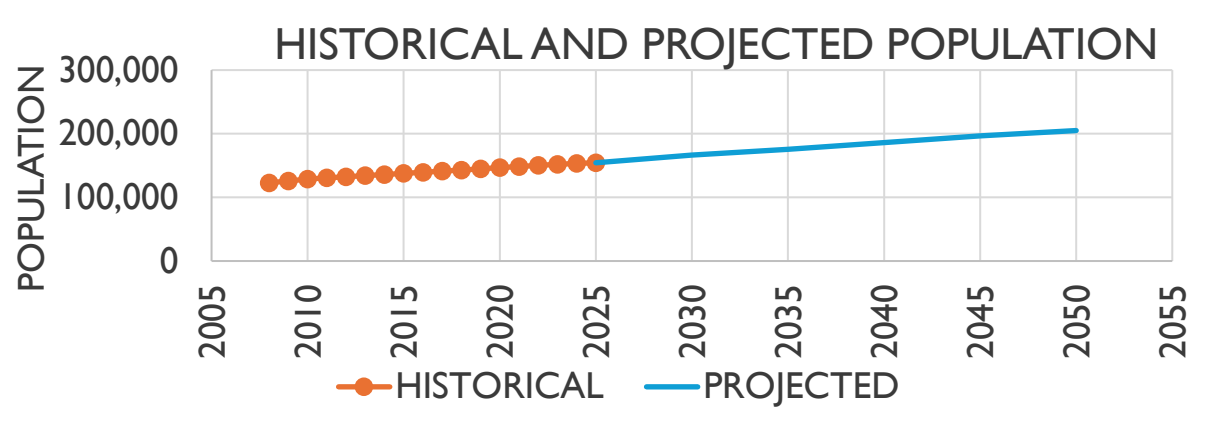


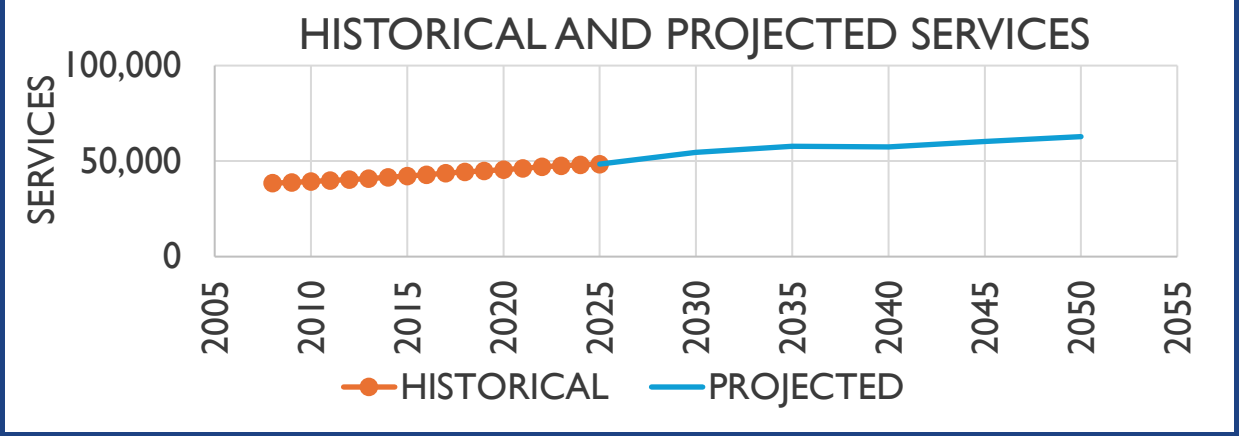
Demand Projection Methodology

- Forecast horizon is beyond 20 years required by UWMP
- Generates normal-, wet-, and dry-year demand forecasts
- Directly considers impacts of climate change
- Demand model uses historical data on services, sales, production, population, and proposed conservation measures
- Projected water use based on regional or general plan growth projections, historical water use trends, anticipated conservation, and compliance with state water use efficiency regulations

Population & Services

- Population Projections
  - 2050 population projected to be 205,000
  - 33% increase relative to 2025 population
- Service Growth
  - 2050 services projected to be 62,800
  - 30% increase relative to 2025 services

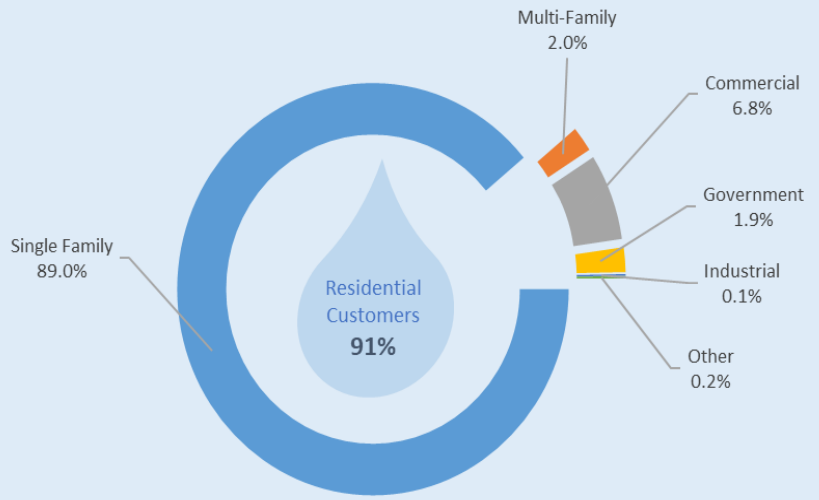




Water Demand by Customer Class

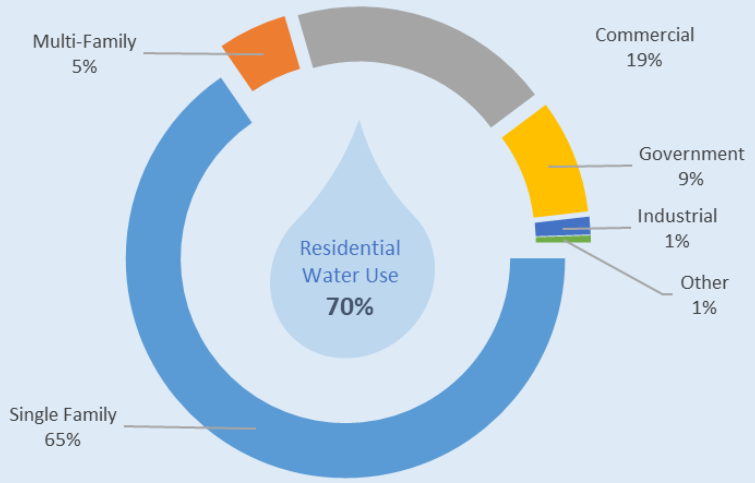
- Water demand decreased 3% between 2021 and 2025
- Largest customer sector is Single Family Residential (65% of total District demand) between 2021 - 2025

Customer Categories



Note: values may not sum to 100% due to independent rounding.

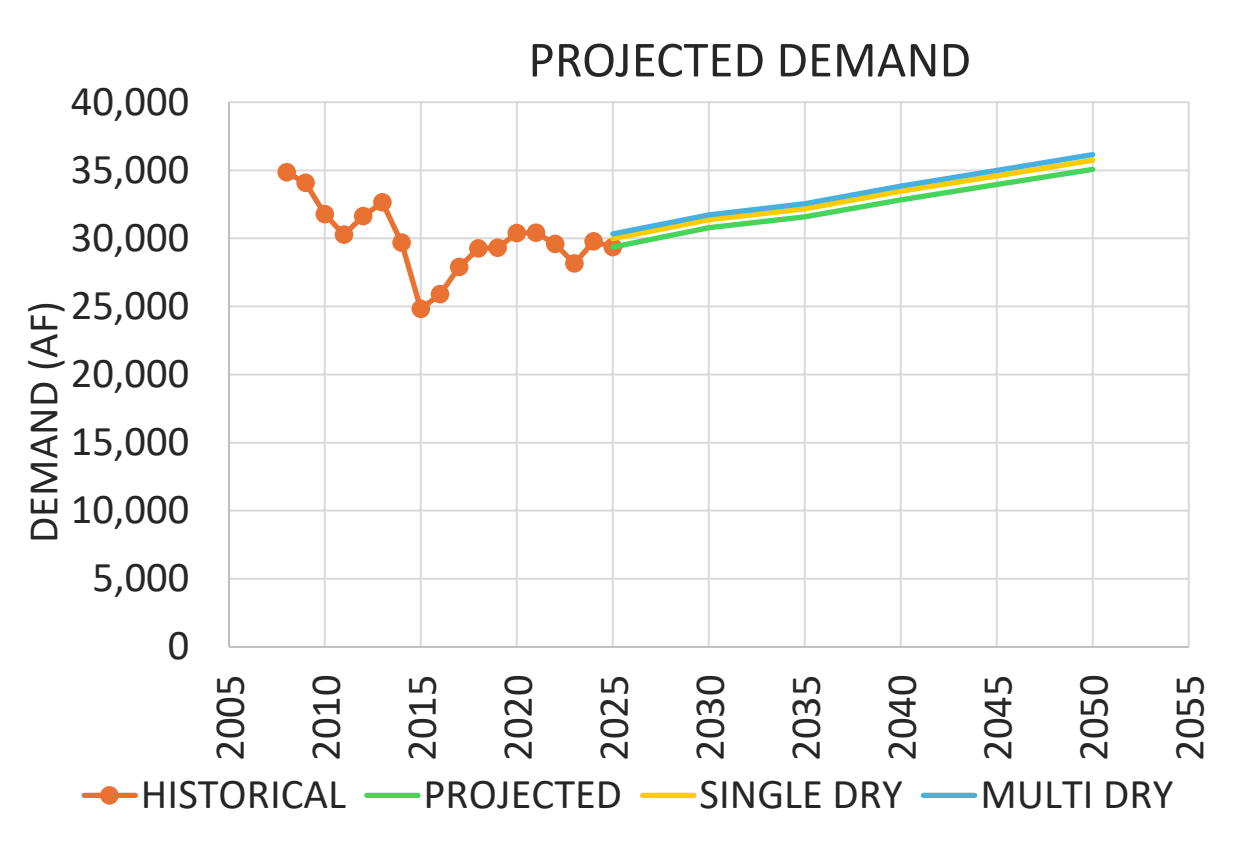
Water Demand



Note: values may not sum to 100% due to independent rounding.

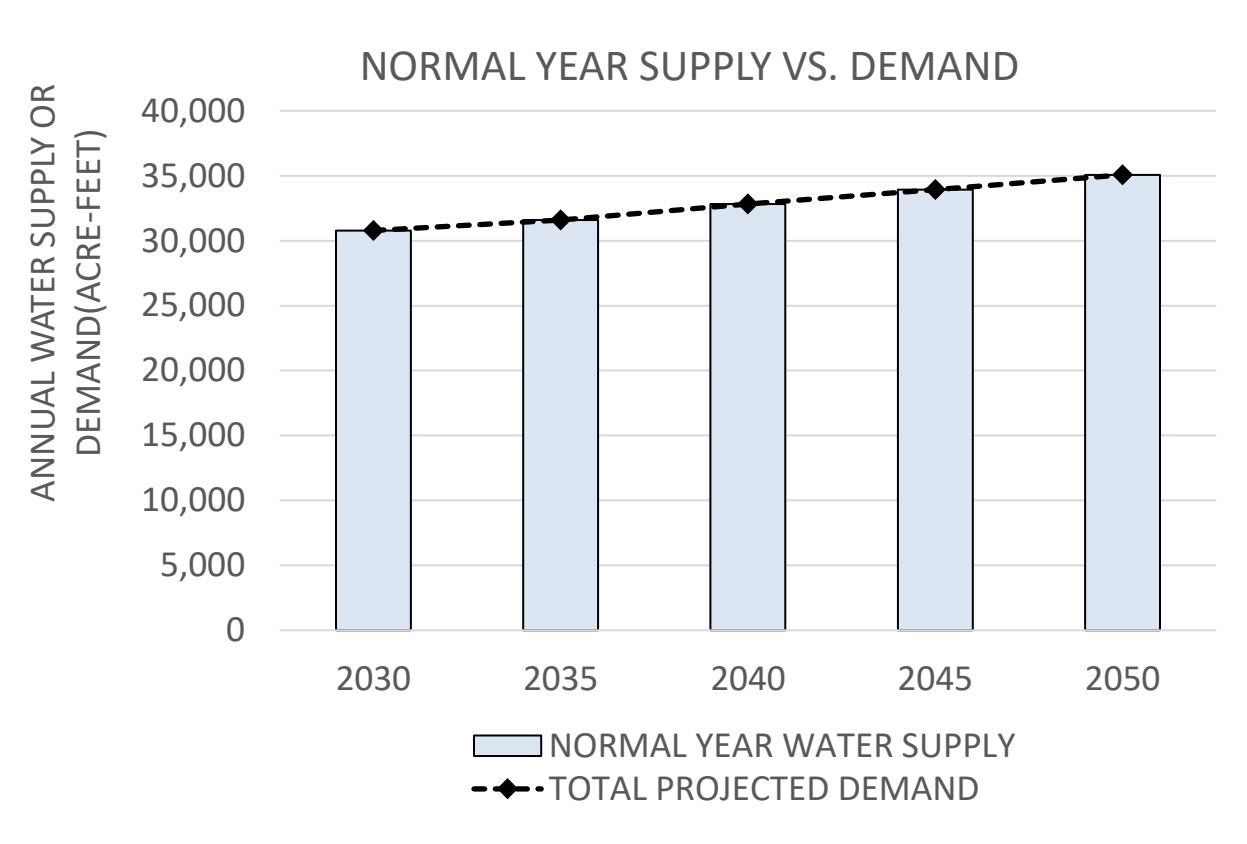
Demand – Current and Projected

- By 2050, demand projected to be 35,000 acre-feet per year (AFY) under normal year conditions and up to 36,200 AFY under multi-dry year conditions
- 18% increase relative to 2025 demands



Supply Sufficiency

- Supply sufficiency analysis is based on the following factors:
  - The District has always been able to meet historical demands using groundwater supplies
  - Projected District groundwater demands are consistent with Basin-wide sustainability planning
  - Municipal & Industrial demands for groundwater are relatively small within the Basin and subject to certain legal protections
- Supply is projected to be sufficient to meet projected demand under normal, single dry, and multiple dry year conditions
- Any regulatory or actual shortages will be addressed by the WSCP

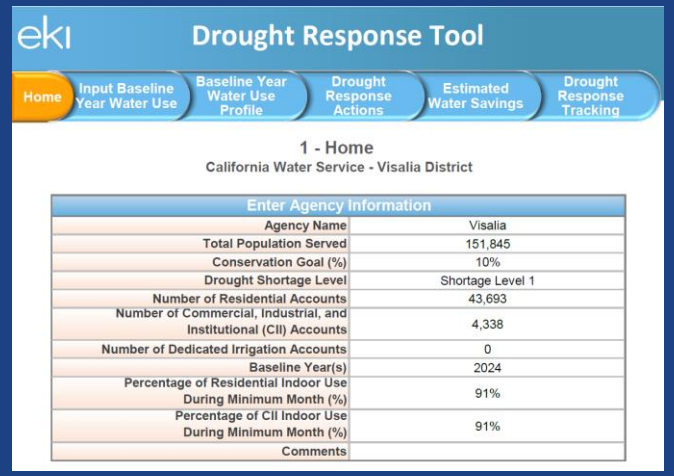


Conservation

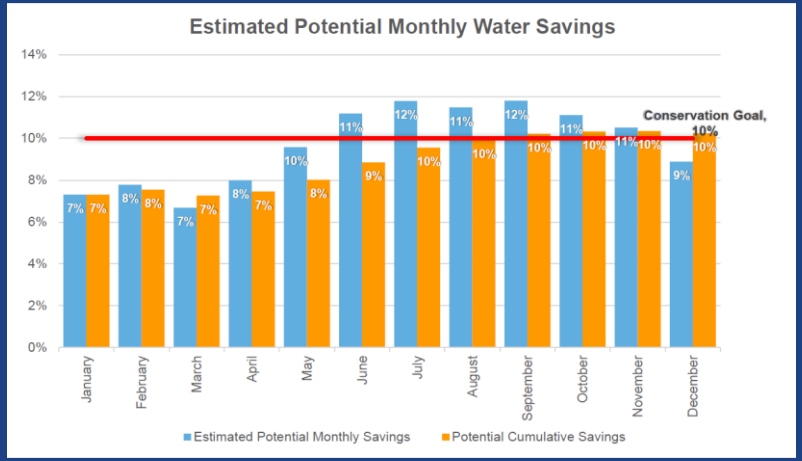
- **Key Foundational Measures**
  - Metering & Conservation Pricing: All connections are metered to ensure accurate billing, and tiered rate structures are used to incentivize lower water use
  - System Loss Management: Ongoing leak detection and repair programs minimize “real losses” within the distribution system
  - Education & Outreach: Public information campaigns, school education programs and dedicated staffing support and coordinate conservation initiatives
  - Water Waste Prevention: Ordinances prohibit activities such as excessive runoff and washing down driveways
- **Programs & Compliance**
  - Customer Programs: Landscape tune-ups and rebates for high efficiency irrigation equipment and indoor devices, and conservation kits
  - Target Achievement: Successful implementation of these measures enabled the District to meet its 2020 water use target

Water Shortage Contingency Plan Elements

- Comprehensive drought response plan
  - Procedures for the Annual Water Supply and Demand Assessments
  - Six standard water Shortage Levels (10% to >50%)
  - Shortage response actions
  - Communication protocols
  - Monitoring, enforcement, and reporting
- Quantitatively assessed using Drought Response Tool (DRT)



Enter Agency Information	
Agency Name	Visalia
Total Population Served	151,845
Conservation Goal (%)	10%
Drought Shortage Level	Shortage Level 1
Number of Residential Accounts	43,693
Number of Commercial, Industrial, and Institutional (CII) Accounts	4,338
Number of Dedicated Irrigation Accounts	0
Baseline Year(s)	2024
Percentage of Residential Indoor Use During Minimum Month (%)	91%
Percentage of CII Indoor Use During Minimum Month (%)	91%
Comments	



Questions or Comments

- Review the draft 2025 UWMP and 2025 WSCP and submit public comments at: https://www.calwater.com/conservation/uwmp2025
- Comments on the draft 2025 UWMP and 2025 WSCP will be accepted through **May 17, 2026** (three days from today)

Appendix D: Revised Historical and Projected Service Area Population, Services, Sales, and Production

California Water Service

Visalia District

Water Supply/Demand Analysis Projections Summary

August 2026

California Water Service - Visalia District
Water Supply/Demand Analysis and Projections Summary

Table 1. Historical & Projected Population

YEAR	TYPE	HOUSEHOLD	GROUP QUARTERS	TOTAL
2000	Historical	97,776	1,664	99,440
2001	Historical	100,745	1,630	102,375
2002	Historical	103,714	1,596	105,311
2003	Historical	106,684	1,563	108,246
2004	Historical	109,653	1,529	111,182
2005	Historical	112,622	1,495	114,117
2006	Historical	115,591	1,461	117,052
2007	Historical	118,560	1,427	119,988
2008	Historical	121,530	1,394	122,923
2009	Historical	124,499	1,360	125,859
2010	Historical	127,468	1,326	128,794
2011	Historical	129,216	1,364	130,580
2012	Historical	130,964	1,402	132,367
2013	Historical	132,712	1,441	134,153
2014	Historical	134,460	1,479	135,939
2015	Historical	136,209	1,517	137,726
2016	Historical	137,957	1,555	139,512
2017	Historical	139,705	1,593	141,298
2018	Historical	141,453	1,632	143,084
2019	Historical	143,201	1,670	144,871
2020	Historical	144,949	1,708	146,657
2021	Historical	146,516	1,708	148,224
2022	Historical	148,604	1,708	150,312
2023	Historical	150,241	1,708	151,949
2024	Historical	151,528	1,708	153,236
2025	Historical	152,668	1,708	154,376
2030	Projected	164,732	1,784	166,515
2035	Projected	173,778	1,863	175,641
2040	Projected	184,141	1,946	186,087
2045	Projected	194,841	2,032	196,873
2050	Projected	202,909	2,123	205,031
2025 to 2050 Compound Annual Growth Rate (CAGR)				1.1%

California Water Service - Visalia District
Water Supply/Demand Analysis and Projections Summary

Table 2. Historical & Projected Services

YEAR	TYPE	SFR-M	SFR-F	MFR	COM	IND	GOV	IRR	OTH	REC	TOTAL
2000	Historical	8,159	16,712	188	3,191	60	236	0	36	0	28,581
2001	Historical	8,911	17,693	197	3,250	64	243	0	34	0	30,391
2002	Historical	9,695	17,823	190	3,194	64	368	0	34	0	31,368
2003	Historical	10,521	17,800	190	3,167	63	483	0	47	0	32,271
2004	Historical	11,601	17,770	196	3,258	64	498	0	51	0	33,436
2005	Historical	12,718	17,773	196	3,354	64	507	0	70	0	34,681
2006	Historical	14,396	17,727	196	3,459	64	505	0	93	0	36,439
2007	Historical	15,925	17,639	195	3,561	64	532	0	91	0	38,007
2008	Historical	16,518	17,333	303	3,474	64	713	0	74	0	38,479
2009	Historical	18,812	15,312	428	3,470	64	727	0	45	0	38,858
2010	Historical	23,699	10,935	474	3,420	63	747	0	38	0	39,376
2011	Historical	31,945	3,233	757	3,091	63	758	0	40	0	39,887
2012	Historical	35,594	12	938	2,904	64	770	0	33	0	40,315
2013	Historical	36,031	0	958	2,925	65	781	0	35	0	40,795
2014	Historical	36,629	0	964	2,952	64	794	0	38	0	41,441
2015	Historical	37,266	0	985	2,951	64	803	0	51	0	42,120
2016	Historical	37,948	0	1,000	2,953	64	823	0	65	0	42,853
2017	Historical	38,653	0	996	2,977	64	877	0	76	0	43,642
2018	Historical	39,321	0	994	3,015	63	927	0	69	0	44,389
2019	Historical	39,803	0	982	3,031	64	934	0	70	0	44,884
2020	Historical	40,443	0	973	3,071	63	936	0	63	0	45,549
2021	Historical	41,111	0	953	3,105	63	938	0	76	0	46,246
2022	Historical	41,789	0	955	3,151	63	939	0	91	0	46,987
2023	Historical	42,309	0	958	3,204	63	938	0	89	0	47,561
2024	Historical	42,736	0	958	3,253	63	938	0	84	0	48,031
2025	Historical	43,099	0	959	3,283	63	937	0	93	0	48,434
2030	Projected	46,455	0	1,042	3,439	173	966	0	96	0	52,170
2035	Projected	48,578	0	1,155	3,561	175	997	0	99	0	54,564
2040	Projected	51,629	0	1,203	3,671	177	1,028	0	102	0	57,811
2045	Projected	53,810	0	1,380	3,786	179	1,061	0	105	0	60,321
2050	Projected	56,088	0	1,431	3,904	181	1,095	0	108	0	62,806
2025 to 2050 Compound Annual Growth Rate (CAGR)											1.0%

SFR-M = Single-Family Metered
SFR-F = Single-Family Unmetered (Flat Service)
MFR = Multi-Family
COM = Commercial
IND = Industrial
GOV = Government
IRR = Irrigation
OTH = Other/Miscellaneous
REC = Recycled

California Water Service - Visalia District
Water Supply/Demand Analysis and Projections Summary

Table 3. Historical & Projected Service Shares

YEAR	TYPE	SFR-M	SFR-F	MFR	COM	IND	GOV	IRR	OTH	REC	TOTAL
2000	Historical	28.5%	58.5%	0.7%	11.2%	0.2%	0.8%	0.0%	0.1%	0.0%	100.0%
2001	Historical	29.3%	58.2%	0.6%	10.7%	0.2%	0.8%	0.0%	0.1%	0.0%	100.0%
2002	Historical	30.9%	56.8%	0.6%	10.2%	0.2%	1.2%	0.0%	0.1%	0.0%	100.0%
2003	Historical	32.6%	55.2%	0.6%	9.8%	0.2%	1.5%	0.0%	0.1%	0.0%	100.0%
2004	Historical	34.7%	53.1%	0.6%	9.7%	0.2%	1.5%	0.0%	0.2%	0.0%	100.0%
2005	Historical	36.7%	51.2%	0.6%	9.7%	0.2%	1.5%	0.0%	0.2%	0.0%	100.0%
2006	Historical	39.5%	48.6%	0.5%	9.5%	0.2%	1.4%	0.0%	0.3%	0.0%	100.0%
2007	Historical	41.9%	46.4%	0.5%	9.4%	0.2%	1.4%	0.0%	0.2%	0.0%	100.0%
2008	Historical	42.9%	45.0%	0.8%	9.0%	0.2%	1.9%	0.0%	0.2%	0.0%	100.0%
2009	Historical	48.4%	39.4%	1.1%	8.9%	0.2%	1.9%	0.0%	0.1%	0.0%	100.0%
2010	Historical	60.2%	27.8%	1.2%	8.7%	0.2%	1.9%	0.0%	0.1%	0.0%	100.0%
2011	Historical	80.1%	8.1%	1.9%	7.8%	0.2%	1.9%	0.0%	0.1%	0.0%	100.0%
2012	Historical	88.3%	0.0%	2.3%	7.2%	0.2%	1.9%	0.0%	0.1%	0.0%	100.0%
2013	Historical	88.3%	0.0%	2.3%	7.2%	0.2%	1.9%	0.0%	0.1%	0.0%	100.0%
2014	Historical	88.4%	0.0%	2.3%	7.1%	0.2%	1.9%	0.0%	0.1%	0.0%	100.0%
2015	Historical	88.5%	0.0%	2.3%	7.0%	0.2%	1.9%	0.0%	0.1%	0.0%	100.0%
2016	Historical	88.6%	0.0%	2.3%	6.9%	0.1%	1.9%	0.0%	0.2%	0.0%	100.0%
2017	Historical	88.6%	0.0%	2.3%	6.8%	0.1%	2.0%	0.0%	0.2%	0.0%	100.0%
2018	Historical	88.6%	0.0%	2.2%	6.8%	0.1%	2.1%	0.0%	0.2%	0.0%	100.0%
2019	Historical	88.7%	0.0%	2.2%	6.8%	0.1%	2.1%	0.0%	0.2%	0.0%	100.0%
2020	Historical	88.8%	0.0%	2.1%	6.7%	0.1%	2.1%	0.0%	0.1%	0.0%	100.0%
2021	Historical	88.9%	0.0%	2.1%	6.7%	0.1%	2.0%	0.0%	0.2%	0.0%	100.0%
2022	Historical	88.9%	0.0%	2.0%	6.7%	0.1%	2.0%	0.0%	0.2%	0.0%	100.0%
2023	Historical	89.0%	0.0%	2.0%	6.7%	0.1%	2.0%	0.0%	0.2%	0.0%	100.0%
2024	Historical	89.0%	0.0%	2.0%	6.8%	0.1%	2.0%	0.0%	0.2%	0.0%	100.0%
2025	Historical	89.0%	0.0%	2.0%	6.8%	0.1%	1.9%	0.0%	0.2%	0.0%	100.0%
2030	Projected	89.0%	0.0%	2.0%	6.6%	0.3%	1.9%	0.0%	0.2%	0.0%	100.0%
2035	Projected	89.0%	0.0%	2.1%	6.5%	0.3%	1.8%	0.0%	0.2%	0.0%	100.0%
2040	Projected	89.3%	0.0%	2.1%	6.4%	0.3%	1.8%	0.0%	0.2%	0.0%	100.0%
2045	Projected	89.2%	0.0%	2.3%	6.3%	0.3%	1.8%	0.0%	0.2%	0.0%	100.0%
2050	Projected	89.3%	0.0%	2.3%	6.2%	0.3%	1.7%	0.0%	0.2%	0.0%	100.0%

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California Water Service - Visalia District
Water Supply/Demand Analysis and Projections Summary

Table 4. Historical & Projected Sales in Acre-Feet

YEAR	TYPE	SFR-M	SFR-F[1]	MFR	COM	IND	GOV	IRR	OTH	REC	TOTAL
2000	Historical	5,325	13,634	857	5,719	458	848	0	310	0	27,152
2001	Historical	6,005	14,904	937	6,144	348	977	0	108	0	29,423
2002	Historical	6,548	15,047	953	5,800	559	1,369	0	123	0	30,399
2003	Historical	7,018	14,842	950	5,992	310	1,549	0	217	0	30,878
2004	Historical	7,971	15,261	989	5,888	318	1,606	0	219	0	32,251
2005	Historical	8,364	14,611	926	5,431	288	1,636	0	407	0	31,663
2006	Historical	9,231	14,209	929	5,685	305	1,636	0	451	0	32,447
2007	Historical	10,864	15,041	914	6,376	312	1,889	0	337	0	35,732
2008	Historical	11,036	14,475	1,064	6,033	321	2,512	0	140	0	35,582
2009	Historical	11,780	11,986	1,197	5,942	270	2,515	0	54	0	33,743
2010	Historical	13,275	7,656	1,205	5,897	269	2,404	0	39	0	30,745
2011	Historical	17,238	2,181	1,576	5,381	286	2,433	0	53	0	29,149
2012	Historical	20,335	9	1,826	5,546	324	2,817	0	68	0	30,925
2013	Historical	20,994	0	1,846	5,594	393	2,899	0	97	0	31,823
2014	Historical	18,831	0	1,685	5,296	407	2,485	0	77	0	28,781
2015	Historical	15,337	0	1,479	4,525	366	2,001	0	96	0	23,804
2016	Historical	15,755	0	1,429	4,492	352	2,201	0	214	0	24,444
2017	Historical	16,952	0	1,477	5,011	407	2,505	0	215	0	26,567
2018	Historical	18,035	0	1,499	5,420	405	2,728	0	148	0	28,236
2019	Historical	18,111	0	1,497	5,341	414	2,873	0	118	0	28,354
2020	Historical	19,359	0	1,525	5,239	305	2,600	0	200	0	29,229
2021	Historical	19,495	0	1,482	5,541	344	2,410	0	125	0	29,396
2022	Historical	18,799	0	1,460	5,508	342	2,299	0	245	0	28,653
2023	Historical	17,802	0	1,395	5,405	380	2,255	0	139	0	27,375
2024	Historical	18,773	0	1,449	5,623	401	2,469	0	102	0	28,815
2025	Historical	18,457	0	1,478	5,442	397	2,561	0	124	0	28,458
2030	Projected	18,889	0	1,510	5,733	616	2,461	0	131	0	29,340
2035	Projected	19,007	0	1,592	5,860	628	2,506	0	135	0	29,728
2040	Projected	19,788	0	1,620	5,965	642	2,552	0	139	0	30,707
2045	Projected	20,441	0	1,812	6,078	655	2,602	0	143	0	31,732
2050	Projected	21,281	0	1,873	6,207	669	2,659	0	148	0	32,837
2025 to 2050 Compound Annual Growth Rate (CAGR)											0.6%

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[1] SFR-F sales is an estimate.

Table 5. Historical & Projected Sales Shares

YEAR	TYPE	SFR-M	SFR-F[1]	MFR	COM	IND	GOV	IRR	OTH	REC	TOTAL
2000	Historical	20%	50%	3%	21%	2%	3%	0%	1%	0%	100%
2001	Historical	20%	51%	3%	21%	1%	3%	0%	0%	0%	100%
2002	Historical	22%	49%	3%	19%	2%	5%	0%	0%	0%	100%
2003	Historical	23%	48%	3%	19%	1%	5%	0%	1%	0%	100%
2004	Historical	25%	47%	3%	18%	1%	5%	0%	1%	0%	100%
2005	Historical	26%	46%	3%	17%	1%	5%	0%	1%	0%	100%
2006	Historical	28%	44%	3%	18%	1%	5%	0%	1%	0%	100%
2007	Historical	30%	42%	3%	18%	1%	5%	0%	1%	0%	100%
2008	Historical	31%	41%	3%	17%	1%	7%	0%	0%	0%	100%
2009	Historical	35%	36%	4%	18%	1%	7%	0%	0%	0%	100%
2010	Historical	43%	25%	4%	19%	1%	8%	0%	0%	0%	100%
2011	Historical	59%	7%	5%	18%	1%	8%	0%	0%	0%	100%
2012	Historical	66%	0%	6%	18%	1%	9%	0%	0%	0%	100%
2013	Historical	66%	0%	6%	18%	1%	9%	0%	0%	0%	100%
2014	Historical	65%	0%	6%	18%	1%	9%	0%	0%	0%	100%
2015	Historical	64%	0%	6%	19%	2%	8%	0%	0%	0%	100%
2016	Historical	64%	0%	6%	18%	1%	9%	0%	1%	0%	100%
2017	Historical	64%	0%	6%	19%	2%	9%	0%	1%	0%	100%
2018	Historical	64%	0%	5%	19%	1%	10%	0%	1%	0%	100%
2019	Historical	64%	0%	5%	19%	1%	10%	0%	0%	0%	100%
2020	Historical	66%	0%	5%	18%	1%	9%	0%	1%	0%	100%
2021	Historical	66%	0%	5%	19%	1%	8%	0%	0%	0%	100%
2022	Historical	66%	0%	5%	19%	1%	8%	0%	1%	0%	100%
2023	Historical	65%	0%	5%	20%	1%	8%	0%	1%	0%	100%
2024	Historical	65%	0%	5%	20%	1%	9%	0%	0%	0%	100%
2025	Historical	65%	0%	5%	19%	1%	9%	0%	0%	0%	100%
2030	Projected	64%	0%	5%	20%	2%	8%	0%	0%	0%	100%
2035	Projected	64%	0%	5%	20%	2%	8%	0%	0%	0%	100%
2040	Projected	64%	0%	5%	19%	2%	8%	0%	0%	0%	100%
2045	Projected	64%	0%	6%	19%	2%	8%	0%	0%	0%	100%
2050	Projected	65%	0%	6%	19%	2%	8%	0%	0%	0%	100%

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[1] SFR-F sales is an estimate.

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Table 6. Historical & Projected Sales Per Service in Gallons/Service/Day

YEAR	TYPE	SFR-M	SFR-F[1]	MFR	COM	IND	GOV	IRR	OTH	REC	TOTAL
2000	Historical	583	728	4,070	1,600	6,774	3,208	0	7,788	0	848
2001	Historical	602	752	4,252	1,688	4,895	3,593	0	2,829	0	864
2002	Historical	603	754	4,480	1,621	7,802	3,319	0	3,238	0	865
2003	Historical	596	744	4,470	1,689	4,411	2,860	0	4,101	0	854
2004	Historical	613	767	4,512	1,613	4,451	2,882	0	3,832	0	861
2005	Historical	587	734	4,229	1,446	4,037	2,882	0	5,197	0	815
2006	Historical	572	716	4,233	1,467	4,269	2,892	0	4,340	0	795
2007	Historical	609	761	4,184	1,598	4,372	3,171	0	3,305	0	839
2008	Historical	596	746	3,137	1,550	4,502	3,145	0	1,700	0	826
2009	Historical	559	699	2,497	1,529	3,772	3,090	0	1,069	0	775
2010	Historical	500	625	2,268	1,540	3,833	2,873	0	902	0	697
2011	Historical	482	602	1,860	1,554	4,062	2,864	0	1,176	0	652
2012	Historical	510	638	1,738	1,705	4,548	3,267	0	1,805	0	685
2013	Historical	520	0	1,719	1,707	5,415	3,316	0	2,492	0	696
2014	Historical	459	0	1,560	1,602	5,679	2,794	0	1,831	0	620
2015	Historical	367	0	1,342	1,369	5,100	2,223	0	1,676	0	505
2016	Historical	371	0	1,275	1,358	4,911	2,389	0	2,950	0	509
2017	Historical	392	0	1,324	1,503	5,679	2,549	0	2,540	0	543
2018	Historical	409	0	1,346	1,605	5,722	2,626	0	1,909	0	568
2019	Historical	406	0	1,360	1,573	5,814	2,746	0	1,511	0	564
2020	Historical	427	0	1,399	1,523	4,340	2,480	0	2,831	0	573
2021	Historical	423	0	1,388	1,593	4,868	2,294	0	1,467	0	567
2022	Historical	402	0	1,365	1,561	4,842	2,187	0	2,407	0	544
2023	Historical	376	0	1,301	1,506	5,380	2,146	0	1,387	0	514
2024	Historical	392	0	1,351	1,543	5,645	2,350	0	1,080	0	536
2025	Historical	382	0	1,375	1,480	5,598	2,441	0	1,195	0	525
2030	Projected	363	0	1,295	1,488	3,180	2,274	0	1,221	0	502
2035	Projected	349	0	1,231	1,469	3,208	2,244	0	1,221	0	486
2040	Projected	342	0	1,202	1,450	3,237	2,216	0	1,221	0	474
2045	Projected	339	0	1,172	1,433	3,265	2,190	0	1,221	0	470
2050	Projected	339	0	1,169	1,419	3,293	2,169	0	1,221	0	467
2025 to 2050 Compound Annual Growth Rate (CAGR)											-0.5%

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[1] SFR-F sales is an estimate.

Table 7. Historical & Projected Per Capita Water Use in Gallons/Person/Day

YEAR	TYPE	SFR-M	SFR-F[1]	MFR	COM	IND	GOV	IRR	OTH	REC	TOTAL
2000	Historical	48	122	8	51	4	8	0	3	0	244
2001	Historical	52	130	8	54	3	9	0	1	0	257
2002	Historical	56	128	8	49	5	12	0	1	0	258
2003	Historical	58	122	8	49	3	13	0	2	0	255
2004	Historical	64	123	8	47	3	13	0	2	0	259
2005	Historical	65	114	7	42	2	13	0	3	0	248
2006	Historical	70	108	7	43	2	12	0	3	0	247
2007	Historical	81	112	7	47	2	14	0	3	0	266
2008	Historical	80	105	8	44	2	18	0	1	0	258
2009	Historical	84	85	8	42	2	18	0	0	0	239
2010	Historical	92	53	8	41	2	17	0	0	0	213
2011	Historical	118	15	11	37	2	17	0	0	0	199
2012	Historical	137	0	12	37	2	19	0	0	0	209
2013	Historical	140	0	12	37	3	19	0	1	0	212
2014	Historical	124	0	11	35	3	16	0	1	0	189
2015	Historical	99	0	10	29	2	13	0	1	0	154
2016	Historical	101	0	9	29	2	14	0	1	0	156
2017	Historical	107	0	9	32	3	16	0	1	0	168
2018	Historical	113	0	9	34	3	17	0	1	0	176
2019	Historical	112	0	9	33	3	18	0	1	0	175
2020	Historical	118	0	9	32	2	16	0	1	0	178
2021	Historical	117	0	9	33	2	15	0	1	0	177
2022	Historical	112	0	9	33	2	14	0	1	0	170
2023	Historical	105	0	8	32	2	13	0	1	0	161
2024	Historical	109	0	8	33	2	14	0	1	0	168
2025	Historical	107	0	9	31	2	15	0	1	0	165
2030	Projected	101	0	8	31	3	13	0	1	0	157
2035	Projected	97	0	8	30	3	13	0	1	0	151
2040	Projected	95	0	8	29	3	12	0	1	0	147
2045	Projected	93	0	8	28	3	12	0	1	0	144
2050	Projected	93	0	8	27	3	12	0	1	0	143
2025 to 2050 Compound Annual Growth Rate (CAGR)											-0.6%

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[1] SFR-F sales is an estimate.

Table 8. Historical & Projected Non-Revenue Water (NRW) in Acre-Feet[1]

YEAR	TYPE	AUTHORIZED UNBILLED USE	APPARENT LOSS	REAL LOSS	RECYCLED LOSS	TOTAL
2000	Historical					0
2001	Historical					0
2002	Historical					0
2003	Historical					0
2004	Historical					234
2005	Historical					0
2006	Historical					0
2007	Historical					0
2008	Historical					0
2009	Historical					322
2010	Historical					1,018
2011	Historical					1,111
2012	Historical					703
2013	Historical					808
2014	Historical					907
2015	Historical					1,013
2016	Historical	64	621	770	0	1,456
2017	Historical	70	678	571	0	1,319
2018	Historical	73	720	227	0	1,020
2019	Historical	73	723	150	0	946
2020	Historical	76	746	329	0	1,150
2021	Historical	76	749	175	0	1,000
2022	Historical	72	728	123	0	923
2023	Historical	32	696	52	0	780
2024	Historical	73	732	148	0	954
2025	Historical	60	732	110	0	903
2030	Projected	65	788	118	0	971
2035	Projected	68	824	124	0	1,016
2040	Projected	72	873	131	0	1,076
2045	Projected	75	911	137	0	1,123
2050	Projected	78	949	142	0	1,169

[1]Total non-revenue water estimates are available prior to 2016, calculated as total water production less metered sales and estimated unmetered customer water use. Starting in 2016, non-revenue water estimates come from the Water Loss Report for the District that is filed annually with the Department of Water Resources.

Table 9. Historical & Projected Non-Revenue Water in GCD[1, 2]

YEAR	TYPE	SERVICES	AUTHORIZED UNBILLED USE	APPARENT LOSS	REAL LOSS	RECYCLED LOSS	TOTAL
2000	Historical	29,339					0
2001	Historical	31,197					0
2002	Historical	32,199					0
2003	Historical	33,127					0
2004	Historical	34,323					6
2005	Historical	35,600					0
2006	Historical	37,405					0
2007	Historical	39,014					0
2008	Historical	39,499					0
2009	Historical	39,889					7
2010	Historical	40,420					22
2011	Historical	40,945					24
2012	Historical	41,384					15
2013	Historical	41,876					17
2014	Historical	42,539					19
2015	Historical	43,236					21
2016	Historical	43,404	1	13	16	0	30
2017	Historical	44,985	1	13	11	0	26
2018	Historical	45,692	1	14	4	0	20
2019	Historical	45,254	1	14	3	0	19
2020	Historical	46,731	1	14	6	0	22
2021	Historical	47,445	1	14	3	0	19
2022	Historical	48,220	1	13	2	0	17
2023	Historical	48,767	1	13	1	0	14
2024	Historical	49,374	1	13	3	0	17
2025	Historical	49,718	1	13	2	0	16
2030	Projected	53,510	1	13	2	0	16
2035	Projected	55,962	1	13	2	0	16
2040	Projected	59,269	1	13	2	0	16
2045	Projected	61,842	1	13	2	0	16
2050	Projected	64,394	1	13	2	0	16

[1]GCD = gallons/connection/day, calculated with total connections (active + inactive)

[2]Total non-revenue water estimates are available prior to 2016, calculated as total water production less metered sales and estimated unmetered customer water use. Starting in 2016, non-revenue water estimates come from the District's Water Loss Report filed annually with the Department of Water Resources.

Table 10. Projected Baseline and Adjusted Potable Demand in Acre-Feet

	2030	2035	2040	2045	2050
Baseline Potable Water Demand	31,584	33,003	34,761	36,276	37,681
Demand Adjustments					
Passive Conservation	-603	-1,017	-1,428	-1,858	-2,192
Active Conservation	-701	-1,312	-1,672	-1,749	-1,749
Water Service Cost Growth	-184	-366	-562	-764	-977
Household Income Growth	215	436	684	950	1,243
Water Loss Management	0	0	0	0	0
Total Adjustments	-1,272	-2,259	-2,978	-3,421	-3,675
Adjusted Potable Water Demand	30,312	30,744	31,783	32,855	34,006

Table 11. Projected Single-Dry-Year and Multi-Dry-Year Demand in Acre-Feet

	2030	2035	2040	2045	2050
Normal Year	30,312	30,744	31,783	32,855	34,006
Single-Dry-Year	30,888	31,327	32,386	33,478	34,652
Multi-Dry-Year	31,244	31,687	32,760	33,863	35,052

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Water Supply/Demand Analysis and Projections Summary

Table 12. Historical & Projected Demand in Acre-Feet

YEAR	TYPE	SALES	NRW[1]	DEMAND[2]	GPCD[3]
2000	Historical	27,152	0	27,152	244
2001	Historical	29,423	0	29,423	257
2002	Historical	30,399	0	30,399	258
2003	Historical	30,878	0	30,878	255
2004	Historical	32,251	234	32,486	261
2005	Historical	31,663	0	31,663	248
2006	Historical	32,447	0	32,447	247
2007	Historical	35,732	0	35,732	266
2008	Historical	35,582	0	35,582	258
2009	Historical	33,743	322	34,065	242
2010	Historical	30,745	1,018	31,762	220
2011	Historical	29,149	1,111	30,260	207
2012	Historical	30,925	703	31,627	213
2013	Historical	31,823	808	32,631	217
2014	Historical	28,781	907	29,688	195
2015	Historical	23,804	1,013	24,816	161
2016	Historical	24,444	1,456	25,900	166
2017	Historical	26,567	1,319	27,887	176
2018	Historical	28,236	1,020	29,256	183
2019	Historical	28,354	946	29,300	181
2020	Historical	29,229	1,150	30,379	185
2021	Historical	29,396	1,000	30,397	183
2022	Historical	28,653	923	29,576	176
2023	Historical	27,375	780	28,155	165
2024	Historical	28,815	954	29,769	173
2025	Historical	28,458	903	29,361	170
2030	Projected	29,340	971	30,312	163
2035	Projected	29,728	1,016	30,744	156
2040	Projected	30,707	1,076	31,783	152
2045	Projected	31,732	1,123	32,855	149
2050	Projected	32,837	1,169	34,006	148
2025 to 2050 Compound Annual Growth Rate (CAGR)				0.6%	-0.5%

[1]Non-Revenue Water (NRW)

[2]Demand is equal to the sum of water sales and non-revenue water.

[3]Gallons per capita per day.

Table 13. Historical Water Production in Acre-Feet

YEAR	TYPE	WELLS	SURFACE	PURCHASED	RECYCLED[1]	OTHER[2]	TOTAL
2000	Historical	26,378	0	0	0	0	26,378
2001	Historical	27,423	0	0	0	0	27,423
2002	Historical	29,932	0	0	0	0	29,932
2003	Historical	30,699	0	0	0	0	30,699
2004	Historical	32,486	0	0	0	0	32,486
2005	Historical	30,701	0	0	0	0	30,701
2006	Historical	32,032	0	0	0	0	32,032
2007	Historical	34,625	0	0	0	0	34,625
2008	Historical	34,848	0	0	0	0	34,848
2009	Historical	34,065	0	0	0	0	34,065
2010	Historical	31,762	0	0	0	0	31,762
2011	Historical	30,260	0	0	0	0	30,260
2012	Historical	31,627	0	0	0	0	31,627
2013	Historical	32,631	0	0	0	0	32,631
2014	Historical	29,688	0	0	0	0	29,688
2015	Historical	24,837	0	0	0	0	24,837
2016	Historical	25,856	0	0	0	0	25,856
2017	Historical	27,887	0	0	0	0	27,887
2018	Historical	29,259	0	0	0	0	29,259
2019	Historical	28,831	0	0	0	0	28,831
2020	Historical	30,381	0	0	0	0	30,381
2021	Historical	30,385	0	21	0	0	30,406
2022	Historical	29,596	0	6	0	0	29,602
2023	Historical	28,159	0	0	0	0	28,159
2024	Historical	29,745	0	0	0	0	29,745
2025	Historical	29,457	0	9	0	0	29,466

[1]Includes water from recycling and desalter supply sources.

[2]Other water may include leased and wheeled water, as well as backwash and wastewater from treatment plant operation. Negative volumes represent production that has not entered the distribution system.

Table 14. Historical Water Production Shares

YEAR	TYPE	WELLS	SURFACE	PURCHASED	RECYCLED[1]	OTHER[2]	TOTAL
2000	Historical	100%	0%	0%	0%	0%	100%
2001	Historical	100%	0%	0%	0%	0%	100%
2002	Historical	100%	0%	0%	0%	0%	100%
2003	Historical	100%	0%	0%	0%	0%	100%
2004	Historical	100%	0%	0%	0%	0%	100%
2005	Historical	100%	0%	0%	0%	0%	100%
2006	Historical	100%	0%	0%	0%	0%	100%
2007	Historical	100%	0%	0%	0%	0%	100%
2008	Historical	100%	0%	0%	0%	0%	100%
2009	Historical	100%	0%	0%	0%	0%	100%
2010	Historical	100%	0%	0%	0%	0%	100%
2011	Historical	100%	0%	0%	0%	0%	100%
2012	Historical	100%	0%	0%	0%	0%	100%
2013	Historical	100%	0%	0%	0%	0%	100%
2014	Historical	100%	0%	0%	0%	0%	100%
2015	Historical	100%	0%	0%	0%	0%	100%
2016	Historical	100%	0%	0%	0%	0%	100%
2017	Historical	100%	0%	0%	0%	0%	100%
2018	Historical	100%	0%	0%	0%	0%	100%
2019	Historical	100%	0%	0%	0%	0%	100%
2020	Historical	100%	0%	0%	0%	0%	100%
2021	Historical	100%	0%	0%	0%	0%	100%
2022	Historical	100%	0%	0%	0%	0%	100%
2023	Historical	100%	0%	0%	0%	0%	100%
2024	Historical	100%	0%	0%	0%	0%	100%
2025	Historical	100%	0%	0%	0%	0%	100%

[1]Includes water from recycling and desalter supply sources.

[2]Other water may include leased and wheeled water, as well as backwash and wastewater from treatment plant operation. Negative volumes represent production that has not entered the distribution system.

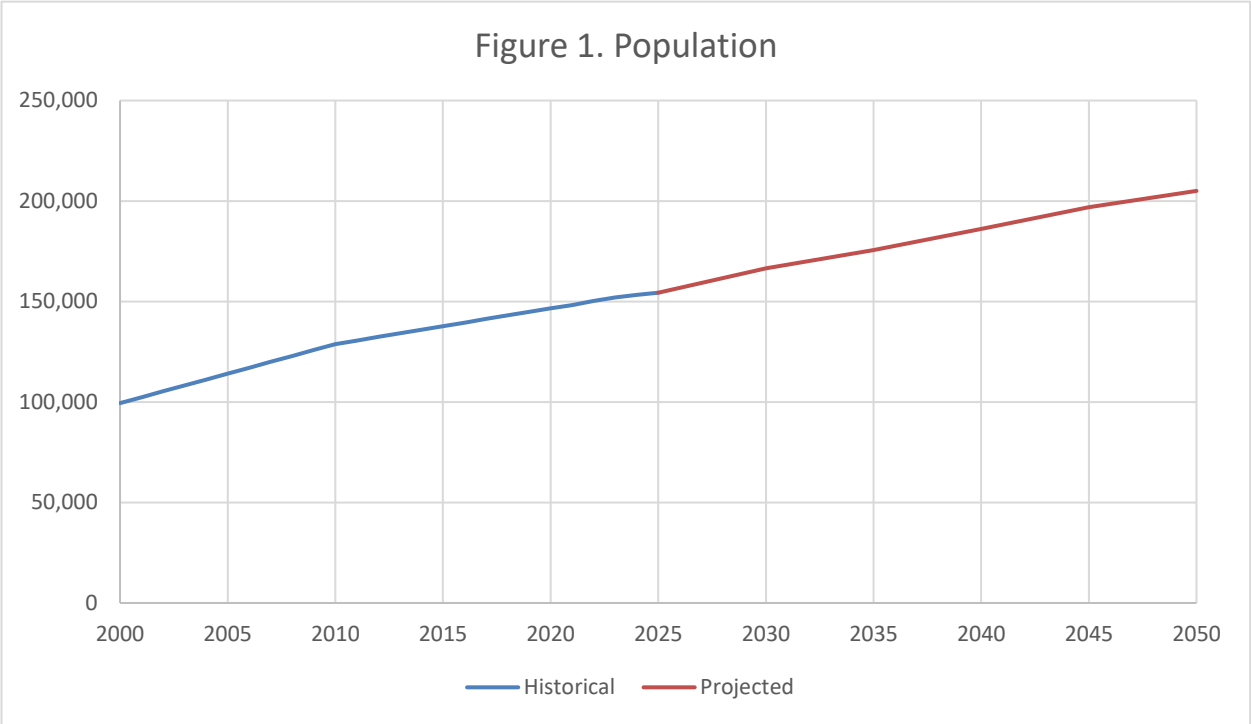


Figure 1. Population
250,000
200,000
150,000
100,000
50,000
0
2000
2005
2010
2015
2020
2025
2030
2035
2040
2045
2050
Historical
Projected

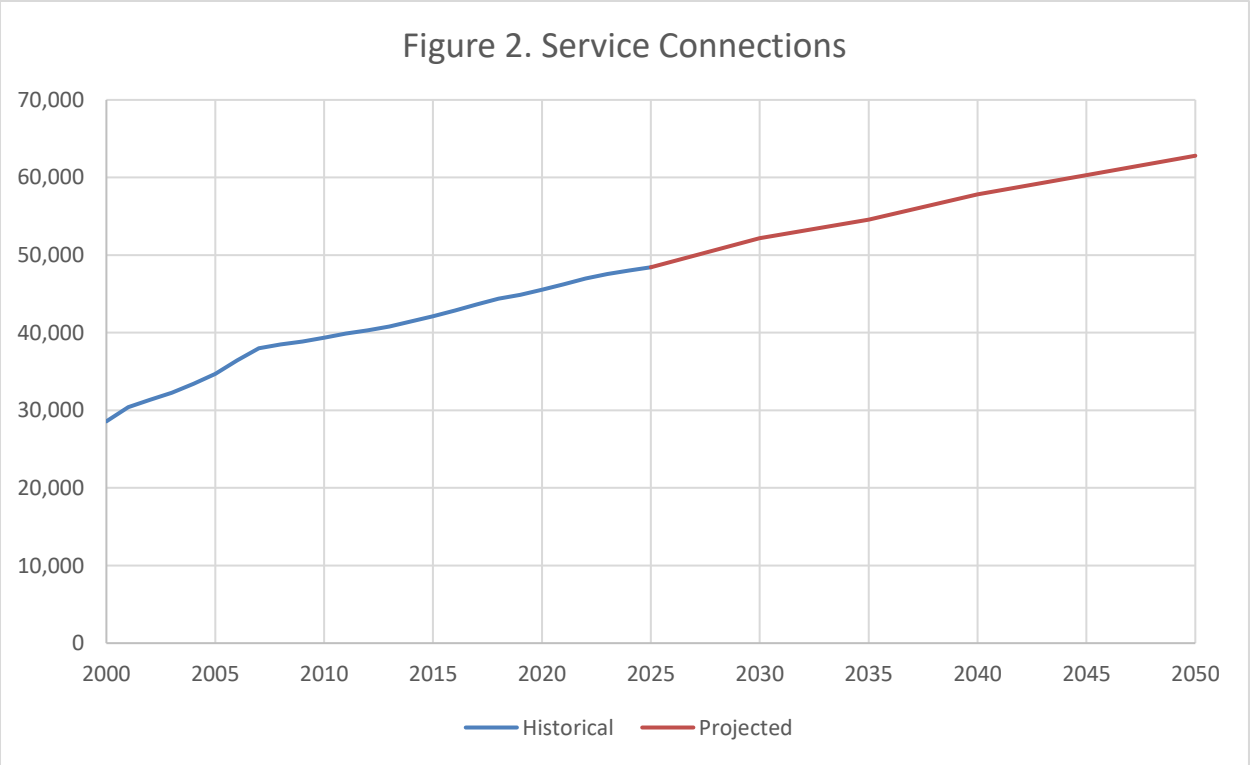


Figure 2. Service Connections
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
2000
2005
2010
2015
2020
2025
2030
2035
2040
2045
2050
Historical
Projected

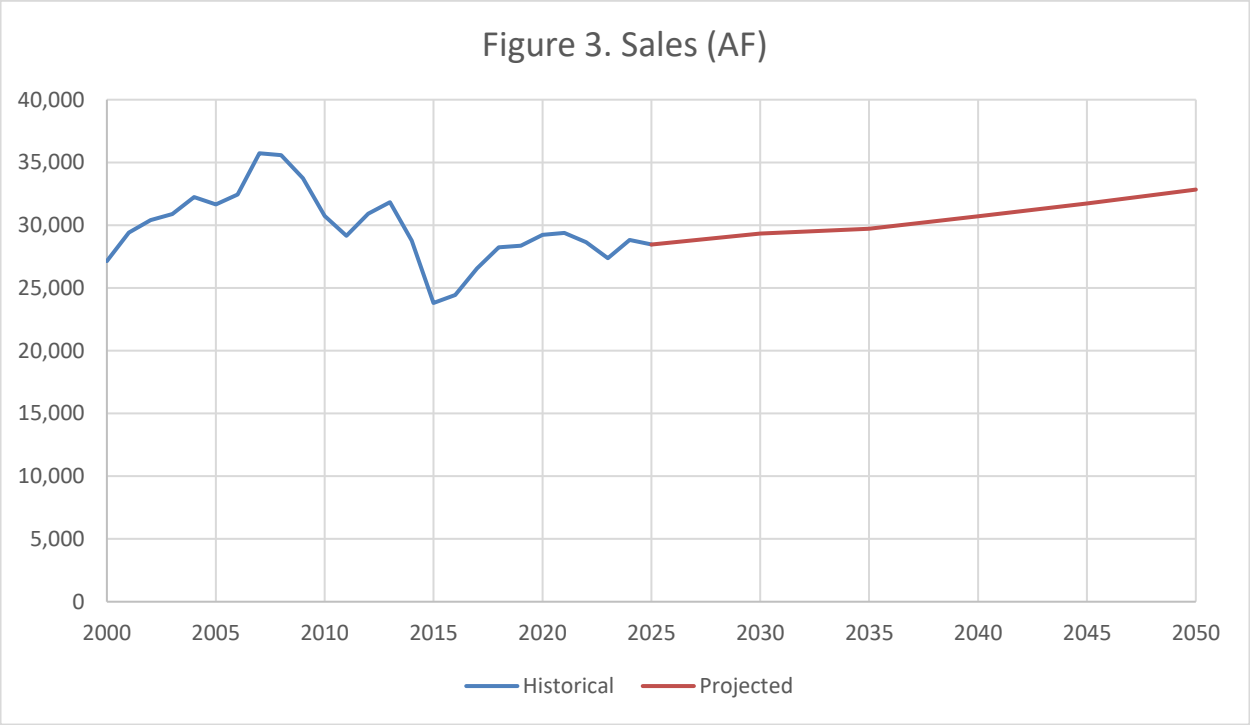


Figure 3. Sales (AF)
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
0
2000
2005
2010
2015
2020
2025
2030
2035
2040
2045
2050
Historical
Projected

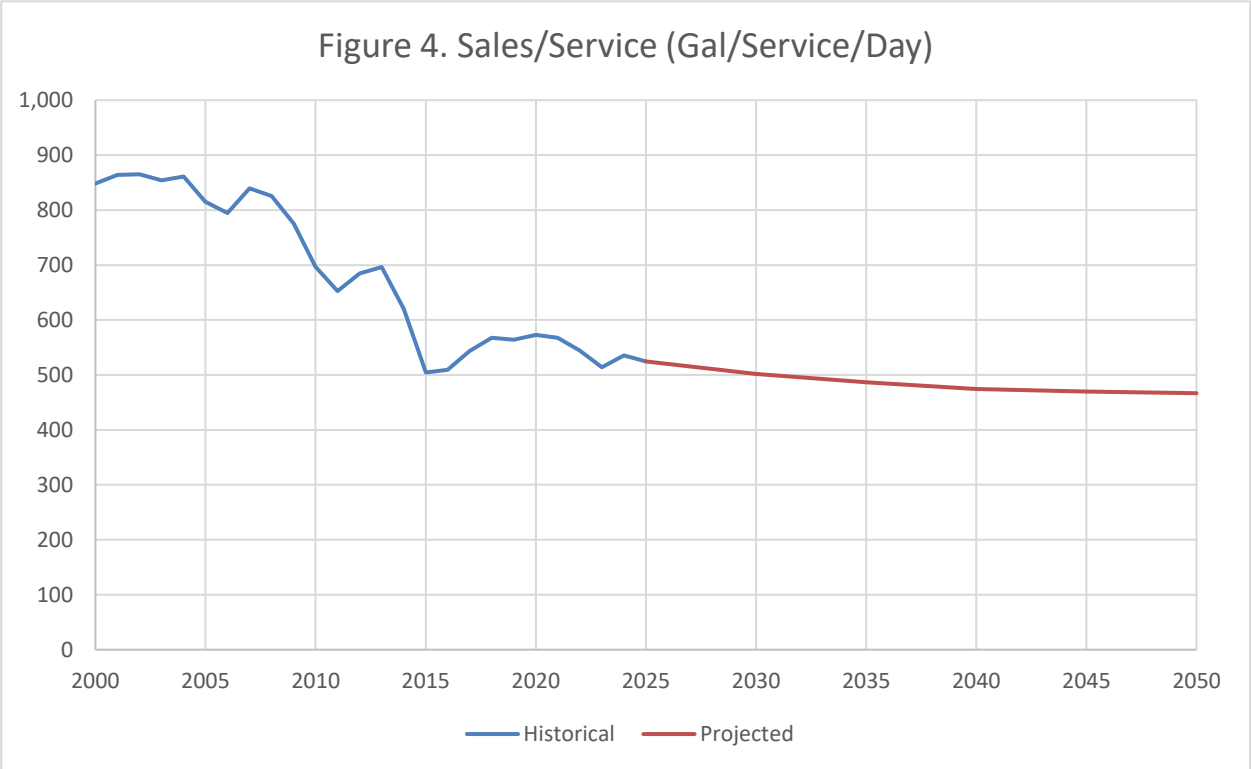
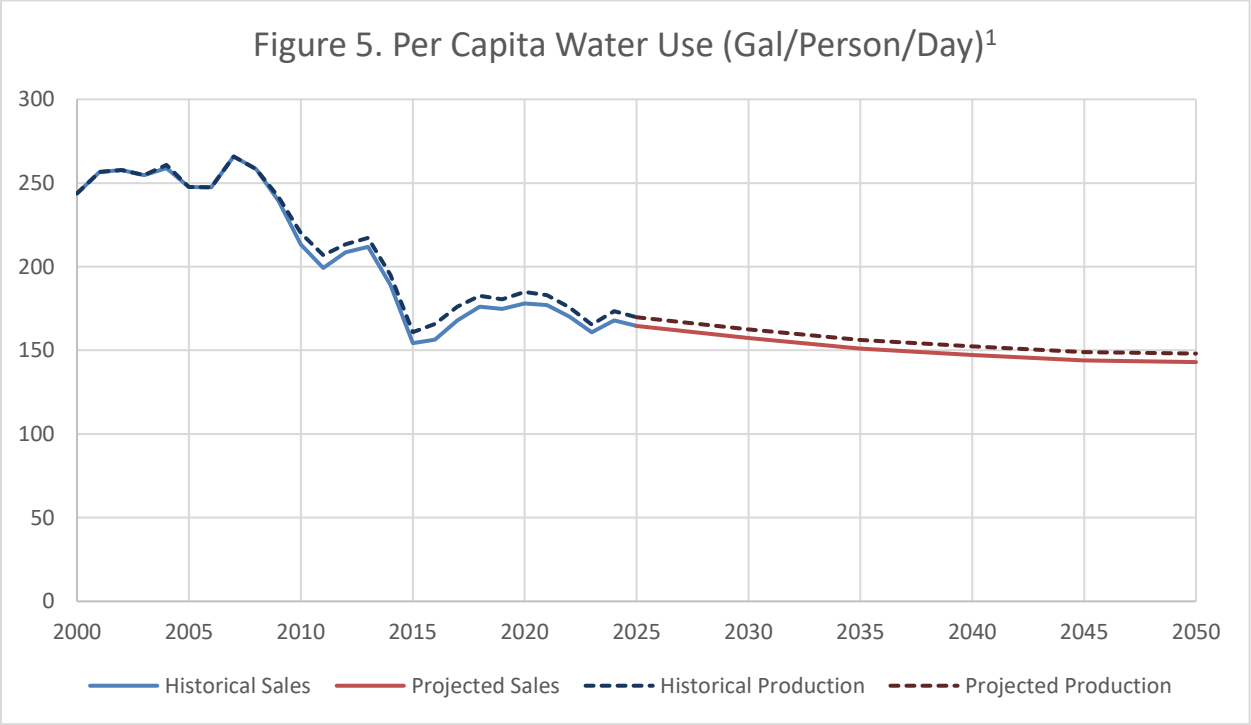
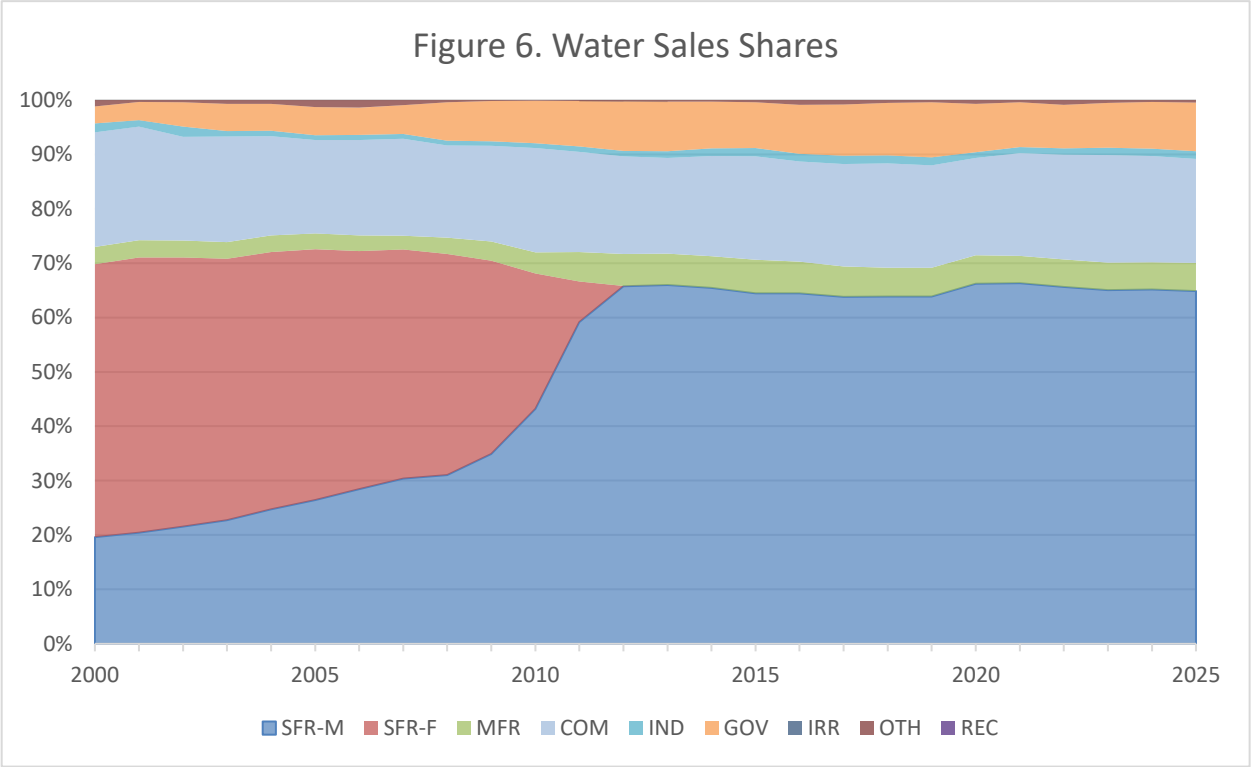


Figure 4. Sales/Service (Gal/Service/Day)
1,000
900
800
700
600
500
400
300
200
100
0
2000
2005
2010
2015
2020
2025
2030
2035
2040
2045
2050
Historical
Projected





SFR-M = Single-Family Metered	COM = Commercial	IRR = Irrigation
SFR-F = Single-Family Unmetered (Flat Service)	IND = Industrial	OTH = Other/Miscellaneous
MFR = Multi-Family	GOV = Government	REC = Recycled

[1]Difference between the production and sales data series in Figure 5 is non-revenue water.

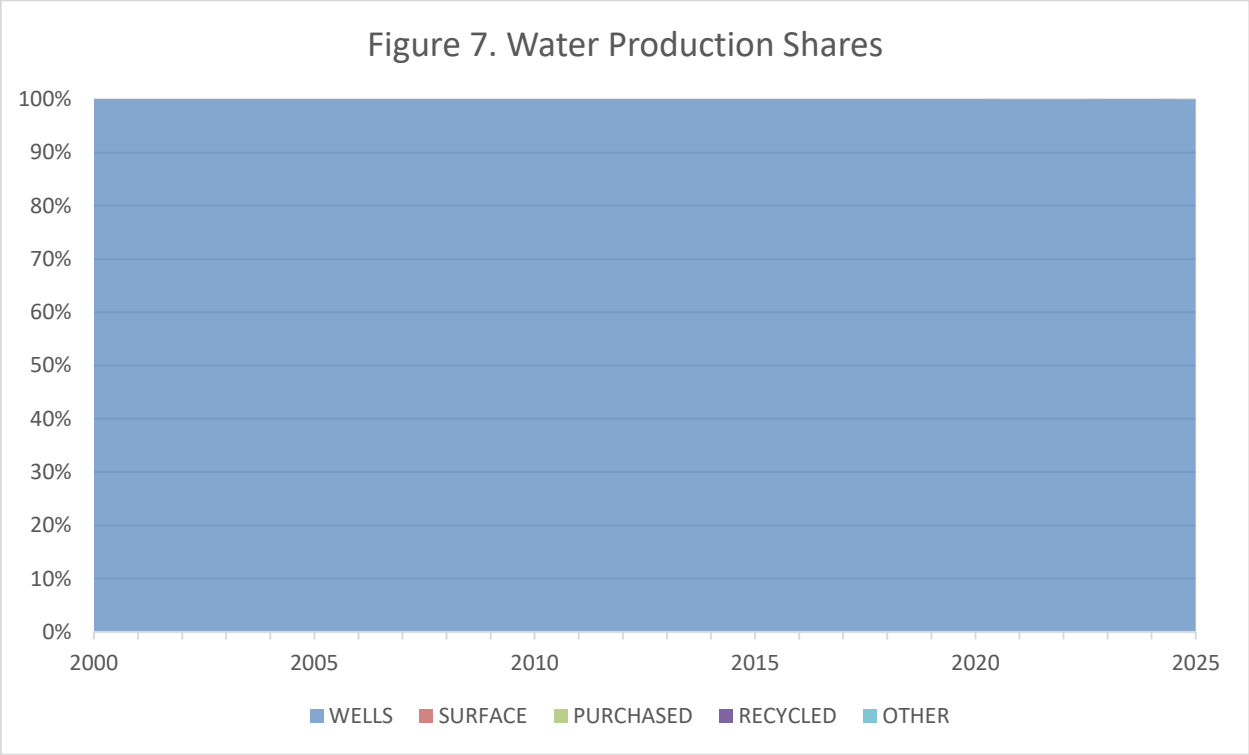


Figure 7. Water Production Shares
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2000
2005
2010
2015
2020
2025
WELLS
SURFACE
PURCHASED
RECYCLED
OTHER

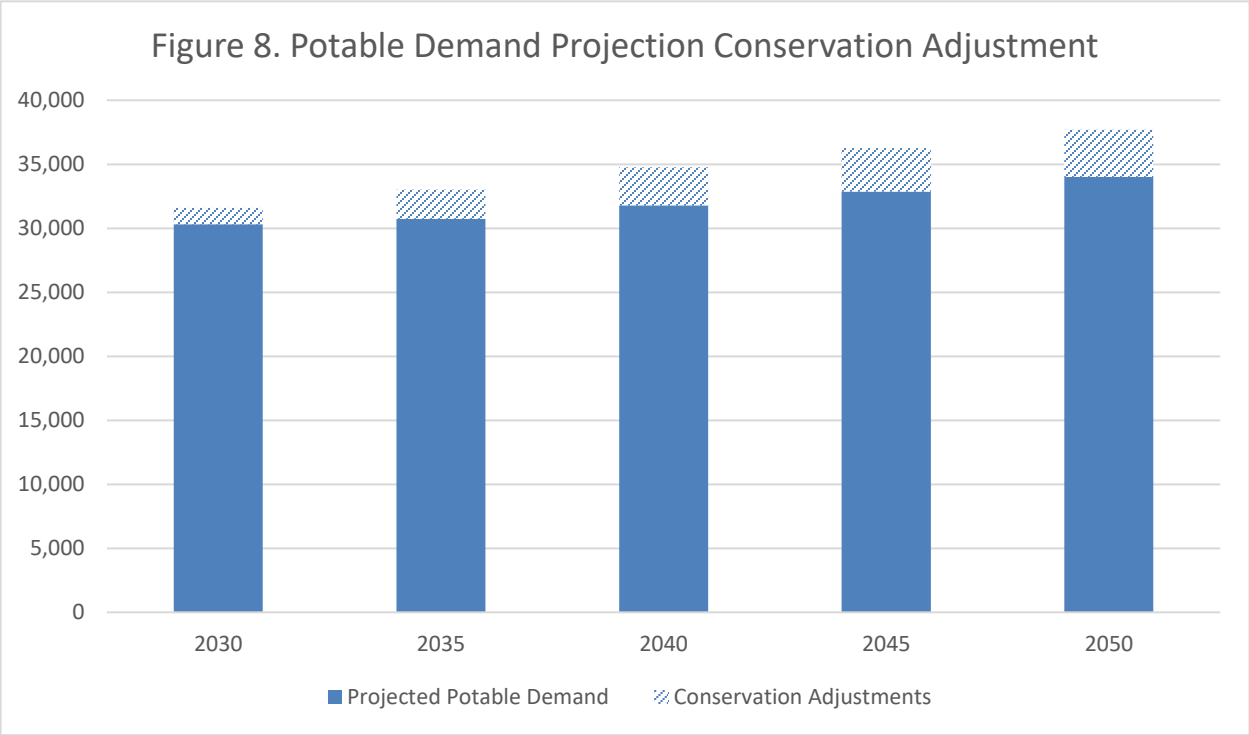


Figure 8. Potable Demand Projection Conservation Adjustment
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
0
2030
2035
2040
2045
2050
Projected Potable Demand
Conservation Adjustments

Water Supply Assessment (WSA) Information

Table 15. WSA Demand Treated as Additive to Regional Growth Projections

WSA	% of WSA Demand Added to Projection[1]
Carleton Acres Specific Plan	100%
Clement Ranch Draft Water Supply Assessment (VIS)	100%
Kelsey/Hurley Industrial Park Project	100%
Pratt Family Ranch Project	100%

[1]Percent of WSA demand considered to be additive to regional growth forecast.

Compound Annual Growth Rates (CAGR)

Table 16. Historical Service Growth

Class	2020 to 2025	2015 to 2025	2010 to 2025	2005 to 2025
SFR[1]	1.3%	1.5%	1.5%	1.7%
MFR	-0.3%	-0.3%	4.8%	8.3%
COM	1.3%	1.1%	-0.3%	-0.1%
IND	0.2%	-0.1%	0.1%	0.0%
GOV	0.0%	1.5%	1.5%	3.1%
IRR	0.0%	0.0%	0.0%	0.0%
OTH	8.1%	6.1%	6.1%	1.4%
REC	0.0%	0.0%	0.0%	0.0%

[1]Total metered and unmetered single-family services

Table 17. Historical Growth between Decennial Censuses

Series	2010 to 2020	2000 to 2020	1990 to 2020
Population	1.31%	1.96%	1.87%
Total Housing Units	0.96%	1.76%	1.73%
Occupied Housing Units	1.23%	1.84%	1.73%

Table 18. Regional Growth Forecasts from Land Use Planning Entities

Source: TCAG 2022 RTP 2025-45 Forecasts

Range: 2025-2045

Series	CAGR
Population	0.61%
Housing	0.87%
Employment	0.63%

Compound Annual Growth Rates (CAGR) Used in Demand Projections

Table 19. Historical Service Growth

Time Series	Basis	Projection CAGR	Override CAGR[1]
Population	Land Use Entity Regional Housing Forecast CAGR	0.87%	
Services			
SFR	Land Use Entity Regional Housing Forecast CAGR	0.87%	
MFR	Land Use Entity Regional Housing Forecast CAGR	0.87%	
COM	Land Use Entity Regional Employment Forecast CAGR	0.63%	
IND	Land Use Entity Regional Employment Forecast CAGR	0.63%	
GOV	Land Use Entity Regional Employment Forecast CAGR	0.63%	
IRR	Land Use Entity Regional Employment Forecast CAGR	0.63%	
OTH	Land Use Entity Regional Population Forecast CAGR	0.61%	
REC	Land Use Entity Regional Population Forecast CAGR	0.61%	

SFR = Single-Family
MFR = Multi-Family
COM = Commercial
IND = Industrial
GOV = Government
IRR = Irrigation
OTH = Other/Miscellaneous
REC = Recycled

[1]If value is present, then the demand model uses this value instead of the Basis value.

Appendix E: Climate Change Studies – Executive Summaries

- Potential Climate Change Impacts on the Water Supplies of California Water Service
- Climate Change – Water Resource Monitoring and Adaptation Plan – Phase 1 and Phase 2

Potential Climate Change Impacts on the Water Supplies of California Water Service

Prepared by

Gary Fiske and Associates, Inc.
Balance Hydrologics, Inc.

January 2016

Executive Summary

Introduction

California Water Service Company (Cal Water) provides water service to roughly 478,000 customers – about 1.7 million people – located in 83 state-wide communities in 24 service districts. Cal Water's districts rely on a variety of supply sources, including local groundwater, local surface water, and imported supplies. It is critical for Cal Water to gain a better understanding of the potential impacts of climate change on the availability of those supplies. Impacts are inherently uncertain, but Cal Water believes that the only responsible course is to carefully incorporate climate change into its ongoing water supply planning.

The present project and report represent a first step in that path. In order for Cal Water to determine how its long-term water supply planning should reflect climate change impacts, it must first have an understanding of what the impacts of climate change on its supply sources might be. That is the purpose of this study.

The work reported on here focuses on the sample of Cal Water districts highlighted in Figure ES-1. These districts account for 85% of Cal Water's total 2014 production and reflect the diversity of all Cal Water districts, including geographic, hydrologic, and climatic conditions and primary and secondary supply sources.

Changes in climate can affect the availability of local groundwater and surface water supplies, as well as purchased imported supplies. This study separately addresses the impacts on each of these for each sample district. It relies on the best available projections of changes in climate (temperature and precipitation) through the end of the century. It then uses the climate projections to examine how surface water flows and groundwater recharge rates may change.

For imported supplies, this study relies on studies already completed by wholesale providers where possible. Where no such studies have been done or where the data from such studies was unavailable, other approaches were developed to estimate climate change impacts on these supplies.

The results reported here provide an integrated view of how projected climate changes may affect water supply availability for Cal Water's service districts. The results also represent a first step in integrating potential future climate change impacts into Cal Water's ongoing supply planning. Because of the inherent uncertainties, a nuanced risk assessment may be needed to guide the incorporation of these results into long-range planning. Beyond the Company's supply/infrastructure planning, the results also can affect the Company's triennial General Rate Cases; they may also have potential operational implications.

Figure ES- 1. Cal Water Service Districts with Sample Districts Highlighted

Estimating Changes in Climate

Climate change is primarily driven by increased concentrations of greenhouse gases (GHGs) in the atmosphere. The trajectory of future climate change is a function of the rate at which those concentrations are projected to increase and the manner in which the atmosphere and oceans respond to increased concentrations. Both are difficult to model. Thus, while the scientific community overwhelmingly agrees that climate change will occur (and indeed may already have begun), the trajectory of those changes is very uncertain.

The projections of temperature and precipitation that underlie this study are based on 40 of the latest Global Circulation Models (GCMs) run as part of the Coupled Model Intercomparison Project Phase 5 (CMIP5). Generally speaking, this type of approach is termed an ensemble analysis, for which the downscaled climate projections for any particular Cal Water Service District were based on the median of the 40 downscaled GCM datasets. The GCMs used by the analysis are driven by two GHG emission pathways that bound the possible trajectories of GHG concentrations.

Impacts of Climate Change on Water Supplies

The supplies for each district consist of a mix of local surface water, local groundwater, and/or purchased imports. Climate change impacts were estimated for each of these components. The approaches used for each are described below. Based on the breakdown of district production among the supply sources, Table ES-1 shows the ranges of projected overall climate change impacts on available supply, relative to the historic average.[1] Table ES-2 groups this vulnerability into 4 categories of expected change, and Figure ES-2 maps the end-of-century vulnerability.

[1] The historical averages used here, and elsewhere in this report, are based on the entire range of historical data available for the district-specific analyses. These ranges vary across districts, and are specified within the district-specific technical memoranda.

Table ES- 1. Projected Changes in Available Supply due to Climate Change

District		Percentage Change in Supply		
		2020	2050	2100
BK	Minimum	-10%	-10%	-12%
	Maximum	-12%	-16%	-20%
VIS	Minimum	-7%	-8%	-8%
	Maximum	-9%	-10%	-14%
KRV	Minimum	-13%	-16%	-19%
	Maximum	-16%	-21%	-31%
MPS/SSF/BG	Minimum	0%	-2%	-6%
	Maximum	0%	-7%	-15%
LAS	Minimum	-3%	-3%	-10%
	Maximum	-4%	-18%	-28%
CH	Minimum	2%	2%	0%
	Maximum	3%	1%	-3%
ORO	Minimum	0%	8%	5%
	Maximum	0%	-8%	-7%
DOM/HR/PV	Minimum	0%	0%	-1%
	Maximum	0%	-2%	-3%
STK	Minimum	0%	0%	-8%
	Maximum	0%	-14%	-17%
SLN	Minimum	-6%	-6%	-6%
	Maximum	-7%	-7%	-7%

Table ES- 2. Categories of Projected Supply Vulnerability

District	Supply Vulnerability		
	2020	2050	2100
KRV	3	4	4
BK	3	3	4
LAS	1	3	4
VIS	2	2	3
STK	1	2	3
SLN	2	2	2
MPS/SSF/BG	1	1	3
DOM/HR/PV	1	1	1
ORO	1	1	1
CH	1	1	1

Districts in Category 1 expect <5% reduction in supply. Category 2 indicates a reduction of 5-10%. Category 3 indicates an expected reduction of 10-15%. Category 4 reductions exceed 15%.

Figure ES- 2. Cal Water 2100 Vulnerability to Climate Change

Vulnerability levels:
Green = Low
Yellow = Moderate
Light Red = High
Dark Red = Very High

Estimating Climate Change Impacts on Local Surface Supplies

For those Cal Water districts that obtain a portion of their water supplies from local surface water, projected average annual precipitation in each of three forecast years (2020, 2050, 2100) were compared to historical precipitation to estimate the projected average annual discharge for that forecast year. Table ES-3 shows the estimated percent changes in surface water availability compared to historical averages.

Table ES- 3. Estimated Impacts on Local Surface Supply Availability

District		Percent Change in Runoff		
		2020	2050	2100
BK	Minimum Impact	-17%	-18%	-19%
	Maximum Impact	-18%	-19%	-23%
KRV	Minimum Impact	-17%	-18%	-19%
	Maximum Impact	-18%	-19%	-23%
MPS/SSF/BG	Minimum Impact	+3%	+6%	+12%
	Maximum Impact	+3%	+5%	+6%

Of the three districts, the two in the southern San Joaquin Valley are projected to experience significant reductions in their local surface supplies. In contrast, the Bear Gulch district surface supply is forecast to increase.

Estimating Climate Change Impacts on Local Groundwater Supplies

Climate change impacts on Cal Water's local groundwater supplies result from changes in projected groundwater recharge. The three groundwater recharge components include:

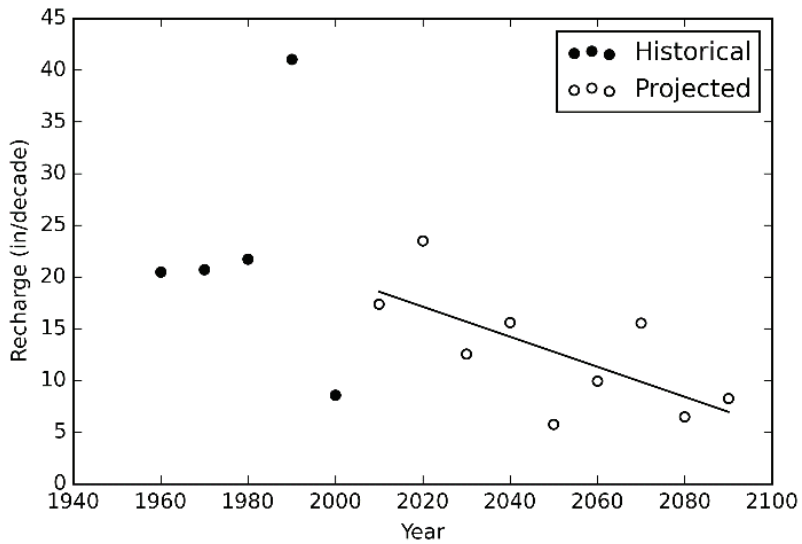
- Local river sources;
- Direct recharge from precipitation on the groundwater basin; and
- Recharge from agricultural and urban deep percolation.

The analysis first estimated the split of local recharge among these three components using geographic and geologic data, geochemical markers, and previously published reports and other supporting information. The climate change impacts on each component were then estimated, consolidated into overall projections of recharge impacts, and compared to estimated historical recharge rates.

Estimates of impacts on river recharge used the methodology for local surface supply described above. For the purposes of this phase of work, it was assumed that the change in recharge from the river is proportional to the change in total annual discharge. The estimated amount of water that will recharge directly into a groundwater basin from rain (or snow) is based on a balance of evapotranspiration (ET), precipitation rates, and soil

water capacity. Recharge is estimated using both historical and projected precipitation and temperature data. Decadal averages in projected recharge are then used to calculate long-term trends. This is illustrated in Figure ES-3 for Kern River Valley.

Figure ES- 3. Historic and Projected Decadal Direct-Precipitation Recharge for Kern River Valley



A quantitative projection of recharge from deep percolation beneath irrigated fields and urban areas is beyond the scope of this phase. Instead, districts for which a significant proportion of recharge is from agricultural and urban water are identified and expected trends under climate change of this water source for those districts are estimated. At-risk service areas with decreasing agricultural and urban water sources can be explored further in future work.

The estimated percentage impacts on each of the recharge components are multiplied by the expected fractions that each component is of total recharge to calculate the range of expected recharge reductions. Table ES-4 shows those results for each district, excluding the impacts of urban/agricultural applied water percolation.

Actual impacts on Cal Water's ability to pump groundwater may be less than these recharge reductions because the storage volumes in different basins have differing degrees of responsiveness to changes in recharge. The degree to which changes in recharge volumes translate into available groundwater supply is a function of the hydrogeologic attributes of the basin. A detailed understanding of those characteristics would require a level of modeling that is well beyond the scope of this phase of work. Instead, the estimates of basin responsiveness were based on the historical record of how the basin's water level has varied with recent climate variability. For some districts, the basin appears to be highly responsive, while for others changes in climate do not have much impact.

Table ES- 4. Projected Changes in Average Annual Groundwater Recharge

District		Percentage Change in Recharge		
		2020	2050	2100
BK	Minimum	-14%	-15%	-15%
	Maximum	-14%	-15%	-18%
VIS	Minimum	-9%	-10%	-11%
	Maximum	-9%	-10%	-14%
KRV	Minimum	-13.4%	-19%	-23%
	Maximum	-15%	-22%	-35%
MPS/SSF/BG	Minimum	-2%	-4%	-6%
	Maximum	-2%	-6%	-12%
LAS	Minimum	-7%	-8%	-13%
	Maximum	-8%	-18%	-25%
CH	Minimum	6%	4%	1%
	Maximum	6%	2%	-4%
ORO	Minimum	0%	0%	0%
	Maximum	0%	0%	0%
DOM/HR/PV	Minimum	0%	0%	0%
	Maximum	0%	0%	0%
STK	Minimum	-2%	-3%	-6%
	Maximum	-2%	-4%	-7%
SLN	Minimum	-7%	-7%	-7%
	Maximum	-7%	-7%	-7%

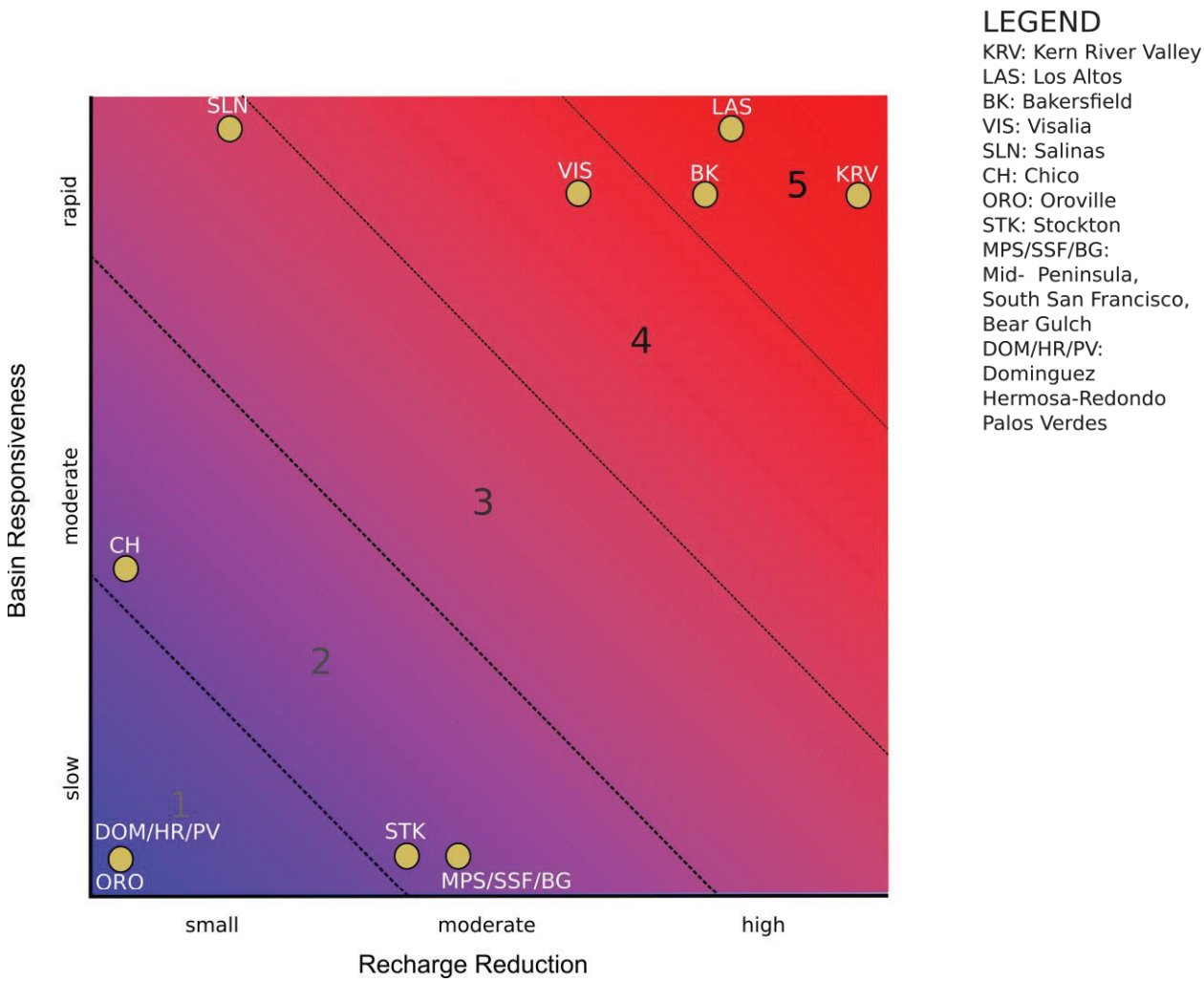
The overall risk to Cal Water's groundwater supplies for each district is based on the expected recharge reductions and the expected responsiveness of basin water level to those reductions. Table ES-5 rates each district's groundwater supply risk on a 1-5 scale, with 1 indicating little or no risk and 5 indicating high risk. Figure ES-4 is a visual depiction of these ratings.

Generally speaking, the groundwater supply impacts are large for the districts in the southern San Joaquin Valley. The Los Altos District also shows a high impact, largely because a significant portion of its recharge is from imported supplies, which are forecast to decrease significantly. Further north in the Central Valley, groundwater supplies are less affected. The Bay Area and Los Angeles Basin districts also show relatively smaller impacts.

Table ES- 5. District Groundwater Risk Ratings

District	Rating
BK	5
KRV	5
LAS	5
VIS	4
SLN	3
CH	2
MPS/SSF/BG	2
STK	2
ORO	1
DOM/HR/PV	1

Figure ES- 4. Groundwater Risk Ratings



Impacts of Climate Change on Imported Water Supplies

About half of Cal Water's supply is imported water that is purchased from wholesale suppliers. The supply and delivery systems of these suppliers are generally very complex and it is impossible within the confines of this project to independently model the impacts of climate change on those systems. The analysis therefore relied on available data, including the results of any climate change modeling that these suppliers themselves have done and other indicators of climate change impacts.

As a result, the climate change scenarios on which the estimates of impacts on different wholesale supplies are based will differ from one another and from the approach described above for the analysis of local supply impacts. The time frames of the results also differ. However, despite those limitations, important information about potential future climate change impacts on wholesale water supply availability was developed. Table ES-6 compares summary measures of central tendency for the potential district-specific climate change impacts on the availability of imported supplies.

Table ES- 6. Projected Climate Change Impacts on Imported Supplies

District	Source	Mid-Century	Late-Century
BK	SWP	-7%	-17%
LAS	SWP, CVP	-9%	-21%
ORO	SWP	-1%	-3%
MPS/SSF/BG	SFPUC	-10%	-20%
DOM/HR/PV	MWD	-1% to -2%	-2% to -5%
STK	USBR	-5%	-10%

Conclusions and Next Steps

The study results indicate significant risks for some districts. This points to the need for Cal Water to account for these risks in its future water supply planning if it is to minimize the adverse effects on its customers. The sole focus of this effort was to assess the potential climate change impacts on Cal Water's supplies. That is an important first step in integrating climate change into supply planning, but this study was not designed to:

- Analyze the impacts of these future supply limitations on Cal Water's ability to serve future customer demands. This is a function of such factors as water rights and contractual arrangements, how future demands are forecast to grow, how water conservation programming will affect those demands, and how Cal Water might modify the manner in which it operates its system.

- Develop mitigation plan to evaluate how potential supply and infrastructure investments and/or acquisition of new supplies might address any adverse impacts on water supply reliability.

- Formally assess alternative approaches to incorporating climate change in Cal Water's supply planning.

Possible next steps for Cal Water include:

- Methodological enhancements to reduce some of the uncertainties in the results reported herein;

- Development and acquisition of better and more complete data;

- Extending this study to other Cal Water districts;

- Developing a plan to mitigate anticipated climate change impacts on supply; and

- Integrating climate change into the Company's ongoing water supply planning.

Despite the study's limitations and uncertainties, three critical messages emerge:

- Cal Water supplies in the 21st century are likely to be adversely affected by climate change.

- These impacts will vary considerably across districts, depending on geography and source mix. For some districts, the impacts can be significant; for others, little or no impacts are projected.

- The impacts will generally increase over time. Anticipated late-century impacts are forecast to be significantly higher in some districts than impacts at mid-century. Moreover, during the period that climate change is forecast to increasingly constrain supplies, demands are also generally forecast to increase, further exacerbating the adverse impacts on water supply reliability.

Climate Change-Water Resource Monitoring and Adaptation Plan – Phase 1

December 17, 2020

California Water Service
1720 North First Street
San Jose, CA 95112

Submitted by:
ICF
555 W 5th St
Suite 3100
Los Angeles, CA 90013

Executive Summary

Shifts in the frequency and severity of natural hazards resulting from climate change, often referred to as climate hazards, increasingly threaten water resources in California. These relevant climate hazards include reductions to snowpack, greater concentrations of precipitation in both a shorter rain season and isolated atmospheric river events, and more volatility between wet and dry water years.

To identify and prepare for impacts from these hazards, California Water Service (Cal Water) is seeking to identify climate change vulnerabilities to water supplies, operations and facilities, and to develop adaptation strategies to address those vulnerabilities through a Climate Change Water Resources Monitoring and Adaptation Plan. This body of work is intended to provide Cal Water with information to inform decisions on water system/asset management and resource planning to better prepare for and respond to current and projected changes to climate. This work represents a forward-looking approach in addressing climate risks for California utilities, as the large majority of water wholesaler and utilities have not completed climate vulnerability and adaptation plans.

In the first phase of this effort, the ICF team collaborated with Cal Water to conduct a literature and tools review as the foundation for subsequent phases of work. In Phase 2 of this project, the ICF team and Cal Water will undertake a vulnerability assessment of Cal Water's facilities and operations by developing an assessment approach that evaluates climate impacts to Cal Water, identifies asset vulnerabilities, and prioritizes climate risks. Phase 3 will focus on an assessment of climate-driven impacts to water supply resources and demand. This first phase of research and assessment will provide Cal Water with a clear "lay of the land" in understanding available methodologies and lessons learned in conducting vulnerability assessments and developing adaptation plans in the water sector. This work can provide key insights for Cal Water, industry practitioners, and Cal Water customers on best practices and needs in climate vulnerability and adaptation efforts.

This first phase will also act as a foundation for Cal Water to build on in subsequent phases of work. ICF and Cal Water will build on research and findings developed in Phase 1 to define the scope of Phases 2 and 3.

In Phase 1, the ICF team undertook three areas of review:

1) Literature and tools related to adaptation planning by water suppliers and other relevant organizations
2) Methods and data in Cal Water's 2016 Vulnerability Study "Potential Climate Change Impacts on the Water Supplies of California Water Service"
3) Climate change impact assessments and adaptation plans beyond Cal Water (wholesalers, state agencies) that could affect Cal Water's vulnerability or adaptive capacity

In the first part of our assessment, the studies we reviewed conclude that there is high certainty of climate-driven reductions to snowpack, wetter winter months, and more volatility between wet and dry water years. While California water systems are designed to operate under a wide

range of hydrologic conditions, they are not designed to absorb and adapt to the projected levels of change, which could have impacts on historical supplies from reservoir systems and groundwater systems. These studies also revealed a suite of potential approaches to vulnerability assessment and risk assessment that are applicable to Phases 2 and 3.

Key studies that the ICF team referenced include Brown and Caldwell's "Impacts of Climate Change on Honolulu Water Supplies and Planning Strategies for Mitigation", the Water Research Foundation's (WRF)'s "Mapping Climate Exposure and Climate Information Needs to Water Utility Business Functions", the Metropolitan Water District's (MWD)'s "2015 Integrated Water Resources Plan" and "2015 Urban Water Management Plan", and the U.S. Environmental Protection Agency's (EPA's) Climate Resilience Evaluation and Awareness Toolkit (CREAT).

In the second part of our review, we found that Cal Water's 2016 Climate Change Vulnerability Study undertook a high-level investigation of impacts of climate change on water supply, including surface water, groundwater, and imported water throughout Cal Water service areas. However, the study did not use uniform metrics across water suppliers, was unable to apply the currently available downscaled climate projections, and did not consider the full suite of potential climate impacts to Cal Water's systems, including impacts of compounding climate hazards and impacts on Cal Water facilities and operations.

In the third part of this work, the ICF team researched and assessed existing climate vulnerability assessments and adaptation efforts that have an impact on Cal Water's ability to mitigate impacts from climate change. This included efforts by water supply wholesalers connected to Cal Water's system, and state agencies that regulate Cal Water's supplies, operations, and planning efforts. This will allow Cal Water to build on existing actions and avoid recreating adaptation efforts that are planned or have been implemented.

Cal Water has undertaken key steps toward adaptation planning since the 2016 Vulnerability Study, such as this work to provide additional vulnerability analysis, working locally to identify and prepare to meet Sustainable Groundwater Management Act (SGMA) requirements, and coordinating with wholesalers on their identified climate-driven vulnerabilities. Phases 2 and 3 of this work will further frame system vulnerabilities within an adaptation planning context for a flexible and anticipatory response.

The ICF team's literature review focused on identifying approaches for assessing water utility vulnerabilities of assets and water resources, and adaptation planning needs (summarized in Table 1). To identify these priority approaches, the team reviewed a list of publications with input from Cal Water on key sources. We reviewed and analyzed the relevant literature for applicability to Cal Water, the advantages and fit within a robust plan for assessment, and the potential disadvantages. We highlighted those approaches in the sections on key takeaways and the applicability of approaches to Cal Water. Table 1 provides important considerations raised by the ICF team during this process.

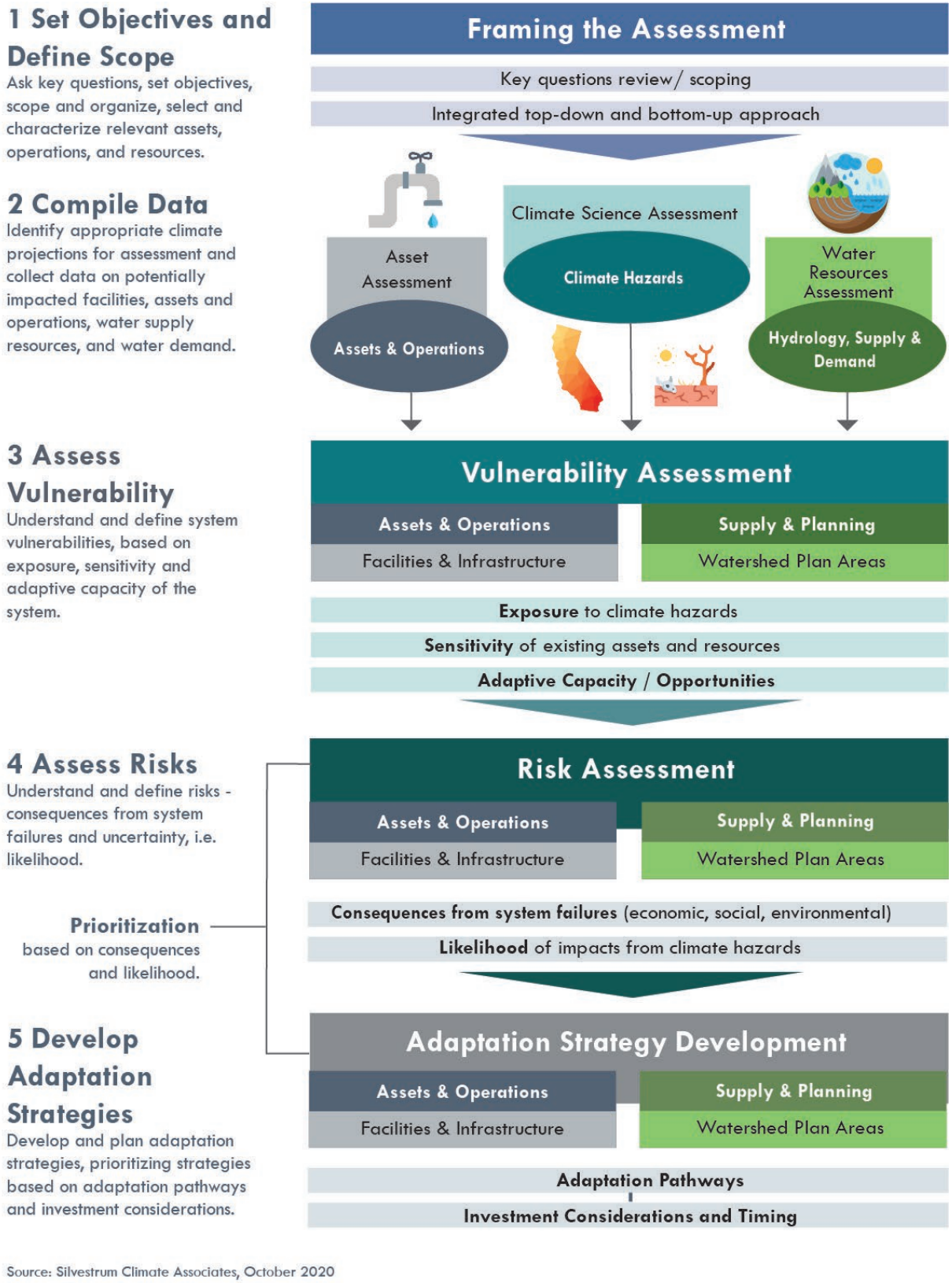
Table 1: Advantages and disadvantages of identified approaches

Identified Approach	Advantages	Disadvantages
Integrated resource-level (i.e., top-down) and asset-level (i.e., bottom-up) approaches to vulnerability assessment	• Allows for matching available information with appropriate methodologies • Supports evaluation of vulnerabilities in both water supply resources and physical systems: an integrated approach can help to address gaps in either area	• Bottom-up approaches can require extensive historical data and asset-level data • Integration of climate projections into hydrological models can be challenging. For example, data inputs for hydrological models and the outputs from climate projections may be incompatible or require additional data processing
Robust Decision-Making	• Supports identification of decisions for response under a range of potential climate futures • Supports alignment between climate impacts and operating units/business functions • Ensures the scope focuses on critical services, assets, and resources • Supports the development of adaptation pathways and measures • Provides a framework for information that can signal the need for critical decisions on adaptation	• Involves significant investment of time to identify performance metrics, business functions, and key variables • Even with significant time invested on the front end, scope can change and require rescoping later in the effort • Requires a strong understanding of utility decision-making
Applying climate projections to hydrologic modeling, future demand and planning scenarios	• Generates better understanding of impacts of extreme scenarios, snowpack loss, drought, increased temperatures, precipitation whiplash, and other hydrologic changes in water supply resources and downstream demands • Allows for modeling of a range of climate scenarios to better account for uncertainties in resource management and climate outcomes • Integrates climate projections with scaled historical time series data	• Can require substantial data, and may introduce bias (due to selected climate scenarios) • It is necessary to identify performance metrics and thresholds related to available climate variables; these can be difficult to identify and thresholds may not exist • Relies on necessary simplifying assumptions to model complex hydrologic systems
Stress testing and scenarios	• Supports management of uncertainty, especially in the absence of data • Allows for understanding of climate impacts on system performance within a risk framework	• Can require refined climate information (e.g. hydrological variables) and detailed asset information • Can require the integration of climate information into hydrological models, which may require

Identified Approach	Advantages	Disadvantages
	• Supports identification of major performance metrics and their potential for failure • Helps in understanding how the severity of impacts varies for facilities, operations, and water supplies under different climate change conditions.	significant data processing to be compatible with one another • Can result in qualitative or directional findings that don't provide straightforward adaptation responses
Engaging staff in climate change vulnerability assessments and adaptation plans	• Provides perspective for setting study parameters • Provides targeted input and data into assessment • Identifies existing data gaps and actions to address gaps • Supports development of institutional capacity for monitoring impacts, adaptation planning, and implementation	• Can be time-consuming for team members attending workshops and interviews; requires a targeted approach to ensure efficiency and that the right data is captured • Requires cross-team coordination that may be outside of "normal" communication pathways, e.g. between engineers and policy specialists
Evaluating costs of inaction	• Helps to prioritize adaptation planning needs • Creates a better understanding of the risks to Cal Water	• Requires scaling information on past costs without clear data on future impacts, creating uncertainties in estimates
Use of Flexible Adaptation Pathways	• Helps to select appropriate timing (including lead time from planning to implementation) and application of adaptation measures • Considers and compares multiple strategies in adaptation planning • Includes triggers that signal when decision-makers should decide on switching to another pathway • Allows for adaptive decisions under uncertainty by integrating points for re-assessing pathway and actions • Considers alternative external developments over time	• Does not provide a fixed timeline for actions • This approach is relatively new and may require coordination with budget cycles and external policy updates, since actions evolve over time • May push decision burden onto future decision-makers who did not develop original pathway

Our team synthesized these identified methodologies, findings, and insights into an overarching approach for characterizing climate vulnerabilities and planning for adaptation at both an asset level and water supply planning level to suit Cal Water's needs in addressing climate change impacts, shown in Figure 1.

Figure 1: Climate Assessment Framework



Source: Silvestrum Climate Associates, October 2020

Based on this review, the ICF team is making the following key recommendations for guiding Cal Water's efforts in identifying climate vulnerabilities and planning for adaptation:

- **Apply a standard conceptual framework to vulnerability assessment which integrates both top-down analysis and bottom-up analysis (see Figure 1).** The standard conceptual framework for assessing climate vulnerabilities and risks includes understanding exposure, sensitivity, and adaptive capacity, and potential impacts as components of vulnerability, and consequence and likelihood as components of risk. Top-down analysis would begin by applying downscaled Global Climate Model (GCM) projections to assess impacts on water supply resources and the bottom-up analysis would begin by identifying system sensitivities to climate hazards. These analyses are complementary.
- **Use a robust decision making (RDM) framework for vulnerability assessment and adaptation planning** by seeking to identify decisions for response under a range of potential climate futures, mapping impacts on operating units/business functions, and ensuring that the scope focuses on critical services, assets, and resources. A robust decision-making framing will support the development of adaptation pathways and measures by monitoring information that signals the need for critical decisions on adaptation.
- **Engage staff and key stakeholders in the planning process** to gain a holistic planning perspective for setting study parameters, providing targeted input into assessment and plan development, and supporting institutional capacity for adaptation.
- **Build off of the 2016 Cal Water Climate Change Impact study by applying updated climate models and projections for additional hydrologic variables** to hydrologic modeling, future demand and planning scenarios, and scaled historical time series data to better understand impacts of extremes, precipitation whiplash, and other hydrologic changes in water supply resources. We recommend presentation of this with uniform metrics for more actionable findings.
- **Assess climate impact consequence by stress-testing key water system performance metrics.** This includes developing a range of impact scenarios to understand how the severity of impacts varies for facilities, operations, and water supplies under different climate change conditions.
- **Evaluating the order of magnitude cost of inaction.** We recommend communicating consequences in terms of direct costs to Cal Water and customers without adaptation actions to prioritize adaptation response.
- **Follow a step-by-step, iterative process to adaptive management which fully aligns with potential exposure to climate hazards and vulnerabilities**, including:
    - Utilizing Flexible Adaptation Pathways in planning for selecting appropriate timing and application of adaptation measures
    - Planning for monitoring and evaluation
    - Evaluating adaptation investment decisions

During Phases 2 and 3 in which Cal Water and the ICF team will further assess vulnerability, we will frame the study outputs within a decision-making context for compatibility with adaptation planning concepts and eventual investment in adaptation measures.

California Water Service

CLIMATE CHANGE RISK ASSESSMENT & ADAPTATION FRAMEWORK

December 2021

Summary for Decision Makers

Study Purpose

California Water Service already faces climate risks — wildfire, increasing temperatures, sea level rise, flooding, and drought — and seeks to address these risks by identifying them and taking action. This Study works to (1) identify and prioritize climate-driven risks to Cal Water's supply reliability, operations, and assets and (2) project and assess changes to the supply of and demand for Cal Water resources. This Study is intended to assist in understanding climate change risk across all Cal Water's districts, spanning its future supply and demand as well as its key operations and assets. The report identifies primary risks to Cal Water across the districts as well as top risks to individual districts.

Using this study and the proposed adaptation framework, Cal Water can continuously monitor and address the following types of risks:

- Immediate risks given near-term threat and low risk tolerance
- Actions to take when a trigger is reached (e.g., when information becomes available or there is external opportunity for an adaptation strategy)
- District-specific risks requiring targeted management attention
- Risks to disadvantaged and vulnerable communities

Policy Context for Climate Risk Assessment and Adaptation Planning

Various state agencies are expected to develop requirements on water utilities for incorporating climate change adaptation into their planning and operations including conducting vulnerability assessments as a starting point. These policy frameworks and requirements include:

1. The California Public Utilities Commission (CPUC) Order Instituting Rulemaking (OIR) R.18-04-019 to Consider Strategies and Guidance for Climate Change Adaptation (2020). The statutory deadline for finalizing requirements for Phase II, expected to apply to water utilities, has been extended to December 2022.
2. The California Coastal Commission (CCC) Critical Infrastructure at Risk: Sea Level Rise Planning Guidance for California's Coastal Zone (Draft, November 2021).
3. The California Natural Resources Agency (CNRA) 2021 Climate Adaptation Strategy (Draft, October 2021).
4. The 2020 Water Resilience Portfolio in response to Governor's Executive Order N-10-19.
5. The State Water Resources Control Board's 2017 Comprehensive Response to Climate Change.

6. The Task Force on Climate-Related Financial Disclosures (TCFD) from the Financial Stability Board recommend that organizations to describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term. Furthermore, it recommends that asset managers describe how climate-related risks and opportunities are factored into relevant products or investment strategies.

Summary of Findings of Climate Change Risks

All districts face climate change risks, and all districts face at least 6 of the top identified risks to Cal Water. Factors that affect district vulnerability include groundwater dependency, State Water Project (SWP) dependency, limited supply diversity, and location in coastal or wildfire-prone areas.

Risks to Supply Reliability

Without action, Cal Water may face significant water supply reliability and operational impacts that will challenge its ability to meet the water needs of its customers by mid-century due to changes to State Water Project deliveries, decreasing groundwater recharge, increasing duration, intensity, and frequency of droughts, and increasing outdoor demands.

Annual State Water Project (SWP) deliveries are likely to decrease in average years and the driest years may result in no deliveries. Average climate models project a decrease of 15% while the driest models project an average annual decrease of up to 36%. The Antelope Valley and Livermore districts are at particularly high risk.

Groundwater recharge is expected to decrease in some basins. Up to 20% decrease in average annual groundwater recharge is expected due to decreases in average precipitation, streamflow, and/or water available for managed recharge. Decreased recharge could limit sustainable yield from groundwater basins and lead to supply shortages. The King City and Visalia districts show the greatest average groundwater recharge decline.

Decreased surface water supply availability is expected due to longer, more severe, and more frequent droughts. The driest climate scenarios include megadroughts of 10 to 20+ years in duration, with districts in Southern California more at risk than districts in Northern California. The driest climate models project dry year precipitation decreases of 45 to 70%, with the Antelope Valley, Los Altos, and Livermore districts at the highest risk of large supply availability decreases during the driest years. Central tendency models project that dry year frequency may increase up to 10%. Decreased local and imported surface water supplies could lead to supply shortages.

Outdoor demands will increase due to increased evapotranspiration (ET) and longer, more frequent, and more severe droughts. Increased demands could lead to shortages and/or

challenges to operations. The Antelope Valley, Bear Gulch, Chico-Hamilton, and Visalia districts are at particularly high risk of increased demands.

Risks to Operations

Without action, major risks to operations include surface water quality from increasing temperatures and wildfire could further limit the ability to deliver water to customers and significantly increase treatment costs. Wildfire will also continue to threaten Cal Water workforce and operations throughout the century, including disruption of operations due to smoke.

Water quality will decrease due to high temperatures and low rainfall. A 24–36% increase in number of hot days with no precipitation could increase algal blooms, cyanotoxins, sediments, and eutrophication. This may increase water treatment costs and potentially impact supply availability. Multiple districts are at high risk. By mid-century Antelope Valley, Redwood Valley, and Stockton, could experience high impacts.

Water quality will also decrease due to increased wildfire risk and frequency of intense rainfall. Based on downscaled wildfire projections, districts may see an increase of 4–122% over historical averages of annual area burned by wildfire. An increase of 10–12% in extreme precipitation events could alter vegetation cover and infiltration rates, resulting in greater quantities of debris and pollutants that enter waterways after fire events. Post-fire debris flows may also disrupt operations, increase water treatment costs, and reduce water available for distribution. Multiple districts are at particularly high risk. Some districts, such as Oroville, may face higher consequences due to limited supply alternatives.

Worker health and safety will be endangered due to wildfire. A 4–122% increase in wildfire risk could increase the amount of smoke, threatening the safety of outdoor workers. All districts are likely to experience an increase in wildfire risk and are highly vulnerable to experiencing impacts to worker health and safety, including from wildfire smoke.

Natural snowpack storage may decrease due to declining snowpack due to temperature increases. A 17–57% decrease in April 1st snowpack is projected for the watersheds that provide surface water supplies for Cal Water's districts. This decrease in snowpack storage could lead to overall reduced supply and force Cal Water (or reservoir managers) to adjust reservoir storage facilities and operations to adapt to decreased surface flows. All districts are at high risk except those with supply not influenced by snowpack.

Risks to Assets

Without action, riverine and urban flooding poses a serious threat to Cal Water's assets, including pumps and treatment facilities**.** Rising groundwater and sea level rise present a risk to coastal assets, especially pressurized mains. Wildfire will continue to threaten assets, with an increase in areas burned in some districts and surrounding areas.

More frequent and severe riverine and urban flooding can result in service disruption and infrastructure damage due to loss of access to assets, damage to electrical components, long recovery time from disruption, and difficulty in moving or replacing fixed assets**.** Flooding could also occur from urban stormwater runoff. The most vulnerable assets are pumps, intakes, valves, wells, treatment facilities and radio sites. About half of all districts are vulnerable, particularly Chico-Hamilton.

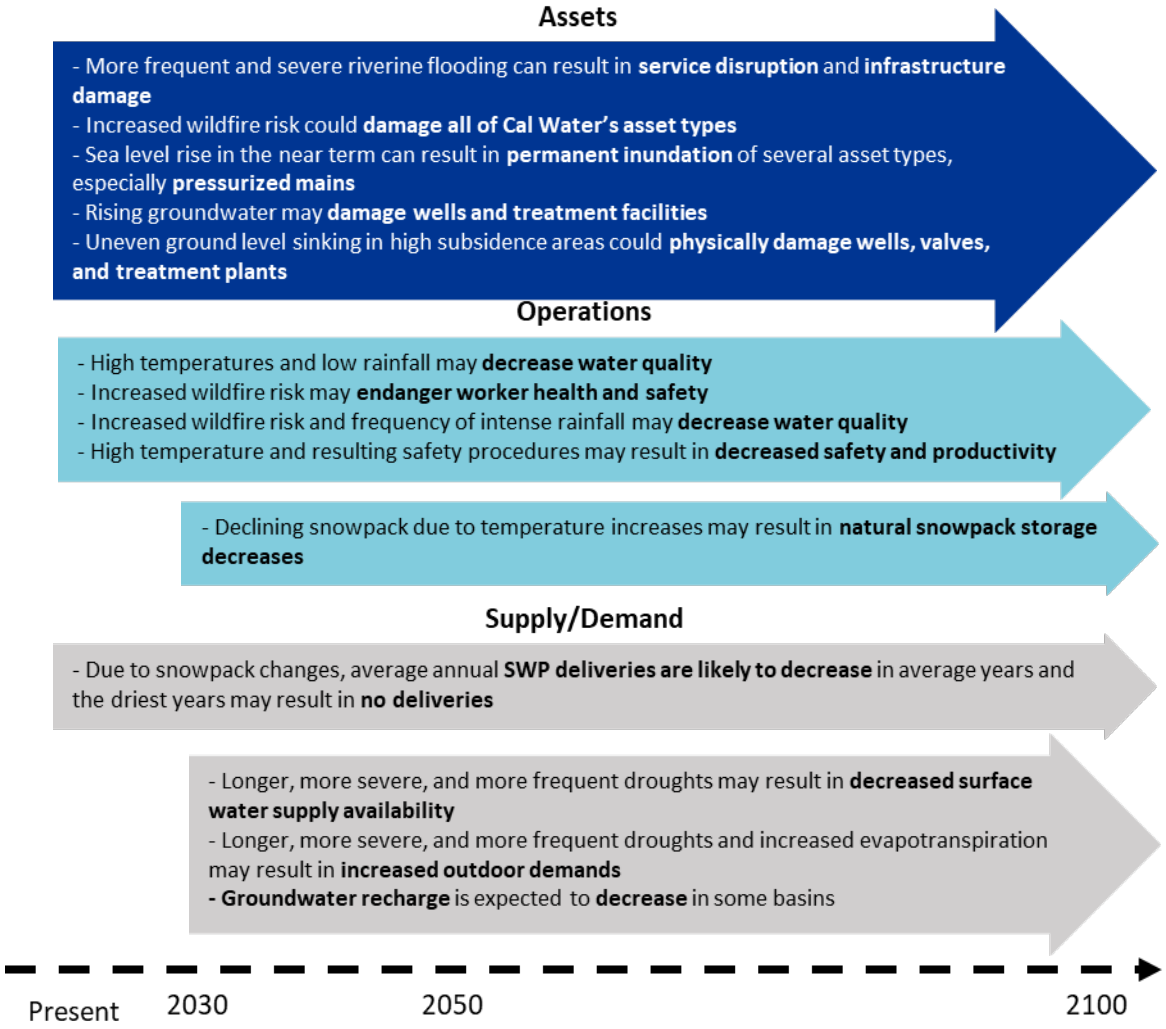
Sea level rise can result in permanent inundation of several asset types, especially pressurized mains. Assets located along low-lying coastal shorelines are most vulnerable to sea level rise. South San Francisco and Hermosa Redondo districts are at particularly high risk.

Rising groundwater due to sea level rise may affect wells and treatment facilities. Sea level rise can flood wells and treatment facilities or cause saltwater intrusion in wells, affecting operations, water quality, or preventing access to facilities. Portions of Redwood Valley, Salinas, South San Francisco, Hermosa Redondo, and Dominguez districts are at particularly high risk.

Increased wildfire risk could affect all of Cal Water's asset types. Cal Water's most vulnerable assets include pressurized mains, radio sites, and treatment facilities, which may see elevated impacts. All districts have assets in CALFIRE threat areas of High and above.

Figure 1 below summarizes climate-related risks over the short, medium, and long term. Across all Cal Water districts, many of these risks are already present, though severity of the risk will differ district by district. District profiles accompanying this report identify those risks by district.

Figure 1: Summary of climate-related risks to Cal Water over the short, medium, and long term. Timing of risks will differ by district.

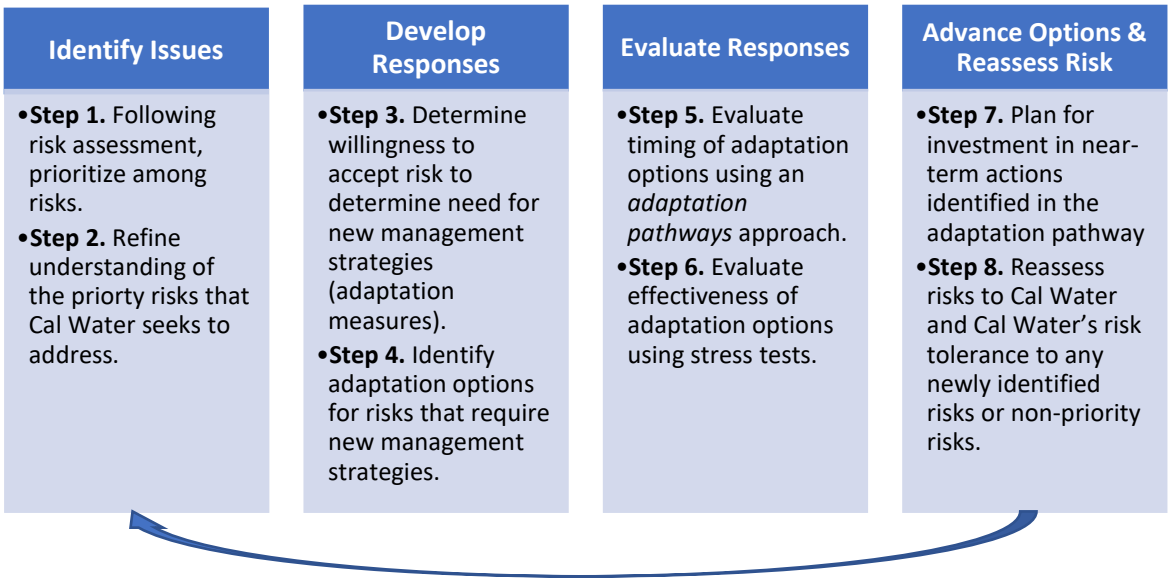


Addressing Priority Risks

An adaptation framework is provided to assist Cal Water in incorporating the outcomes of this study into further analysis of investment decision making over time.

The primary steps of the adaptation framework are summarized below in Figure 2.

Figure 2: The Adaptation Framework follows 8 steps and is an iterative process for adaptation planning



The departments primarily affected by climate risks include Water Resource Sustainability; Water Quality; Operations; and Engineering. District Management will be affected by vulnerabilities in those districts (see Climate District Profiles available for each district).

Cal Water will need to address vulnerabilities exacerbated by climate change to prepare its systems for continued operation and to continue to meet established level of service goals. Changing climate conditions may change the historical balance between supply and demand and increase management requirements of assets and operations. Adaptation options should be developed and evaluated for major identified risks. Given that supply availability is dictated by many factors outside of Cal Water's control, it may be important for Cal Water to seek adaptation measures in collaboration with wholesalers and local and federal water management agencies.

Appendix F: Water Shortage Contingency Plan

Water Shortage Contingency Plan 2025 Update

Visalia District

June 2026

Chapter 1
Introduction

☑ ***CWC § 10640***

(a) Every urban water supplier required to prepare a plan pursuant to this part shall prepare its plan pursuant to Article 2 (commencing with Section 10630). The supplier shall likewise periodically review the plan as required by Section 10621, and any amendments or changes required as a result of that review shall be adopted pursuant to this article.

(b) Every urban water supplier required to prepare a water shortage contingency plan shall prepare a water shortage contingency plan pursuant to Section 10632. The supplier shall likewise periodically review the water shortage contingency plan as required by paragraph (10) of subdivision (a) of Section 10632 and any amendments or changes required as a result of that review shall be adopted pursuant to this article.

☑ ***CWC § 10632.3***

It is the intent of the Legislature that, upon proclamation by the Governor of a state of emergency under the California Emergency Services Act (Chapter 7 (commencing with Section 8550) of Division 1 of Title 2 of the Government Code) based on drought conditions, the board defer to implementation of locally adopted water shortage contingency plans to the extent practicable.

This document describes the Water Shortage Contingency Plan (WSCP) for the California Water Service (Cal Water) Visalia District (also referred to herein as the "District"). The WSCP includes the stages of response to a water shortage caused by drought or by supply interruptions caused by infrastructure failure, regulatory mandate, or catastrophic human-caused or natural events. The primary objective of the WSCP is to ensure that the District has in place the necessary resources and management responses needed to protect health and human safety, minimize economic disruption, and preserve environmental and community assets during water supply shortages and interruptions.

Specifically, this WSCP includes the following chapters:

Chapter 1 - Introduction

Chapter 2 - Water Supply Reliability Analysis

Chapter 3 - Annual Water Supply and Demand Assessment Procedures

Chapter 4 - Water Shortage Levels

Chapter 5 - Shortage Response Actions

Chapter 6 - Communication Protocols

Chapter 7 - Compliance and Enforcement

Chapter 8 - Legal Authorities

Chapter 9 - Financial Consequences of WSCP

Chapter 10 - Monitoring and Reporting

Chapter 11 - WSCP Refinement Procedures

Chapter 12 - Plan Adoption, Submittal, and Availability

Chapter 2
Water Supply Reliability Analysis

☑ ***CWC § 10632 (a) (1)*** *The analysis of water supply reliability conducted pursuant to Section 10635.*

As described in Chapter 6 of the Visalia District's 2025 Urban Water Management Plan (UWMP), the three Public Water Systems (PWSs) that comprise the Visalia District overlie the Kaweah Subbasin (California Department of Water Resources [DWR] Basin No. 5-022.11) and the Tule Subbasin (DWR Basin No. 5-022.13) of the San Joaquin Valley Basin. The Kaweah and Tule Subbasins are not adjudicated; however, in its recent evaluation of California's groundwater basins, DWR determined that both subbasins are in a condition of critical overdraft.[1]

Chapter 7 of the District's 2025 UWMP demonstrates that the groundwater supplies available to the District are considered highly reliable in extended drought conditions, and are expected to continue to be sufficient to meet projected District demands in all hydrologic conditions evaluated, including an extended five-year drought period. Although water shortage conditions are not expected to arise due to drought, this WSCP addresses potential water shortage conditions resulting from any cause (e.g., droughts, impacted distribution system infrastructure, regulatory-imposed shortage restrictions, catastrophic events, etc.).

Under the Sustainable Groundwater Management Act (SGMA), Groundwater Sustainability Agencies (GSAs) have the authority to implement projects and management actions that help basins reach their sustainability goal. As described in Chapter 6 of the District's 2025 UWMP, the Visalia District falls within the jurisdiction of several GSAs, including the Mid-Kaweah GSA, the Greater Kaweah GSA, and the Tule East GSA (formerly part of the recently dissolved Eastern Tule GSA), the GSPs of which include various projects and management actions (PMAs). Both the Kaweah Subbasin and Tule Subbasin have groundwater allocations in place; however, it should be noted that SGMA was intended to preserve the security of water rights in the state to the greatest extent possible, and was not intended to determine, modify or alter any surface water or groundwater rights or priorities (CWC §10720.1(b), 10720.5(a) and (b)). Implementation of SGMA should therefore not reduce, adversely impact or limit Cal Water's present or future exercise of its domestic water rights or its obligation to serve its municipal customers, and Cal Water's rights should be subject to less restrictions and limitations than any other types of water rights or uses.

[1] DWR, 2019. Sustainable Groundwater Management Act 2018 Basin Prioritization, State of California, dated January 2019.

Chapter 3
Annual Water Supply and Demand Assessment Procedures

☑ ***CWC § 10632 (a) (2)***

The procedures used in conducting an annual water supply and demand assessment that include, at a minimum, both of the following:

(A) The written decision-making process that an urban water supplier will use each year to determine its water supply reliability.

(B) The key data inputs and assessment methodology used to evaluate the urban water supplier's water supply reliability for the current year and one dry year, including all of the following:

(i) Current year unconstrained demand, considering weather, growth, and other influencing factors, such as policies to manage current supplies to meet demand objectives in future years, as applicable.

(ii) Current year available supply, considering hydrological and regulatory conditions in the current year and one dry year. The annual supply and demand assessment may consider more than one dry year solely at the discretion of the urban water supplier.

(iii) Existing infrastructure capabilities and plausible constraints.

(iv) A defined set of locally applicable evaluation criteria that are consistently relied upon for each annual water supply and demand assessment.

(v) A description and quantification of each source of water supply.

☑ ***CWC § 10632.1***

An urban water supplier shall conduct an annual water supply and demand assessment pursuant to subdivision (a) of Section 10632 and, on or before July 1 of each year, submit an annual water shortage assessment report to the department with information for anticipated shortage, triggered shortage response actions, compliance and enforcement actions, and communication actions consistent with the supplier's water shortage contingency plan. An urban water supplier that relies on imported water from the State Water Project or the Bureau of Reclamation shall submit its annual water supply and demand assessment within 14 days of receiving its final allocations, or by July 1 of each year, whichever is later.

☑ ***CWC § 10632.2***

An urban water supplier shall follow, where feasible and appropriate, the prescribed procedures and implement determined shortage response actions in its water shortage contingency plan, as identified in subdivision (a) of Section 10632, or reasonable alternative actions, provided that descriptions of the alternative actions are submitted with the annual water shortage assessment report pursuant to Section 10632.1. Nothing in this section prohibits an urban water supplier from taking actions not specified in its water shortage contingency plan, if needed, without having to formally amend its urban water management plan or water shortage contingency plan.

On an annual basis, the District will conduct an Annual Water Supply and Demand Assessment (AWSDA) to identify whether there is likely to be a water shortage condition in the coming year, assuming it is dry. Each element of the AWSDA is described below.

1. Evaluation Criteria

The Evaluation Criteria that will be used to identify whether the District is likely to experience a water shortage in the coming year include:

a. **Supply Well Operational Constraints -** A comparison of groundwater level elevations to well operational depths to identify the need to: (1) lower pump depths or (2) site and drill additional supply wells.

b. **Treatment and Distribution System Constraints -** An assessment of the probabilities of facility and infrastructure outages and the degree to which they could limit Cal Water's ability to access, convey, or treat adequate supplies, including any planned maintenance or capital improvements over the next year that could affect its ability to provide sufficient supply to meet demands.

c. **Local Regulatory Conditions -** Evaluation of: (1) any new GSA policies (e.g., revised pumping allocations) or sustainability criteria that could trigger a change in the groundwater volume available for pumping, and (2) any new limitations on well permitting that could limit the ability to deepen existing supply wells or drill new supply wells.

d. **State Regulatory Conditions -** Evaluation of any state-mandated drought or water use restrictions.

In the spring prior to the submittal date, these Evaluation Criteria will be assessed by Cal Water staff, including District staff with detailed knowledge of District operations, well conditions, and local GSA activities. The data used to support the AWSDA may include, but is not limited to, supply capacity, supply and pump capacity, firm capacities, water quality, tank storage capacity, groundwater level measurements, water quality, system demand, and zone demand.

2. Water Supply

The District obtains its supplies from pumped groundwater from the Kaweah and Tule Subbasins. Although there are groundwater allocations in place, since these subbasins are not adjudicated and given that SGMA was not intended to reduce, adversely impact or limit Cal Water's present or future exercise of its domestic water rights or its obligation to serve its municipal customers, the groundwater supply is assumed to be adequate to meet projected demands under all hydrologic conditions. The only identified potential constraints on water supply are the operational limitations and potential local regulatory conditions identified as evaluation criteria above.

3. Unconstrained Customer Demand

The demand forecast described in Chapter 4 of the District's 2025 UWMP yields the anticipated annual unconstrained water demand (i.e., the expected water use in the absence of shortage-caused reductions in water use) to support the AWSDA. During a drought cycle, unconstrained demand typically increases due to higher-than-normal air temperatures and lower-than-normal precipitation. The supply reliability analysis and Drought Risk Assessment presented in Chapter 7 of the District's 2025 UWMP accounts for this anticipated shift in unconstrained water demand, and as discussed above, even with these increases in demand, the available supply (i.e., groundwater) is expected to be sufficient to meet these demands.

4. Planned Water Use for Current Year Considering Dry Subsequent Year

Cal Water will evaluate the anticipated supplies for the current year, assuming that the following year will be dry, as defined above, using the identified Evaluation Criteria. Barring changes in supply availability per the Evaluation Criteria, the assumed dry subsequent year is not expected to affect the manner in which Cal Water will utilize its available supplies in the current year, and the planned water use for the current year will equal the unconstrained demand.

5. Infrastructure Considerations

As part of its triennial General Rate Case applications to the California Public Utilities Commission (CPUC), Cal Water prepares a Supply-Demand Analysis (CPUC SD Analysis) for each of its districts. The CPUC SD Analysis is an inventory of water production and pump assets that provide direct and indirect sources of supply to meet customer demands in accordance with CPUC General Order 103-A and California Code of Regulations (CCR) Title 22 Waterworks Standards. This CPUC SD Analysis is based on a combination of regulatory requirements, professional consultant recommendations, and industry standard practices, including those from the American Water Works Association (AWWA) and American Society of Civil Engineers (ASCE). It identifies specific vulnerabilities in different pressure zones within the system and evaluates the system against performance criteria that meet regulatory requirements and ensure operationally adequate levels of service.

This analysis will guide Cal Water's evaluation of operational treatment/distribution constraints that could potentially limit the availability of supplies. This evaluation of supply well operational constraints and treatment and distribution constraints will assess potential impacts on supply availability or related factors (e.g., mandated demand reductions). If such constraints are identified, Cal Water will develop a plan to address these constraints, mitigate potential effects, and implement the appropriate water Shortage Level of action per Chapter 5, below.

6. Other Factors

   As identified under the Evaluation Criteria above, local regulatory conditions could potentially limit the availability of supplies. Therefore, Cal Water will evaluate the development of new regulatory constraints by the spring of each year and assess their potential impacts on supply availability or related factors (e.g., mandated demand reductions). If such constraints are identified, Cal Water will develop a plan to address these constraints and mitigate potential effects and implement the appropriate water Shortage Level of action per Chapter 5 below.

Consistent with California Water Code (CWC) § 10632.1, Cal Water will perform and submit an AWSDA to DWR by July 1st of each year.

Chapter 4
Water Shortage Levels

☑ ***CWC § 10632 (a) (3)***

(A) Six standard water shortage levels corresponding to progressive ranges of up to 10, 20, 30, 40, and 50 percent shortages and greater than 50 percent shortage. Urban water suppliers shall define these shortage levels based on the suppliers' water supply conditions, including percentage reductions in water supply, changes in groundwater levels, changes in surface elevation or level of subsidence, or other changes in hydrological or other local conditions indicative of the water supply available for use. Shortage levels shall also apply to catastrophic interruption of water supplies, including, but not limited to, a regional power outage, an earthquake, and other potential emergency events.

(B) An urban water supplier with an existing water shortage contingency plan that uses different water shortage levels may comply with the requirement in subparagraph (A) by developing and including a cross-reference relating its existing categories to the six standard water shortage levels.

Consistent with the requirements of CWC § 10632(a)(3), the WSCP is based on the six water Shortage Levels shown in **Table 4-1**. These Shortage Levels are intended to address shortage caused by any condition, including the catastrophic interruption of water supplies.

Table 4-1. Water Shortage Contingency Plan Levels (DWR Table 8-1)

☒	Check the box if the Supplier uses the Standard six levels of water shortage.		
Standard Shortage Levels	**Percent Shortage Range**	**Suppliers Shortage Levels**	**Percent Shortage Range**
1	Up to 10%		
2	Up to 20%		
3	Up to 30%		
4	Up to 40%		
5	Up to 50%		
6	>50%		
Notes:			

Shortage response actions for each of these Shortage Levels are identified and discussed in Chapter 5.

Chapter 5
Shortage Response Actions

☑ ***CWC § 10632 (a) (4)***

Shortage response actions that align with the defined shortage levels and include, at a minimum, all of the following:

(A) Locally appropriate supply augmentation actions.

(B) Locally appropriate demand reduction actions to adequately respond to shortages.

(C) Locally appropriate operational changes.

(D) Additional, mandatory prohibitions against specific water use practices that are in addition to state-mandated prohibitions and appropriate to the local conditions.

(E) For each action, an estimate of the extent to which the gap between supplies and demand will be reduced by implementation of the action.

This chapter describes the response actions Cal Water will take to deal with the shortages associated with each of the six Shortage Levels enumerated in Chapter 4. As discussed above, the existing District supplies are expected to be able to serve 100% of future demands under all hydrologic conditions evaluated. However, inasmuch as Cal Water may have to implement shortage response actions to comply with state mandates, local regulatory changes, or respond to catastrophic events, it is important to carefully identify and describe the anticipated necessary actions.

5.1 Demand Reduction

The combinations of demand-reduction actions required to resolve the shortages associated with each of the six drought Shortage Levels are based on Cal Water's experience in dealing with past drought-related shortages and also include other actions deemed appropriate to achieve the required demand reductions. In order to evaluate and ensure that appropriate actions would be implemented with the proper level of intensity, Cal Water employed the Drought Response Tool (DRT), an Excel spreadsheet model developed by EKI Environment and Water, Inc. (EKI).

The DRT provides a quantitative framework that allows Cal Water to systematically estimate the monthly and cumulative annual demand reductions expected to result from particular combinations of drought response actions and associated implementation rates. Data inputs to the DRT include total production, sector-specific water use, population, and assumptions regarding the split between indoor and outdoor water use for each sector (class).

For each drought response action, the user specifies:

- The customer class(es) and end use(s) that are affected;

- The percent savings for those end use(s) for each account that implements the action based on evaluations reported in the literature, or where such studies are not available, on best estimates based on Cal Water experience; and
- The percentage of accounts assumed to implement the action, which is presumed to be the result of the intensity level of Cal Water program implementation, including but not limited to marketing and enforcement activities.

Based on the foregoing inputs, the DRT calculates the resulting monthly savings. Cal Water adjusted the combination of actions and implementation levels to achieve the targeted savings levels at each of the six Shortage Levels.

In order to evaluate the robustness of the DRT model, Cal Water modeled the actions implemented during the height of the last drought for a subset of its districts, and found that the modeled water shortage reductions were generally consistent with the observed responses. In short, the DRT is a robust, transparent tool that can be used to tie a particular set of shortage-response actions to an expected reduction in demand.

For each of the water Shortage Levels, the modeling targeted the maximum of the required demand reduction range, ergo:

- 10% for Shortage Level 1,
- 20% for Shortage Level 2,
- 30% for Shortage Level 3,
- 40% for Shortage Level 4,
- 50% for Shortage Level 5, and
- 60% for Shortage Level 6.

The key DRT inputs and outputs for each of the Shortage Levels are reproduced in **Attachment A.**

Table 5-1 shows the water shortage reduction actions, savings assumptions, and implementation rates that are required for the District to achieve the targeted annual demand reductions for each of the six Shortage Levels. At each Shortage Level, there are two types of demand-reduction actions identified:

- Restrictions on customer water usage; and
- Consumption reduction actions by Cal Water to encourage decreased water usage.

The total demand reductions are governed by a set of user-specified constraints to ensure that usage levels do not endanger health and safety or result in unacceptable economic impacts. The DRT will not permit estimated usage reductions to violate these constraints, regardless of the demand reduction actions selected. For most districts, including the Visalia District, the following default constraints are used:

- A minimum residential indoor per capita daily usage of 25 gallons,
- A maximum residential outdoor usage reduction of 100%,

- A maximum Commercial, industrial, and institutional (CII) indoor usage reduction of 30%, and
- A maximum CII outdoor usage reduction of 100%.

Many actions are implemented across a number of Shortage Levels, some at increasing implementation levels. Therefore, the actions are listed as a row under the first Shortage Level at which they are implemented, and the implementation rate is shown under each Shortage Level column heading at the right. The unit savings represent a percentage savings of the end uses indicated in the table.

Because of the DRT logic described above, the format of **Table 5-1** differs from that of the default DWR table.

5.1.1 Defining Water Features

☑ ***CWC § 10632 (b)***

For purposes of developing the water shortage contingency plan pursuant to subdivision (a), an urban water supplier shall analyze and define water features that are artificially supplied with water, including ponds, lakes, waterfalls, and fountains, separately from swimming pools and spas, as defined in subdivision (a) of Section 115921 of the Health and Safety Code.

As required by CWC §10632, Cal Water distinguishes between “decorative water features” such as ponds, lakes, and fountains that are artificially supplied with water and “recreational water features” such as swimming pools and spas. Prohibitions on water use for decorative water features are listed separately from those for recreational water features (see **Table 5-1**).

Table 5-1. Demand Reduction Actions to Achieve Required Savings (DWR Table 8-2)

Water Shortage Response Action	End Use(s)	End Use Savings	Implementation by Shortage Level						Penalty, Charge, or Other Enforcement?
			1	2	3	4	5	6	
Shortage Level 1: Minimal Shortage									
Water Use Restriction (a)									
Landscape - Limit landscape irrigation to specific times	Irrigation	**10%**	75%						Yes
Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	Leaks	**100%**	25%	50%	50%	65%	70%	75%	Yes
Landscape - Restrict or prohibit runoff from landscape irrigation	Irrigation	**3%**	15%	50%	50%	50%	50%	50%	Yes
Prohibit application of potable water to outdoor landscapes within 48 hours of measurable rainfall (*Landscape - Other landscape restriction or prohibition*)	Irrigation	**20%**	15%	50%	50%	75%	100%		Yes
Other - Prohibit use of potable water for washing hard surfaces	Misc. Outdoor	**17%**	15%	50%	50%	50%	50%	50%	Yes
Other - Require automatic shut-off hoses (*Other - Require automatic shut of hoses*)	Misc. Outdoor	**17%**	50%	50%	50%	75%	75%	75%	Yes
CII - Lodging establishments must offer opt out of linen service	Fixtures & Appliances	**0.5%**	50%	75%	75%	75%	75%	75%	Yes
CII - Restaurants may only serve water upon request	Fixtures & Appliances	**0.5%**	75%	75%	75%	75%	75%	75%	Yes

Water Shortage Response Action	End Use(s)	End Use Savings	Implementation by Shortage Level						Penalty, Charge, or Other Enforcement?
			1	2	3	4	5	6	
No watering of landscape of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission, the Department of Housing and Community Development, or other State agency (*Landscape - Other landscape restriction or prohibition*)	Irrigation	**50%**	0.7%	0.7%	0.7%	0.7%	0.7%		Yes
Prohibit Potable Water Use for Decorative Water Features that do not Recirculate Water (*Water Features - Restrict water use for decorative water features, such as fountains*)	Misc. Outdoor	**50%**	50%	75%	75%	75%	75%	75%	Yes
Consumption Reduction									
Expand Public Information Campaign	All	**0.5%**	50%	50%	50%	50%	75%	75%	No
Water Bill Inserts *(Improve Customer Billing)*	All	**0.5%**	100%	100%	100%	100%	100%	100%	No
Promote online water waste reporting *(Expand Public Information Campaign)*	All	**10%**	0.1%	0.2%	0.2%	0.3%	0.4%	0.5%	No
Expand Rebates or Giveaways of Plumbing Fixtures and Devices *(Provide Rebates or Giveaways of Plumbing Fixtures and Devices)*	All	**10%**	1%	1%	2%	3%	4%	5%	No
Expand Rebates for Landscape Irrigation Efficiency (*Provide Rebates for Landscape Irrigation Efficiency*)	All	**10%**	1%	1%	2%	3%	4%	5%	No

Water Shortage Response Action	End Use(s)	End Use Savings	Implementation by Shortage Level						Penalty, Charge, or Other Enforcement?
			1	2	3	4	5	6	
Offer CII Water Use Surveys *(Offer Water Use Surveys)*	All CII uses	**5%**	1%	1%	1%	2%	2%	3%	No
Offer Res Water Use Surveys *(Offer Water Use Surveys)*	All Residential Uses	**5%**	1%	1%	1%	2%	2%	3%	No
Shortage Level 2: Moderate Shortage									
Restrictions									
Landscape - Limit landscape irrigation to specific days	Irrigation	**15%-79%** [b]		75%	55%	40%	35%		Yes
Prohibit the use of non-recirculating systems in all new conveyer car wash and commercial laundry systems *(Other)*	Fixtures & Appliances	**50%**		See note (c)	See note (c)	See note (c)	See note (c)	See note (c)	Yes
Consumption Reduction									
Water Efficiency Workshops, Public Events *(Other)*	All Residential Uses	**5%**		25%	25%	50%	50%	75%	No
Shortage Level 3: Severe Shortage									
Restrictions									
Other - Prohibit use of potable water for construction and dust control	Misc. Outdoor	**100%**			1%	1%	1%	1%	Yes
Prohibit use of potable water for street washing (*Other - Prohibit use of potable water for washing hard surfaces*)	Misc. Outdoor	**100%**			1%	1%	1%	1%	Yes

Water Shortage Response Action	End Use(s)	End Use Savings	Implementation by Shortage Level						Penalty, Charge, or Other Enforcement?
			1	2	3	4	5	6	
Prohibit Filling Ornamental Lakes or Ponds (*Water Features - Restrict water use for decorative water features, such as fountains*) (*Other water feature or swimming pool restriction*)	Misc. Outdoor	**100%**			1%	1%	1%	1%	Yes
Consumption Reduction									
Home or Mobile Water Use Reports (*Expand Public Information Campaign*)	All	**5%**			15%	50%	50%	50%	No
Decrease Frequency and Length of Line Flushing (*Decrease Line Flushing*)	Non Revenue Water	**25%**			50%	50%	50%	50%	No
Reduce System Water Loss	Non Revenue Water	**100%**			10%	10%	20%	20%	No
Increase Water Waste Patrols/Enforcement (*Increase Water Waste Patrols*)	All	**10%**			1%	2%	4%	5%	No
Implement Drought Rate Structure and Customer Water Budgets (Res) (*Implement or Modify Drought Rate Structure or Surcharge*)	All Residential Uses	**30%-60%** [c]			40%	25%	25%	40%	Yes
Implement Drought Rate Structure and Customer Water Budgets (CII) (*Implement or Modify Drought Rate Structure or Surcharge*)	All CII uses	**10%-30%** [d]			40%	25%	25%	60%	Yes

Water Shortage Response Action	End Use(s)	End Use Savings	Implementation by Shortage Level						Penalty, Charge, or Other Enforcement?
			1	2	3	4	5	6	
Shortage Level 4: Critical Shortage									
Water Use Restrictions									
Prohibit vehicle washing except with recirculated water or low-volume systems (*Other - Prohibit vehicle washing except at facilities using recycled or recirculating water*)	Misc. Outdoor	**10%**				50%	50%	50%	Yes
Prohibit use of water for recreational purposes such as water parks and the filling of pools (*Other water feature or swimming pool restriction*)	Misc. Outdoor	**100%**				1%	1%	1%	Yes
Shortage Level 5: Emergency Shortage									
Water Use Restrictions									
Require net zero demand increase on new water service connections (*Moratorium or Net Zero Demand Increase on New Connections*)	All	**100%**					0.7%	0.7%	Yes
Prohibit single-pass cooling systems (*Other*)	Cooling	**50%**					20%	20%	Yes
Consumption Reduction Actions									
Require Pool Covers (*Pools and Spas - Require covers for pools and spas*)	Misc. Outdoor	**28%**					10%	10%	Yes

Water Shortage Response Action	End Use(s)	End Use Savings	Implementation by Shortage Level						Penalty, Charge, or Other Enforcement?
			1	2	3	4	5	6	
Shortage Level 6: Extreme Shortage									
Water Use Restrictions									
Moratorium on new water service connections (*Moratorium or Net Zero Demand Increase on New Connections*)	All	**100%**						0.7%	Yes
Landscape - Prohibit all landscape irrigation	Irrigation	**100%**						25%	Yes
		Cumulative Annual Savings	**10%**	**20%**	**30%**	**40%**	**50%**	**60%**	

Notes:

(a) In certain cases water use restrictions and consumption reduction actions implemented by Cal Water are not specifically called out in DWR's provided demand reduction actions list. The appropriate DWR provided demand reduction action is included in italics in parenthesis.

(b) Watering restricted to no more than 3 days/week in Shortage Level 2 and Shortage Level 3; no more than 2 days/week in Shortage Level 4; no more than 1 day/week in Shortage Level 5.

(c) Implementation rates are not currently well understood and are therefore not presented. These rates will be evaluated through additional study of this water use restriction.

(d) Residential water budgets of up to 30% for Shortage Level 3, up to 40% for Shortage Level 4, up to 50% for Shortage Level 5, up to 60% for Shortage Level 6.

(e) CII water budgets of up to 10% for Shortage Level 3, up to 20% for Shortage Level 4, up to 30% for Shortage Levels 5 and 6.

(f) In Shortage Level 6 minimum residential indoor usage constraint decreased to 23 GPCD and CII reduction constraint increased to 40%.

5.2 Supply Augmentation

As indicated in **Table 5-2**, Cal Water has not identified any specific supply augmentation actions to assist in resolving future District water shortages but are currently assessing potential options. As identified in Chapter 3, Cal Water may consider drilling new wells if necessary due to declining groundwater levels. However, Cal Water considers these actions to be operational changes (described in Section 5.3), rather than accessing a new supply source.

Table 5-2. Supply Augmentation and Other Actions (DWR Table 8-3)

☒	Is the Supplier completing this table using the standard six levels? (yes/no)			
Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier	How much is this going to reduce the shortage gap?		Additional Explanation or Reference (OPTIONAL)
		Volume or Percentage	Shortage Gap Reduction Value AF	
See note (a)	See note (a)	See note (a)	See note (a)	See note (a)

Notes:

(a) Cal Water evaluates water supply augmentation projects on an on-going basis. At this time, Cal Water does not have supply augmentation projects planned specifically to address water shortage conditions.

5.3 Operational Changes

As discussed above in Chapter 3, the primary operational change that Cal Water will consider in the District is extracting groundwater from new wells following identification of this need as part of the AWSDA or related processes. As identified in **Table 5-1**, the District will also decrease the frequency and length of line flushing under Shortage Level 3 and beyond. The District will also evaluate the potential benefits of altering other maintenance cycles and expediting infrastructure repairs to improve system efficiency, to the extent feasible.

In addition, Cal Water is actively participating in the implementation of applicable GSPs, and will make operational changes as necessary to support SGMA compliance.

5.4 Mandatory Restrictions

The water shortage response actions included in **Table 5-1** include a variety of mandatory customer water use restrictions that will be necessary to achieve the targeted demand reductions for the different Shortage Levels. The types of restrictions and the manner and degree of enforcement for these restrictions vary by Shortage Level, and are discussed in Chapter 7.

5.5 Emergency Response Plan

Cal Water has an Emergency Response Plan (ERP) in place that coordinates the overall response to a disaster within the District.

The ERP addresses Cal Water's responsibilities in emergencies associated with natural disaster, human-caused emergencies, and technological incidents. It provides a framework for coordination of response and recovery efforts within Cal Water in cooperation with local, State, and Federal agencies, as well as other public and private organizations. The ERP establishes an emergency organization to direct and control operations during a period of emergency by assigning responsibilities to specific personnel.

The ERP does the following:

- It conforms to the State mandated Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), and it effectively structures emergency response at all levels in compliance with the Incident Command System (ICS).
- It establishes response policies and procedures, while providing Cal Water clear guidance related to emergency planning.
- It describes and details procedural steps necessary to protect lives and property.
- It outlines coordination requirements.
- It provides a basis for unified training and response exercises to ensure compliance.

The District has installed backup power generators at many of its well sites, booster sites, and pump storage sites that can be operated in the event of a system wide power outage. A complete loss of power has never been experienced, but the generators have been used in the past to overcome localized outages.

The District does not have any interties, emergency or otherwise, with any other agencies, as discussed in Section 6.7.3 of the District's 2025 UWMP.

5.6 Seismic Risk Assessment and Mitigation Plan

☑ ***CWC § 10632.5***

(a) In addition to the requirements of paragraph (3) of subdivision (a) of Section 10632, beginning January 1, 2020, the plan shall include a seismic risk assessment and mitigation plan to assess the vulnerability of each of the various facilities of a water system and mitigate those vulnerabilities.

(b) An urban water supplier shall update the seismic risk assessment and mitigation plan when updating its urban water management plan as required by Section 10621.

(c) An urban water supplier may comply with this section by submitting, pursuant to Section 10644, a copy of the most recent adopted local hazard mitigation plan or multihazard mitigation plan under the federal Disaster Mitigation Act of 2000 (Public Law 106-390) if the local hazard mitigation plan or multihazard mitigation plan addresses seismic risk.

Cal Water's ERP includes information on various hazards and a related fault map overlying the District. The Tulare County Multi-Jurisdictional Local Hazard Mitigation Plan, which includes additional discussion of area earthquake risk and mitigation, can be found at:

https://tularecounty.ca.gov/rma/rma-documents/planning-documents

5.7 Shortage Response Action Effectiveness

Table 5-1 above shows the effectiveness of the specific demand-reduction actions and implementation levels necessary for the District to achieve the targeted savings for each Shortage Level. The bottom row indicates the total annual cumulative savings expected to be reached at each Shortage Level. Additional details, including anticipated savings on a month-by-month basis are provided in the DRT inputs and outputs included in **Attachment A.**

Chapter 6
Communication Protocols

☑ ***CWC § 10632 (a) (5)***

Communication protocols and procedures to inform customers, the public, interested parties, and local, regional, and state governments, regarding, at a minimum, all of the following:

(A) Any current or predicted shortages as determined by the annual water supply and demand assessment described pursuant to Section 10632.1.

(B) Any shortage response actions triggered or anticipated to be triggered by the annual water supply and demand assessment described pursuant to Section 10632.1.

(C) Any other relevant communications.

Cal Water intends to escalate communication to customers and stakeholders, as needed, throughout any water shortage situation to help ensure they are aware of current conditions, any water use restrictions that are in effect, and the many ways Cal Water can help them reduce their water use. Cal Water's outreach efforts may include multiple channels, including bill messages, bill inserts, direct mail, email, letters, social media, print, radio, music streaming services, TV, over-the-top media, movie theatre advertising, and group presentations.

These efforts will expand on current Cal Water outreach efforts and will be customized to the needs at the time of the shortage to ensure a proper channel mix so that the maximum audience is reached as efficiently as possible.

Chapter 7
Compliance and Enforcement

☑ ***CWC § 10632 (a) (6)*** *For an urban retail water supplier, customer compliance, enforcement, appeal, and exemption procedures for triggered shortage response actions as determined pursuant to Section 10632.2.*

Schedule 14.1 includes specific Enforcement provisions that take effect upon activation. When Schedule 14.1 is activated, its Enforcement section supersedes the Enforcement provisions in Rule 14.1, and enforcement of the applicable requirements will be administered in accordance with the enforcement procedures described in Schedule 14.1 for the period it remains in effect.

7.1 Water Use Restrictions

In accordance with Rule 14.1, Cal Water is currently authorized to take the following actions to enforce the water use restrictions:

First Violation: Cal Water shall provide the customer with a written notice of violation. In addition, Cal Water is authorized to take the following actions:

a) If the customer currently receives service through a metered connection, install a real-time water measurement device on the customer's service line and provide the customer with access to information from the device. The cost of the device, including installation and on-going operating costs, may be billed to the customer, and nonpayment may result in discontinuation of service.

b) If the customer does not currently receive service through a metered connection, install a water meter on the customer's service line, charge the customer for water use pursuant to Cal Water's metered service tariffs and rules, and install a real-time water measurement device on the customer's service line and provide the customer with access to information from the device. The cost of the device, including installation and ongoing operating costs, may be billed to the customer, and nonpayment may result in discontinuance of service.

Second Violation: If Cal Water verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the first violation, Cal Water shall provide the customer with a second written notice of violation and is authorized to install a flow-restricting device on the customer's service line. Cal Water shall not be held liable for any injuries, damages, and/or consequences arising from the installation of a flow-restricting device.

In June 2021, Cal Water submitted to the CPUC an update to Rule 14.1 and Schedule 14.1, for approval, to align with the restrictions identified in this WSCP. Rule 14.1 and Schedule 14.1 were

approved by the CPUC in July 2021. Rule 14.1 and Schedule 14.1 are discussed in more detail in Chapter 8. The current versions of Rule 14.1 and Schedule 14.1 can be found on the Cal Water website.

The passage of Assembly Bill 1572 includes both regulatory responsibilities and customer-facing obligations relating to the prohibition of potable water for irrigating non-functional turf. Cal Water plans to submit a revised Rule 14.1 and Schedule 14.1 to the CPUC for approval prior to January 1, 2027, to be in compliance with the regulatory requirements and is developing communication materials and an outreach plan to be in compliance with the customer-facing obligations.

7.2 Non-Essential, Wasteful Uses

In the event that more stringent measures are needed, implementation of Schedule 14.1 would be requested from the CPUC. If implemented, Cal Water is currently authorized to take the following actions when its personnel verify a customer is using potable water for non-essential, wasteful uses.

First Violation: Cal Water shall provide the customer with a written notice of violation. In addition, Cal Water is authorized to take the following actions:

A. If the customer currently receives service through a metered connection, install a real- time water measurement device on the customer's service line and provide the customer with access to information from the device. The cost of the device, including installation and ongoing operating costs, may be billed to the customer, and nonpayment may result in discontinuance of service.

B. If the customer does not currently receive service through a metered connection, install a water meter on the customer's service line, charge the customer for water use pursuant to Cal Water's metered service tariffs and rules, and install a real-time water measurement device on the customer's service line and provide the customer with access to information from the device. The cost of the device, including installation and ongoing operating costs, may be billed to the customer, and nonpayment may result in discontinuance of service.

Second Violation: If Cal Water verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the first violation, Cal Water shall provide the customer with a second written notice of violation. In addition to the actions prescribed under the first violation above, Cal Water is authorized to take the following actions:

A. Apply the following waste of water penalties, which are in addition to any other charges authorized by this Schedule or other Cal Water tariffs.

i. If Shortage Level 1 is in effect, $25
ii. If Shortage Level 2 is in effect, $50
iii. If Shortage Level 3 is in effect, $100
iv. If Shortage Level 4 is in effect, $200
v. If Shortage Level 5 is in effect, $400
vi. If Shortage Level 6 is in effect, $800

B. At its sole discretion, waive the waste of water penalty if the customer participates in a water use evaluation provided by Cal Water and/or provides documentation to Cal Water proving that a drip irrigation system, micro spray irrigation system, high-efficiency sprinkler system, or properly programmed smart irrigation controller has been installed, after a notice of violation was delivered, and is in use at the customer's service address.

Third Violation: If Cal Water verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the second violation, Cal Water shall provide the first and second violations above, Cal Water is authorized to take the following actions:

A. Apply the following waste of water penalties, which are in addition to any other charges authorized by this Schedule or other Cal Water tariffs.
   i. If Shortage Level 1 is in effect, $50
   ii. If Shortage Level 2 is in effect, $100
   iii. If Shortage Level 3 is in effect, $200
   iv. If Shortage Level 4 is in effect, $400
   v. If Shortage Level 5 is in effect, $800
   vi. If Shortage Level 6 is in effect, $1,600

B. At its sole discretion, waive the waste of water surcharge if the customer participates in a water use evaluation provided by Cal Water and/or provides documentation to Cal Water proving that a drip irrigation system, micro spray irrigation system, high- efficiency sprinkler system, or properly programmed smart irrigation controller has been installed, after notice of violations have been delivered, and is in use at the customer's service address.

Fourth Violation: If Cal Water verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the third violation, Cal Water shall provide the customer with a fourth written notice of violation. In addition to actions set

forth in previous violations prescribed above, Cal Water is authorized to install a flow-restricting device on the customer's service line.

Egregious Violations: Notwithstanding the foregoing framework for penalties, customers who Cal Water has verified are egregiously using potable water for non-essential, wasteful uses are subject to having a flow- restricting device installed on their service line. After providing the customer with one notice of egregious violation, either by direct mail or door hanger, which documents the egregious use of potable water for non-essential, wasteful uses and explains that failure to correct the violation may result in the installation of a flow-restricting device on the customer's service line, Cal Water is authorized to install a flow-restricting device on the customer's service line.

7.3 Drought Surcharges

Water budgets and associated drought surcharges are included as actions in **Table 5-1**. Cal Water may implement such actions through the implementation of Schedule 14.1.

Chapter 8
Legal Authorities

☑ ***CWC § 10632 (a) (7)***

(A) A description of the legal authorities that empower the urban water supplier to implement and enforce its shortage response actions specified in paragraph (4) that may include, but are not limited to, statutory authorities, ordinances, resolutions, and contract provisions.

(B) A statement that an urban water supplier shall declare a water shortage emergency in accordance with Chapter 3 (commencing with Section 350) of Division 1.

(C) A statement that an urban water supplier shall coordinate with any city or county within which it provides water supply services for the possible proclamation of a local emergency, as defined in Section 8558 of the Government Code.

Cal Water is a public water utility that is regulated by the CPUC. As such, it does not have the authority to adopt resolutions or ordinances. Rule 14.1, as filed with the CPUC, serves as Cal Water's restrictions on non-essential, wasteful uses of potable water. In the event that more stringent measures are required, Cal Water may request the addition of Schedule 14.1 which serves as Cal Water's WSCP and includes staged mandatory reductions and drought surcharges. Cal Water shall coordinate with any city or county within which it provides water supply services for the possible proclamation of a local emergency as defined in Section 8558 of the Government Code and to ensure consistency with local resolutions and ordinances.

On June 14, 2021, Cal Water filed its current Schedule 14.1 with the CPUC which became effective on July 14, 2021.[2] The Schedule lays out the staged mandatory reductions and drought surcharges associated with Cal Water's WSCP. This filing is consistent with Resolution W-5034, adopted by the Commission on April 9, 2015, ordering compliance with requirements of the State Water Resources Control Board (SWRCB).

Schedule 14.1 is an extension of Rule 14.1. The compliance and enforcement information presented in Chapter 7 is based on the current versions of both Rule 14.1 and Schedule 14.1.

In the event of a determination of a water shortage Cal Water shall declare a water shortage emergency in accordance with the Water Code Chapter 3 (commencing with Section 350) of Division 1 and implement the WSCP at the appropriate Shortage Level.

[2] For reference, the current versions of Rule 14.1 and Schedule 14.1 are included as **Attachment B**.

Chapter 9
Financial Consequences of WSCP

☑ ***CWC § 10632 (a) (8)***

A description of the financial consequences of, and responses for, drought conditions, including, but not limited to, all of the following:

(A) A description of potential revenue reductions and expense increases associated with activated shortage response actions described in paragraph (4).

(B) A description of mitigation actions needed to address revenue reductions and expense increases associated with activated shortage response actions described in paragraph (4).

(C) A description of the cost of compliance with Chapter 3.3 (commencing with Section 365) of Division 1.

In 2008, the CPUC approved the creation of a Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Accounts (MCBA). The goals of the WRAM and MCBA are to sever the relationship between sales and revenue to remove the disincentive to reduce water use. The WRAM and MCBA are designed to be revenue neutral in order to ensure that both the utility and ratepayers are neither harmed nor benefitted.

In 2020, the CPUC ordered that regulated water utilities may not include the continuation of the WRAM and MCBA in their next general rate case filing but may propose the use of a Monterey-Style Revenue Adjustment Mechanism and Incremental Cost Balancing Account. As such, as of 2023 the WRAM and MCBA are no longer in place for Cal Water.

During a water shortage, Cal Water will file for a Drought Memorandum Account, or similar, to track incremental shortage-related expenses to be reviewed by the CPUC for future recovery in rates. Cal Water will also file for a Drought Lost Revenue Memorandum Account, or similar, to track reduced sales to be reviewed by the CPUC for future recovery in rates.

Both the Drought Memorandum Account and Drought Lost Revenue Memorandum Account are mechanisms that have been approved by the CPUC in previous droughts.

Chapter 10
Monitoring and Reporting

☑ ***CWC § 10632 (a) (9)*** *For an urban retail water supplier, monitoring and reporting requirements and procedures that ensure appropriate data is collected, tracked, and analyzed for purposes of monitoring customer compliance and to meet state reporting requirements.*

During the period 2014-16, in order to effectively respond to the drought, Cal Water realigned its organizational structure to ensure sufficient resources were available to implement its WSCP. The day-to-day implementation was overseen by the Director of Drought Management & Conservation, with the assistance of the Drought Response Project Manager. The Director of Drought Management & Conservation reported to a team of Cal Water's Officers (Steering Committee), including the President & CEO, the Vice President of Corporate Communications & Community Affairs, the Vice President of Customer Service & Information Technology, the Vice President of Operations, and the Vice President of Continuous Improvement.

Reporting to the Director of Drought Management & Conservation was a team of functional leads, each responsible for managing individual portions of Cal Water's Plan. This team included the Director of Customer Service, the Water Conservation Manager, the Manager of Corporate Communications, the Water Supply Manager, and the Government & Community Relations Manager.

Cal Water will implement a similar structure to effectively manage future water shortages, which will be overseen by the Vice President, Water Resources Planning and Sustainability.

This structure includes regular meetings with reporting on items such as:

- Aggregate customer demands,
- Customer compliance with water use restrictions,
- Current and projected water supply conditions,
- Customer outreach activities,
- Customer service inquiries, and
- Operations activities (e.g., water flushing activities, leak repairs, etc.).

Chapter 11
WSCP Refinement Procedures

☑ ***CWC § 10632 (a) (10)*** *Reevaluation and improvement procedures for systematically monitoring and evaluating the functionality of the water shortage contingency plan in order to ensure shortage risk tolerance is adequate and appropriate water shortage mitigation strategies are implemented as needed.*

Cal Water's Drought Steering Committee utilizes an adaptive management process to regularly assess and determine adjustments and changes to the implementation of the WSCP. These refinements are overseen by the which will be overseen by the Vice President, Water Resources Planning and Sustainability through the team of functional leads.

Chapter 12
Plan Adoption, Submittal, and Availability

☑ ***CWC § 10632 (c)*** *The urban water supplier shall make available the water shortage contingency plan prepared pursuant to this article to its customers and any city or county within which it provides water supplies no later than 30 days after adoption of the water shortage contingency plan.*

The deadline for public comments on the WSCP was May 17, 2026, three days after the public hearing. The final WSCP was formally adopted by Cal Water's Vice President, Water Resources Planning and Sustainability on June 26, 2026. The District's 2025 UWMP includes a copy of the signed Resolution of Plan Adoption and contains the following:

- Letters sent to and received from various agencies regarding the 2025 UWMP and WSCP; and,
- Correspondence between Cal Water and participating agencies.

The District's 2025 UWMP and WSCP were submitted to DWR within 30 days of adoption and by the July 1, 2026 deadline. The submittal was done electronically through Water Use Efficiency Data Portal, an online submittal tool. The adopted WSCP was also sent to the California State Library and to the cities and counties listed in Table 10-1 of the District's 2025 UWMP.

On or about April 13, 2026, electronic versions of the draft 2025 UWMP and WSCP were made available for review on Cal Water's website:
https://www.calwater.com/conservation/uwmp2025.

Attachment A

Key Drought Response Tool Tables and Charts

Drought Response Tool

1 - Home

California Water Service - Visalia District

Enter Agency Information	
Agency Name	Visalia
Total Population Served	151,845
Conservation Goal (%)	10%
Drought Shortage Level	Shortage Level 1
Number of Residential Accounts	43,693
Number of Commercial, Industrial, and Institutional (CII) Accounts	4,338
Number of Dedicated Irrigation Accounts	0
Baseline Year(s)	2024
Percentage of Residential Indoor Use During Minimum Month (%)	91%
Percentage of CII Indoor Use During Minimum Month (%)	91%
Comments	

Navigation	
USER'S GUIDE	Download and read the guide before using this Tool
1 - HOME	Enter agency information
2 - INPUT BASELINE YEAR WATER USE	Enter Baseline Year production and use
3 - BASELINE YEAR WATER USE	Review and confirm entered information
4 - DROUGHT RESPONSE ACTIONS	Select Drought Response Actions and input estimated water savings and implementation rates.
5 - ESTIMATED WATER SAVINGS	Review estimated water production and compare estimated savings to conservation target.
6 - DROUGHT RESPONSE TRACKING	Track production and water savings against the conservation target.

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1 - Home

California Water Service - Visalia District

For questions about this tool or for additional information, contact:

Anona Dutton, P.G., C.Hg.
adutton@ekiconsult.com
(650) 292-9100

eki environment & water

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3 - Baseline Year (2024) Water Use Profile

Visalia

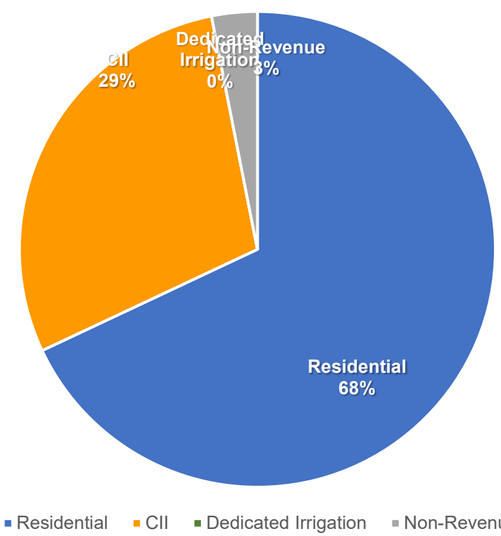
Baseline Year (2024) Annual Water Use Summary

Units: (af)

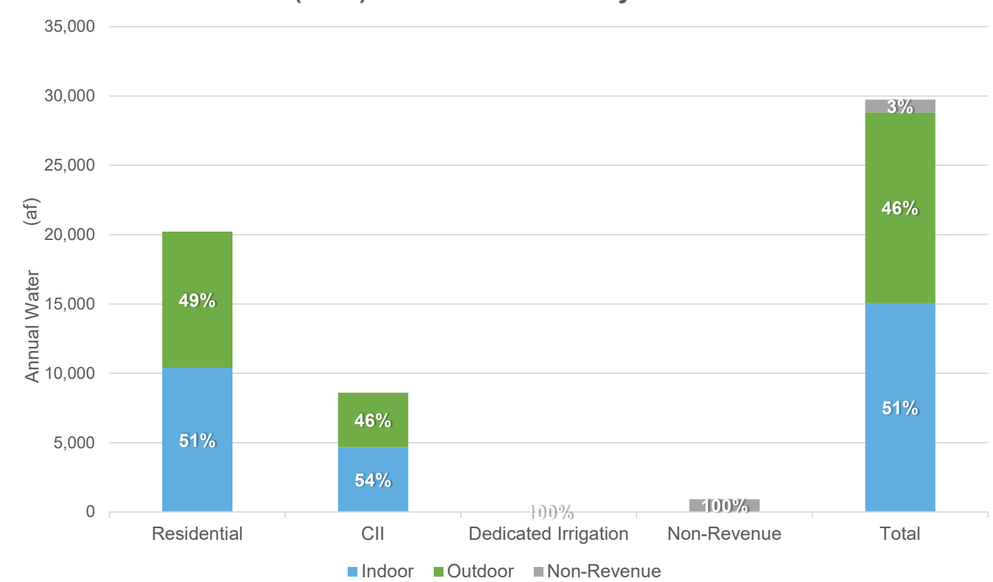
A summary of your Baseline Year water use by sector and major end use category is shown below. Select the units in which your production and use data are displayed.

Water Use	Total Production (af)	Water Use (af)				Comments
		Residential	CII	Dedicated Irrigation	Non-Revenue	
Total	29,738	20,223	8,595	0	921	
Total Indoor	15,058	10,397	4,661	--	--	
Total Outdoor	13,759	9,825	3,934	0	--	
Total Non-Revenue	921	--	--	--	921	
Total Indoor %	51%	51%	54%	0%	--	
Total Outdoor %	46%	49%	46%	100%	--	
Total Non-Revenue %	3%	--	--	--	100%	

Baseline Year (2024) Percent Annual Water Use by Sector



Baseline Year (2024) Annual Water Use by Sector and End Use



Baseline Year (2024) Monthly Total Water Use by Sector

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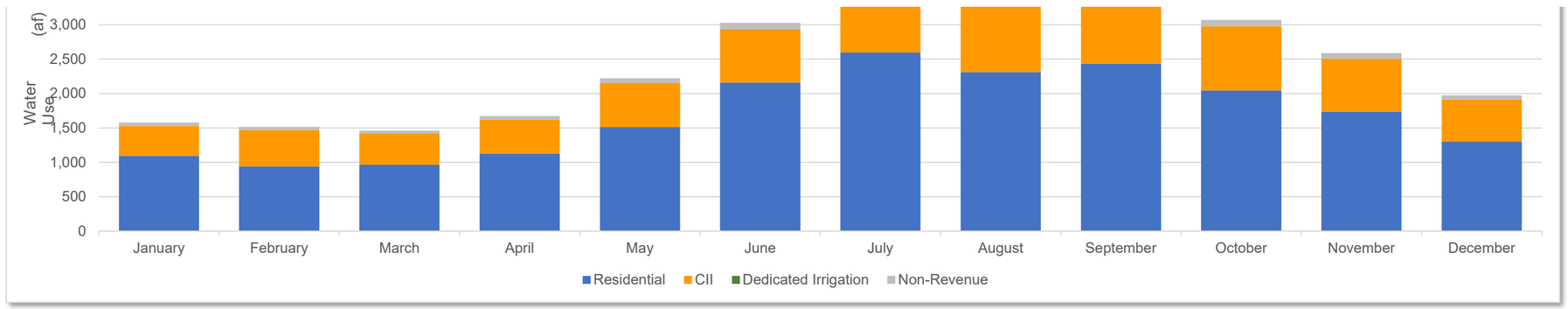
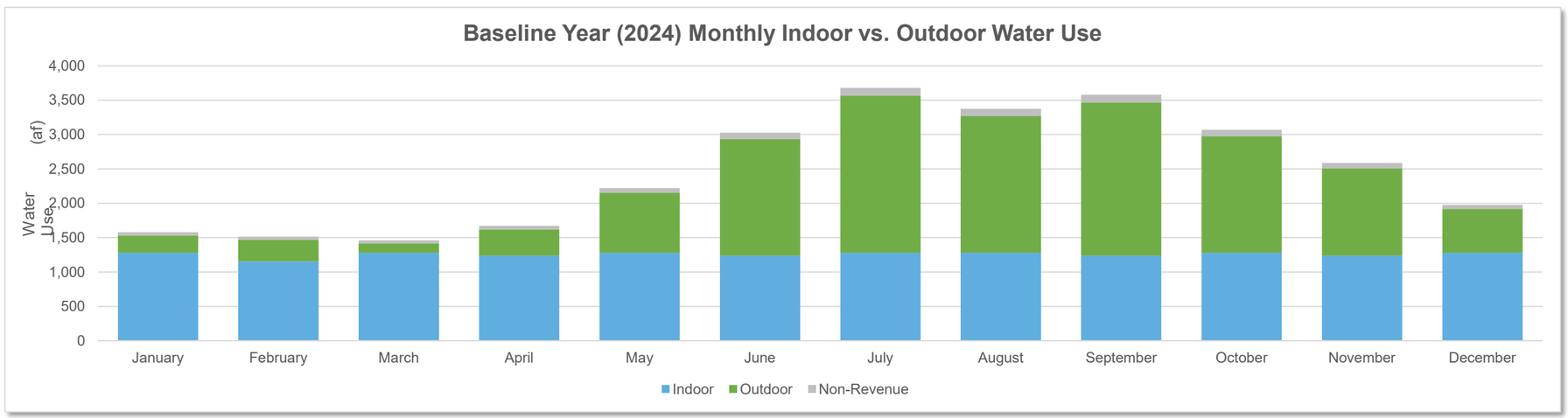
3 - Baseline Year (2024) Water Use Profile

Visalia





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5 - Estimated Water Savings - Shortage Level 1

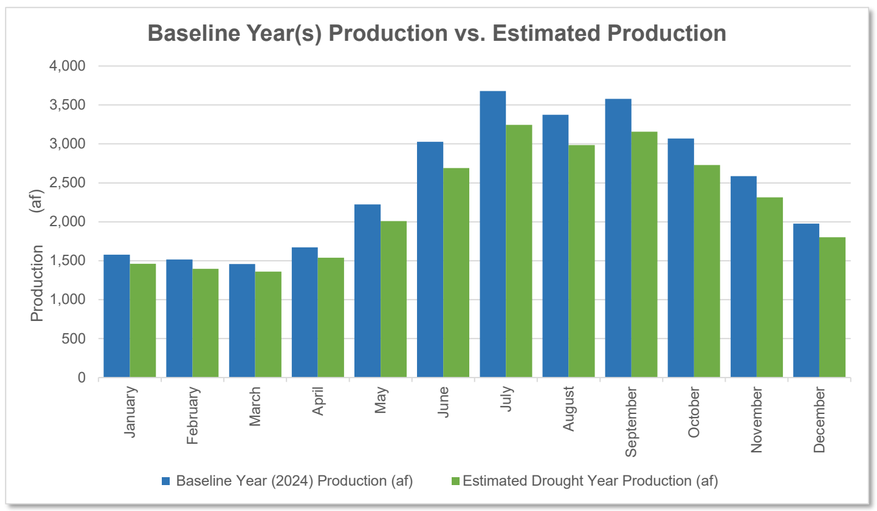
Visalia

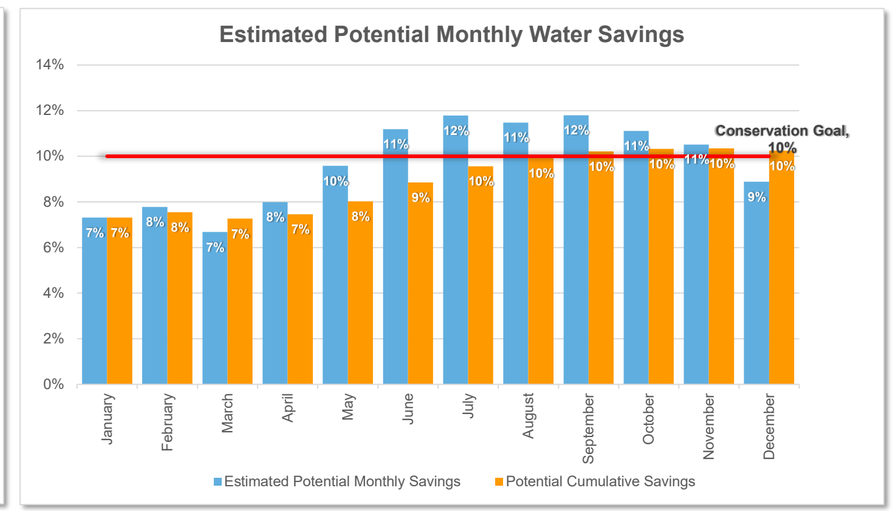
Estimated Monthly Water Use and Savings Summary

Units: (af)

This provides a summary of the estimated production relative to Baseline Year production and potential water savings, assuming implementation of selected actions at the water savings and implementation rates indicated in the Drought Response Actions worksheet. Select the units that your production data are displayed in.

Month	Baseline Year (2024) Production (af)	Estimated Drought Year Production (af)	Estimated Potential Monthly Savings	Potential Cumulative Savings	Conservation Goal	Comments
January	1,578	1,462	7%	7%	10%	
February	1,515	1,397	8%	8%	10%	
March	1,459	1,362	7%	7%	10%	
April	1,672	1,538	8%	7%	10%	
May	2,222	2,009	10%	8%	10%	
June	3,028	2,689	11%	9%	10%	
July	3,679	3,246	12%	10%	10%	
August	3,374	2,986	11%	10%	10%	
September	3,580	3,157	12%	10%	10%	
October	3,070	2,729	11%	10%	10%	
November	2,586	2,314	11%	10%	10%	
December	1,976	1,800	9%	10%	10%	





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Drought Response Tool

1 - Home

California Water Service - Visalia District

Enter Agency Information	
Agency Name	Visalia
Total Population Served	151,845
Conservation Goal (%)	20%
Drought Shortage Level	Shortage Level 2
Number of Residential Accounts	43,693
Number of Commercial, Industrial, and Institutional (CII) Accounts	4,338
Number of Dedicated Irrigation Accounts	0
Baseline Year(s)	2024
Percentage of Residential Indoor Use During Minimum Month (%)	91%
Percentage of CII Indoor Use During Minimum Month (%)	91%
Comments	

Navigation	
USER'S GUIDE	Download and read the guide before using this Tool
1 - HOME	Enter agency information
2 - INPUT BASELINE YEAR WATER USE	Enter Baseline Year production and use
3 - BASELINE YEAR WATER USE	Review and confirm entered information
4 - DROUGHT RESPONSE ACTIONS	Select Drought Response Actions and input estimated water savings and implementation rates.
5 - ESTIMATED WATER SAVINGS	Review estimated water production and compare estimated savings to conservation target.

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5 - Estimated Water Savings - Shortage Level 2

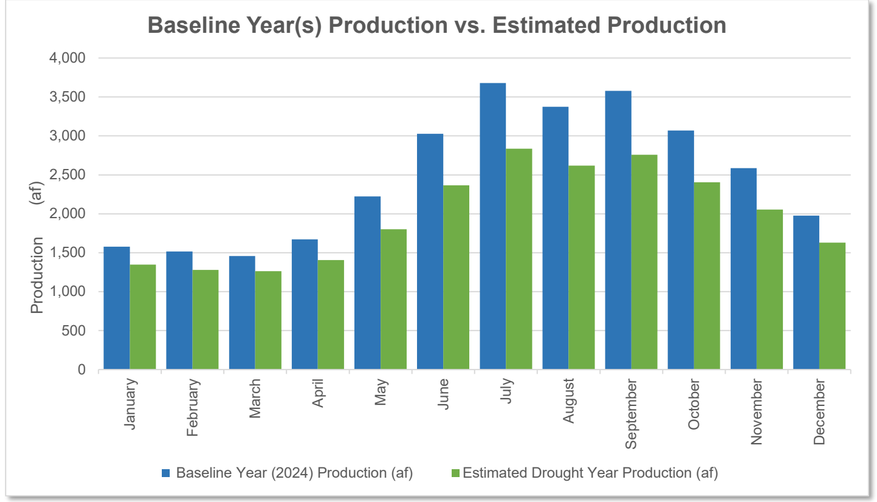
Visalia

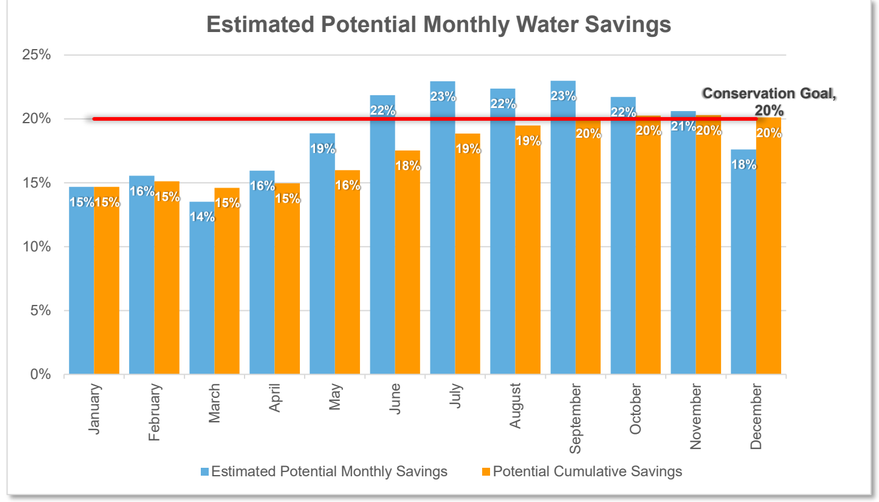
Estimated Monthly Water Use and Savings Summary

Units: (af)

This provides a summary of the estimated production relative to Baseline Year production and potential water savings, assuming implementation of selected actions at the water savings and implementation rates indicated in the Drought Response Actions worksheet. Select the units that your production data are displayed in.

Month	Baseline Year (2024) Production (af)	Estimated Drought Year Production (af)	Estimated Potential Monthly Savings	Potential Cumulative Savings	Conservation Goal	Comments
January	1,578	1,346	15%	15%	20%	
February	1,515	1,279	16%	15%	20%	
March	1,459	1,262	14%	15%	20%	
April	1,672	1,405	16%	15%	20%	
May	2,222	1,802	19%	16%	20%	
June	3,028	2,367	22%	18%	20%	
July	3,679	2,835	23%	19%	20%	
August	3,374	2,619	22%	19%	20%	
September	3,580	2,757	23%	20%	20%	
October	3,070	2,404	22%	20%	20%	
November	2,586	2,053	21%	20%	20%	
December	1,976	1,628	18%	20%	20%	





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Drought Response Tool

1 - Home

California Water Service - Visalia District

Enter Agency Information	
Agency Name	Visalia
Total Population Served	151,845
Conservation Goal (%)	30%
Drought Shortage Level	Shortage Level 3
Number of Residential Accounts	43,693
Number of Commercial, Industrial, and Institutional (CII) Accounts	4,338
Number of Dedicated Irrigation Accounts	0
Baseline Year(s)	2024
Percentage of Residential Indoor Use During Minimum Month (%)	91%
Percentage of CII Indoor Use During Minimum Month (%)	91%
Comments	

Navigation	
USER'S GUIDE	Download and read the guide before using this Tool
1 - HOME	Enter agency information
2 - INPUT BASELINE YEAR WATER USE	Enter Baseline Year production and use
3 - BASELINE YEAR WATER USE	Review and confirm entered information
4 - DROUGHT RESPONSE ACTIONS	Select Drought Response Actions and input estimated water savings and implementation rates.
5 - ESTIMATED WATER SAVINGS	Review estimated water production and compare estimated savings to conservation target.

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5 - Estimated Water Savings - Shortage Level 3

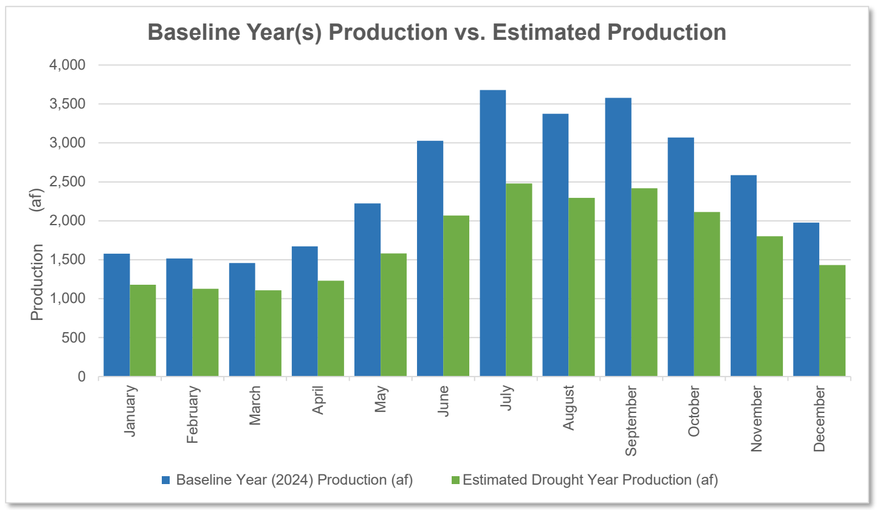
Visalia

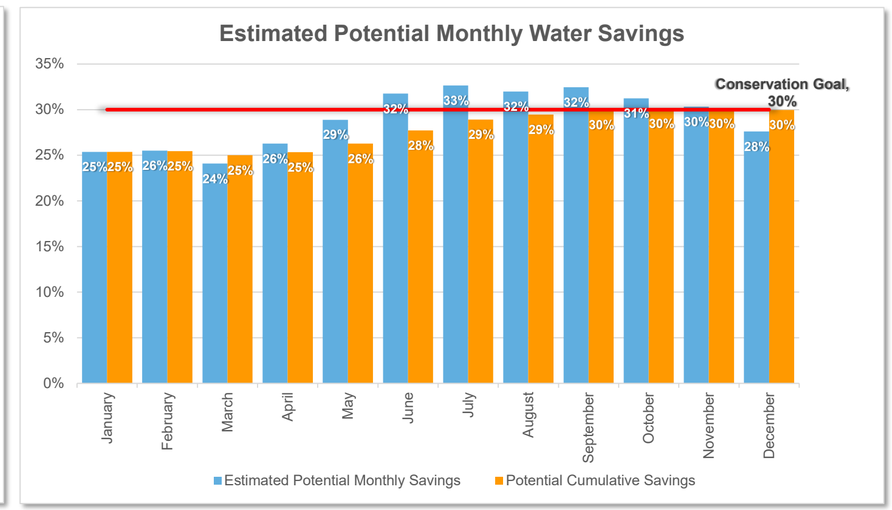
Estimated Monthly Water Use and Savings Summary

Units: (af)

This provides a summary of the estimated production relative to Baseline Year production and potential water savings, assuming implementation of selected actions at the water savings and implementation rates indicated in the Drought Response Actions worksheet. Select the units that your production data are displayed in.

Month	Baseline Year (2024) Production (af)	Estimated Drought Year Production (af)	Estimated Potential Monthly Savings	Potential Cumulative Savings	Conservation Goal	Comments
January	1,578	1,177	25%	25%	30%	
February	1,515	1,128	26%	25%	30%	
March	1,459	1,108	24%	25%	30%	
April	1,672	1,232	26%	25%	30%	
May	2,222	1,580	29%	26%	30%	
June	3,028	2,067	32%	28%	30%	
July	3,679	2,478	33%	29%	30%	
August	3,374	2,295	32%	29%	30%	
September	3,580	2,418	32%	30%	30%	
October	3,070	2,111	31%	30%	30%	
November	2,586	1,802	30%	30%	30%	
December	1,976	1,430	28%	30%	30%	





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Drought Response Tool

1 - Home

California Water Service - Visalia District

Enter Agency Information	
Agency Name	Visalia
Total Population Served	151,845
Conservation Goal (%)	40%
Drought Shortage Level	Shortage Level 4
Number of Residential Accounts	43,693
Number of Commercial, Industrial, and Institutional (CII) Accounts	4,338
Number of Dedicated Irrigation Accounts	0
Baseline Year(s)	2024
Percentage of Residential Indoor Use During Minimum Month (%)	91%
Percentage of CII Indoor Use During Minimum Month (%)	91%
Comments	

Navigation	
USER'S GUIDE	Download and read the guide before using this Tool
1 - HOME	Enter agency information
2 - INPUT BASELINE YEAR WATER USE	Enter Baseline Year production and use
3 - BASELINE YEAR WATER USE	Review and confirm entered information
4 - DROUGHT RESPONSE ACTIONS	Select Drought Response Actions and input estimated water savings and implementation rates.
5 - ESTIMATED WATER SAVINGS	Review estimated water production and compare estimated savings to conservation target.

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5 - Estimated Water Savings - Shortage Level 4

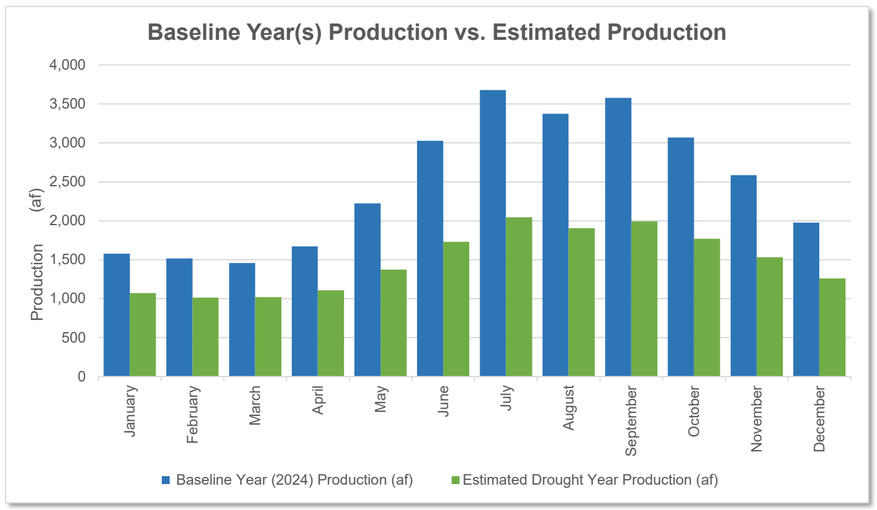
Visalia

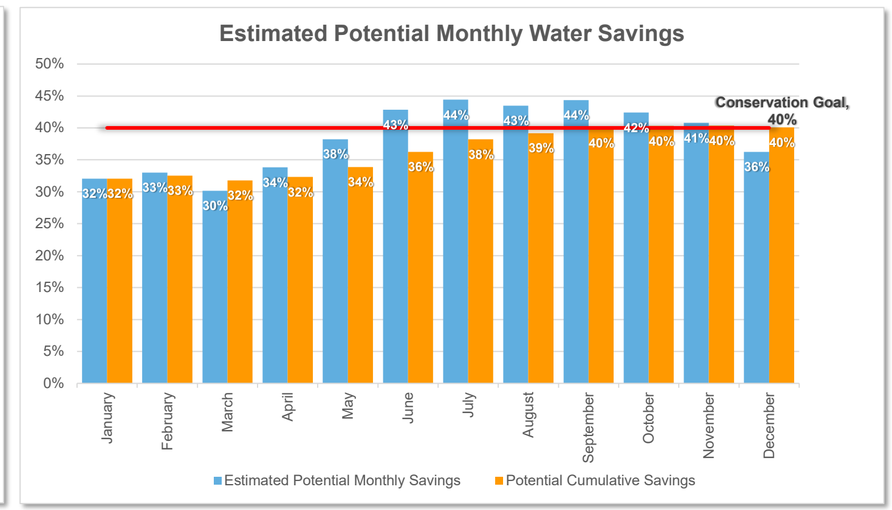
Estimated Monthly Water Use and Savings Summary

Units: (af)

This provides a summary of the estimated production relative to Baseline Year production and potential water savings, assuming implementation of selected actions at the water savings and implementation rates indicated in the Drought Response Actions worksheet. Select the units that your production data are displayed in.

Month	Baseline Year (2024) Production (af)	Estimated Drought Year Production (af)	Estimated Potential Monthly Savings	Potential Cumulative Savings	Conservation Goal	Comments
January	1,578	1,072	32%	32%	40%	
February	1,515	1,015	33%	33%	40%	
March	1,459	1,019	30%	32%	40%	
April	1,672	1,106	34%	32%	40%	
May	2,222	1,372	38%	34%	40%	
June	3,028	1,731	43%	36%	40%	
July	3,679	2,045	44%	38%	40%	
August	3,374	1,907	43%	39%	40%	
September	3,580	1,992	44%	40%	40%	
October	3,070	1,769	42%	40%	40%	
November	2,586	1,532	41%	40%	40%	
December	1,976	1,260	36%	40%	40%	





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Drought Response Tool

1 - Home

California Water Service - Visalia District

Enter Agency Information	
Agency Name	Visalia
Total Population Served	151,845
Conservation Goal (%)	50%
Drought Shortage Level	Shortage Level 5
Number of Residential Accounts	43,693
Number of Commercial, Industrial, and Institutional (CII) Accounts	4,338
Number of Dedicated Irrigation Accounts	0
Baseline Year(s)	2024
Percentage of Residential Indoor Use During Minimum Month (%)	91%
Percentage of CII Indoor Use During Minimum Month (%)	91%
Comments	

Navigation	
USER'S GUIDE	Download and read the guide before using this Tool
1 - HOME	Enter agency information
2 - INPUT BASELINE YEAR WATER USE	Enter Baseline Year production and use
3 - BASELINE YEAR WATER USE	Review and confirm entered information
4 - DROUGHT RESPONSE ACTIONS	Select Drought Response Actions and input estimated water savings and implementation rates.
5 - ESTIMATED WATER SAVINGS	Review estimated water production and compare estimated savings to conservation target.

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5 - Estimated Water Savings - Shortage Level 5

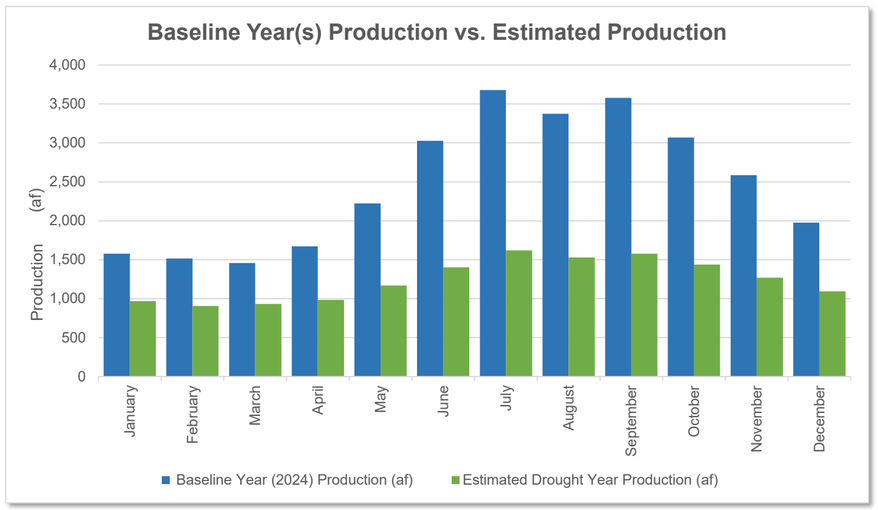
Visalia

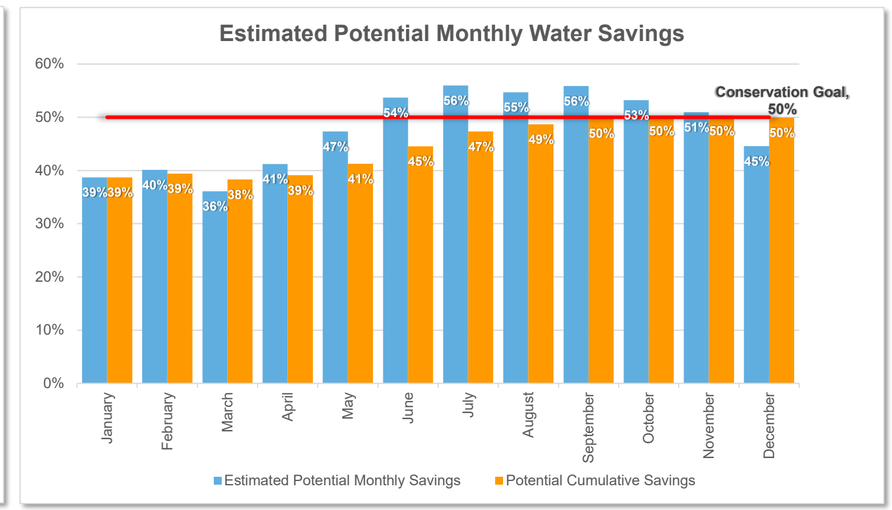
Estimated Monthly Water Use and Savings Summary

Units: (af)

This provides a summary of the estimated production relative to Baseline Year production and potential water savings, assuming implementation of selected actions at the water savings and implementation rates indicated in the Drought Response Actions worksheet. Select the units that your production data are displayed in.

Month	Baseline Year (2024) Production (af)	Estimated Drought Year Production (af)	Estimated Potential Monthly Savings	Potential Cumulative Savings	Conservation Goal	Comments
January	1,578	967	39%	39%	50%	
February	1,515	907	40%	39%	50%	
March	1,459	933	36%	38%	50%	
April	1,672	983	41%	39%	50%	
May	2,222	1,170	47%	41%	50%	
June	3,028	1,402	54%	45%	50%	
July	3,679	1,621	56%	47%	50%	
August	3,374	1,529	55%	49%	50%	
September	3,580	1,579	56%	50%	50%	
October	3,070	1,437	53%	50%	50%	
November	2,586	1,269	51%	50%	50%	
December	1,976	1,095	45%	50%	50%	





Drought Response Tool
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Drought Response Tool

1 - Home

California Water Service - Visalia District

Enter Agency Information	
Agency Name	Visalia
Total Population Served	151,845
Conservation Goal (%)	60%
Drought Shortage Level	Shortage Level 6
Number of Residential Accounts	43,693
Number of Commercial, Industrial, and Institutional (CII) Accounts	4,338
Number of Dedicated Irrigation Accounts	0
Baseline Year(s)	2024
Percentage of Residential Indoor Use During Minimum Month (%)	91%
Percentage of CII Indoor Use During Minimum Month (%)	91%
Comments	

Navigation	
USER'S GUIDE	Download and read the guide before using this Tool
1 - HOME	Enter agency information
2 - INPUT BASELINE YEAR WATER USE	Enter Baseline Year production and use
3 - BASELINE YEAR WATER USE	Review and confirm entered information
4 - DROUGHT RESPONSE ACTIONS	Select Drought Response Actions and input estimated water savings and implementation rates.
5 - ESTIMATED WATER SAVINGS	Review estimated water production and compare estimated savings to conservation target.

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5 - Estimated Water Savings - Shortage Level 6

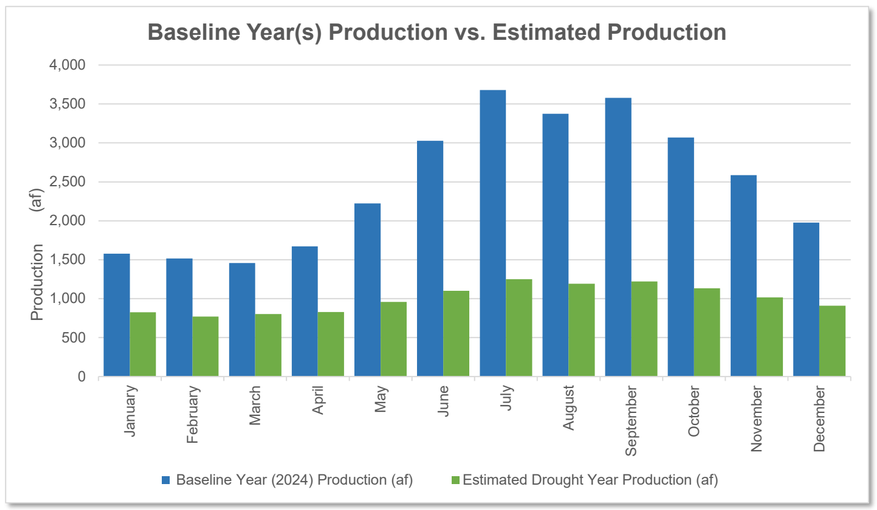
Visalia

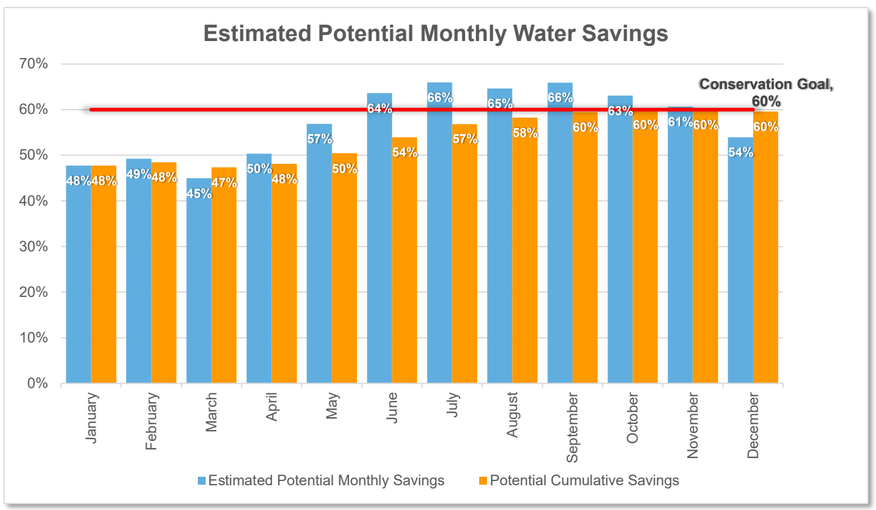
Estimated Monthly Water Use and Savings Summary

Units: (af)

This provides a summary of the estimated production relative to Baseline Year production and potential water savings, assuming implementation of selected actions at the water savings and implementation rates indicated in the Drought Response Actions worksheet. Select the units that your production data are displayed in.

Month	Baseline Year (2024) Production (af)	Estimated Drought Year Production (af)	Estimated Potential Monthly Savings	Potential Cumulative Savings	Conservation Goal	Comments
January	1,578	825	48%	48%	60%	
February	1,515	769	49%	48%	60%	
March	1,459	803	45%	47%	60%	
April	1,672	830	50%	48%	60%	
May	2,222	958	57%	50%	60%	
June	3,028	1,102	64%	54%	60%	
July	3,679	1,252	66%	57%	60%	
August	3,374	1,193	65%	58%	60%	
September	3,580	1,220	66%	60%	60%	
October	3,070	1,134	63%	60%	60%	
November	2,586	1,018	61%	60%	60%	
December	1,976	910	54%	60%	60%	





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Attachment B

CPUC Rule and Schedule 14.1

Rule No. 14.1 Page 1

NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER (C)

A) APPLICABILITY

1. This rule applies to all of California Water Service's regulated ratemaking areas in California, as well as Grand Oaks Water. (C) (L)

B) GENERAL INFORMATION

1. All expenses incurred by California Water Service to implement Rule 14.1, and Schedule 14.1, that have not been considered in a General Rate Case or other proceeding shall be accumulated by Cal Water in a separate memorandum account, authorized by the Commission, for disposition as directed or authorized from time to time by the Commission. (T) (T) (D)

C) DEFINITIONS

For the purposes of this Rule, the following terms have the meanings set forth in this section.

1. "Commercial nursery" means the use of land, buildings or structures for the growing and/or storing of flowers, fruit, trees, ornamental trees, vegetable plants, shrubs, trees and similar vegetation for the purpose of transplanting, for use as stock or grafting, and includes the retail sale or wholesale distribution of such items directly from the premises/lot.

2. "Drip irrigation system" means a non-spray, low-pressure, and low volume irrigation system utilizing emission devices with a precipitation or flow rate measured in gallons per hour (GPH), designed to slowly apply small volumes of water at or near the root zone of plants or other landscaping.

3. "Flow rate" means the rate at which water flows through pipes, valves, and emission devices, measured in gallons per minute (GPM), gallons per hour (GPH), inches per hour (IPH), hundred cubic feet (Ccf), or cubic feet per second (CFS).

4. "Flow-restricting device" means valves, orifices, or other devices that reduce the flow of potable water through a service line, which are capable of providing the premise with a minimum flow rate of 0.5 gallons per minute. (C) (C)

5. "High-efficiency sprinkler systems" means an irrigation system with emission devices, such as sprinkler heads or nozzles, with a precipitation or flow rate no greater than on IPH.

6. "Irrigation" means the application of potable water by artificial means to landscape. (L)

(Continued)

C) DEFINITIONS (continued) (L)

7. "Irrigation system" means the components of a system meant to apply water to an area for the purpose of irrigation, including, but not limited to, piping, fittings, sprinkler heads or nozzles, drip tubing, valves, and control wiring.

8. "Landscape" means all of the outdoor planting areas, turf areas, and water features at a particular location.

9. "Measurable rainfall" means any amount of precipitation of more than one-quarter of an inch (0.25"). (C) (C)

10. "Micro spray irrigation system" means a low-pressure, low-volume irrigation system utilizing emission devices that spray, mist, sprinkle, or drip with a precipitation or flow rate measured in GPH, designed to slowly apply small volumes of water to a specific area.

11. "Ornamental landscape" means shrubs, bushes, flowers, ground cover, turf, lawns, and grass planted for the purpose of improving the aesthetic appearance of property, but does not include crops or other agricultural products or special landscape areas.

12. "Ornamental turf" means a ground cover surface of grass that can be mowed and is planted for the purpose of improving the aesthetic appearance of the property, but does not include crops or other agricultural products or special landscape areas.

13. "Plumbing fixture" means a receptacle or device that is connected to a water supply system, including, but not limited to, pipes, toilets, urinals, showerheads, faucets, washing machines, water heaters, tubs, and dishwashers.

14. "Potable water" means water supplied by Cal Water which conforms to the federal and state standards for human consumption.

15. "Properly programmed" means a smart irrigation controller that has been programmed according to the manufacturer's instructions and site-specific conditions.

16. "Real-time water measurement device" means a device or system that provides regularly updated electronic information regarding the customer's water use.

17. "Runoff" means water which is not absorbed by the soil or landscape to which it is applied and flows from the landscape onto other areas.

18. "Smart irrigation controller" means an automatic device used to remotely control valves that operate an irrigation that has been tested by an American National Standards Institute accredited third-party certifying body or laboratory in accordance with the Environmental Protection Agency's WaterSense program (or an analogous successor program), and certified by such body or laboratory as meetings the performance and efficiency requirements of such program, or the more stringent performance and efficiency requirements of another similar program. (L)

(Continued)

C) DEFINITIONS (continued) (L)

19. "Special landscape area" means an area of landscape dedicated solely to edible plants and areas dedicated to active play such as parks, sports fields, golf courses, and where turf provides a playing surface.
20. "Turf" means a ground cover surface of grass that can be mowed.
21. "Water feature" means a design element where open, artificially supplied water performs an aesthetic or recreation feature, including, but not limited to, ponds, lakes, waterfalls, fountains, and streams.
22. "Water use evaluation" means an evaluation of the efficiency of indoor water-using devices, including, but not limited to, measurement of flow rates for all existing showerheads, faucets, and toilets, inspection for leaks, and providing written recommendations to improve the efficiency of the indoor water-using fixtures and devices and/or an evaluation of the performance of an irrigation system, including, but not limited to, inspection for leaks, reporting of overspray or runoff, and providing written recommendations to improve the performance of the irrigation system.

D) ENFORCEMENT

This Rule establishes certain restrictions on the use of potable water. Violating the restrictions set forth is declared a non-essential, wasteful use of potable water. Cal Water is authorized to take the following actions when its personnel verify a customer is using potable water for non-essential, wasteful uses. No person shall have any right or claim in law or in equity against Cal Water because of, or as a result of, any matter or thing done or threatened to be done pursuant to the restrictions on using potable water for non-essential, wasteful uses. (T) (T) (C)

1. FIRST VIOLATION

Cal Water shall provide the customer with a written notice of violation. In addition, Cal Water is authorized to take the following actions: (N)

a) If the customer currently receives service through a metered connection, install a real-time water measurement device on the customer's service line and provide the customer with access to information from the device. The cost of the device, including installation and on-going operating costs, may be billed to the customer, and nonpayment may result in discontinuation of service.

b) (L)(N)

(Continued)

D) ENFORCEMENT (continued) (L)

1. FIRST VIOLATION (continued)

b) If the customer does not currently receive service through a metered connection, install a water meter on the customer's service line, charge the customer for water use pursuant to Cal Water's metered service tariffs and rules, and install a real-time water measurement device on the customer's service line and provide the customer with access to information from the device. The cost of the device, including installation and ongoing operating costs, may be billed to the customer, and nonpayment may result in discontinuance of service. (N) (N)

2. SECOND VIOLATION

If Cal Water verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the first violation, Cal Water shall provide the customer with a second written notice of violation and is authorized to install a flow-restricting device on the customer's service line. Cal Water shall not be held liable for any injuries, damages, and/or consequences arising from the installation of a flow-restricting device.

3. NOTICES OF VIOLATION:

a) Unless otherwise specified, written notices of violation provided to customers pursuant to this Rule shall document the verified violation and alert the customer to the fact that future violations of the restricted uses of potable water may result in a real-time water measurement device being installed on the customer's service line at the customers expense, the installation of a flow-restricting device on the customer's service line, or the discontinuation of the customer's service. (T) (T) (T)

b) If Cal Water elects to install a flow-restricting device on a customer's service line, the written notice shall document the steps the customer must take in order for the flow-restricting device to be removed, and shall explain that after the flow-restricting device is removed, it may be reinstalled, without further notice, if the customer is again verified by Cal Water to be using potable water for non-essential, wasteful uses. (T) (T) (T) (T)

4. FLOW RESTRICTING DEVICE CONDITIONS

The installation of a flow-restricting device on a customer's service line is subject to the following conditions: (L)

(Continued)

Rule No. 14.1 Page 5

NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER (C)

D) ENFORCEMENT (continued) (L)

4. FLOW RESTRICTING DEVICE CONDITIONS (continued)

a) The device shall be capable of providing the premise with a minimum flow rate of 0.5 gallons per minute. (C) (C)

b) The device may only be removed by Cal Water, and only after a minimum three-day period has elapsed.

c) Any tampering with the device may result in the discontinuation of the customer's water service and the customer being charged for any damage to Cal Water's equipment or facilities and any required service visits.

d) After the removal of the device, if Cal Water's personnel verify that the customer is using potable water for non-essential, wasteful uses, Cal Water may install another flow-restricting device without prior notice. This device shall remain in place until water supply conditions warrant its removal. If, despite the installation of the device, Cal Water's personnel verifies that the customer is using potable water for non-essential, wasteful uses, then Cal Water may discontinue the customer's water service, as provided in its Rule No. 11. (T) (T) (T) (T)

5. FLOW RESTRICTING DEVICE REMOVAL CHARGES

The charge to customers for removal of a flow-restricting device installed pursuant to this Rule is $100 during normal business hours, and $150 for the device to be removed outside of normal business hours.

E) WASTEFUL USES OF WATER

Except where necessary to address an immediate health or safety need or to comply with a term or condition in a permit issued by a state or federal agency, customers are prohibited, at all times, from using potable water for the following actions, as each is declared a non-essential, wasteful use of water:

a) Outdoor Irrigation Restrictions (C)

(i) Irrigating ornamental landscape with potable water is prohibited during the hours between 8:00 a.m. and 6:00 p.m.

(ii) The foregoing irrigation restriction does not apply to:

(1) Landscape irrigation zones that exclusively use drip irrigation systems and/or micro spray irrigation systems;

(L) (C)

(Continued)

Rule No. 14.1 Page 6

NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER (C)

E) WASTEFUL USES OF WATER (continued) (L)

a) Outdoor Irrigation Restrictions (continued)

(ii) The foregoing irrigation restriction does not apply to: (continued)

. . .

(2) Irrigating ornamental landscapes with the use of a hand-held bucket or similar container, with a continuously monitored hose which is fitted with an automatic shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not it use or monitored, or for the express purpose of adjusting or repairing an irrigation system. (C)

b) 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 five (5) business days of written notification by Cal Water, unless other arrangements are made with Cal Water.

c) Prohibited Uses of Water: Customers are prohibited from using potable water for the following actions:

(i) The application of potable water to landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures;

(ii) The use of a hose that dispenses potable water to wash vehicles, including cars, trucks, buses, boats, aircraft, and trailers, whether motorized or not, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use;

(iii) The application of potable water to driveways and sidewalks;

(iv) The use of potable water in a water feature, except where the water is part of a recirculating system;

(v) The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall (see Definitions);

(vi) Irrigation outside of newly constructed homes and buildings with potable water in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission, the Department of Housing and Community Development, or other state agency.

(vii) The serving or drinking water other than upon request in eating and drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased; (L) (C)

(Continued)

E) WASTEFUL USES OF WATER (continued) (L)

d) Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel shall prominently display notice of this option in each guest room using clear and easily understood language. (C)

e) Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference. (C)

(D)

F) ADOPTION OF SCHEDULE NO. 14.1 - STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES (T) (T)

1. Addition of Schedule No. 14.1
If, in the opinion of Cal Water, more stringent water conservation measures are required due to supply conditions or government directive, Cal Water may request the addition of Schedule No. 14.1 – Staged Mandatory Reductions and Drought Surcharges, via a Tier 2 advice letter. (T)

a) Cal Water may not activate Schedule No. 14.1 until it has been authorized to do so by the California Public Utilities Commission, as delegated to its Division of Water and Audits.

b) A Schedule No. 14.1 that has been authorized by the California Public Utilities Commission shall remain dormant until triggered by specific conditions detailed in the Schedule No. 14.1 tariff and Cal Water has requested and received authorization for activating a stage by the California Public Utilities Commission.

c) Notice of the Tier 2 advice letter and associated public participation hearing, if required, shall be provided to customers through a bill insert or a direct mailing, as set forth in Subsection 5 (Public Notice) below.

d) Cal Water shall comply with all requirements of Sections 350-358 of the California Water Code.

e) The Tier 2 advice letter requesting the addition of a Schedule No. 14.1 shall include, but not be limited to:

(i) A proposed Schedule No. 14.1 tariff, which shall include but not be limited to:

(1) Applicability;

(2) Territory applicable to; (L)

(Continued)

F) ADOPTION OF SCHEDULE NO. 14.1 - STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES (continued) (L)

1. Addition of Schedule No. 14.1 (continued)

e) The Tier 2 advice letter requesting the addition of a Schedule No. 14.1 shall include, but not be limited to: (continued)

(i) A proposed Schedule No. 14.1 tariff, which shall include but not be limited to: (continued)

. . .

(3) A detailed description of each stage (the number of stages requested for a ratemaking area may vary depending on the specifics of the water shortage event); (T) (T)

(4) A detailed description of the trigger(s) that activates each stage; (T)

(5) A detailed description of each water use restriction for each stage of water budgets;

(6) Water use violation levels, written warning levels, associated penalties, if applicable, and exception procedures; (T)

(7) Conditions for the installation of a flow-restricting device; (T)

(8) Charges for the removal of a flow-restricting device; and (T)

(9) Special conditions.

(ii) Justification for, and documentation and calculations in support of the water budgets.

2. Conditions for Activating Schedule No. 14.1

Cal Water may file a Tier 1 advice letter to request activation of a particular stage of Schedule No. 14.1 tariff if:

a) Cal Water, 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 Cal Water's water supply; or

c) Water supplies are projected to be insufficient to meet normal customer demand by Cal Water; or (C)

d) A water supply shortage or threatened shortage exists; or

e) Cal Water is unable to achieve water conservation targets set by itself or a governing agency; or (L)(C)

(Continued)

F) ADOPTION OF SCHEDULE NO. 14.1 - STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES (continued) (L)

2. Conditions for Activating Schedule No. 14.1 (continued)

. . .

f) Water conservation targets set by itself or a governing agency are insufficient; or (C)

g) Cal Water chooses to subsequently activate a different stage of the Schedule No. 14.1 tariff.

3. Activating Schedule No. 14.1

The Tier 1 advice letter requesting activation of a stage of the Schedule No. 14.1 tariff shall:

a) Include, but not be limited to, 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. (C)

b) Be accompanied by the customer notification measures detailed in sub-section 5 (Public Notice) below.

4. De-Activating Schedule No. 14.1

When Schedule No. 14.1 is activated and Cal Water determines that water supplies are again sufficient to meet normal demands, and mandatory water use reductions are no longer necessary, Cal Water shall seek the approval of the California Public Utilities Commission, via a Tier 1 advice letter, to de-activate the particular stage of mandatory water use reductions that had been authorized.

5. Public Notice

a) When Cal Water requests the addition of Schedule No. 14.1 via a Tier 2 advice (T)
letter, it shall provide notice of the Tier 2 advice letter and associated public hearing (T)
to customers through bill inserts or direct mailing, and it shall comply with all (T)
requirements of Sections 350-358 of the California Water Code (CWC), including but not limited to the following:

(i) In order to be in compliance with both General Order 96-B and CWC, notice shall be provided via both newspaper and bill insert or direct mailing; (T)

(ii) One notice shall be provided for each advice letter filed that includes both notice of the filing of the Tier 2 advice letter as well as the details of the public hearing (date, time, place, etc.); (L)

(Continued)

F) ADOPTION OF SCHEDULE NO. 14.1 - STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES (continued) (L)

5. Public Notice (continued)

a) When Cal Water requests the addition of Schedule No. 14.1 via a Tier 2 advice letter, it shall provide notice of the Tier 2 advice letter and associated public hearing to customers through bill inserts or direct mailing, and it shall comply with all requirements of Sections 350-358 of the California Water Code (CWC), including but not limited to the following: (continued)

. . .

(iii) The public meeting shall be held after the Tier 2 advice letter is filed, and before the Commission authorizes the addition of Schedule No. 14.1 to the tariff, except in cases of emergency water shortages approved by the Commission; (C)

(iv) Cal Water shall consult with Division of Water and Audits staff prior to filing advice letter, in order to determine details of the public meeting.

b) In the event that Schedule No. 14.1 is triggered, and Cal Water requests activation through the filing of a Tier 1 advice letter, Cal Water shall notify its customers and provide each customer with a summary of Schedule No. 14.1 by means of bill insert or direct mailing. Notification shall take place prior to imposing any penalties associated with this plan. If activation of Schedule No. 14.1 occurs one year or more since the public hearing associated with adding Schedule No. 14.1 to its tariffs, then Cal Water shall conduct a public hearing pursuant to California Water Code Section 351 prior to activating a stage of the tariff. (T) (T)

c) During the period that a stage of Schedule No. 14.1 is activated, Cal Water shall provide customers with updates in at least every other bill regarding its water supply status and the results of customers' conservation efforts. (L)

Appendix G: Conservation Master Plan

CONSERVATION MASTER PLAN 2026 – 2030

August 2026

Visalia District

California Water Service

Prepared by M.Cubed

Executive Summary

This Conservation Master Plan presents California Water Service's (Cal Water's) strategy for managing water demand in the Visalia District over the 2026–2030 planning period. The plan describes historical conservation performance, emerging regulatory and resource drivers, the District's conservation program framework, and the funding needed to support expanded conservation efforts.

Historical Progress

The Visalia District has achieved substantial and sustained reductions in water use over the past two decades. Per capita water use has declined significantly, enabling the District to comply with the Water Conservation Act of 2009 (SB X7-7) and consistently exceed the California Public Utilities Commission (CPUC) conservation goals for Class A water utilities. These reductions reflect the combined effects of universal metering, conservation-oriented pricing, customer conservation programs, and state and federal plumbing and appliance efficiency standards.

Need for Expanded Conservation

The conservation landscape facing the District is evolving. The State's *Making Conservation a California Way of Life* (MCCWL) regulations establish increasingly stringent efficiency standards and reporting requirements beginning in 2027. At the same time, the Sustainable Groundwater Management Act (SGMA) requires groundwater basins serving the District to achieve long-term sustainability, reinforcing the need to reduce demand in critically overdrafted areas. These regulatory drivers are compounded by rising water supply costs, which make conservation an increasingly cost-effective resource.

Under baseline conditions reflecting currently authorized programs and anticipated passive efficiency gains, regulated water use in the District is projected to remain below Urban Water Use Objective (UWUO) requirements through approximately 2035. Beyond that period, progressively tighter state standards are expected to create a compliance gap. Additional reductions on the order of 5 to 10 percent of regulated demand are anticipated to be necessary to maintain compliance in the post-2035 timeframe.

Conservation Program Strategy

Cal Water's conservation strategy integrates multiple demand-management tools within a centrally administered program framework designed to maximize consistency, cost-effectiveness, and regulatory compliance. Key elements include:

- Residential and non-residential conservation programs

- Increased emphasis on outdoor landscape efficiency and high-water-use customers
- Universal metering and conservation-oriented rate design
- Proactive water loss management
- Water waste prevention under CPUC Rule 14.1
- Ongoing program tracking, empirical savings evaluations, and regulatory reporting

Together, these components position conservation as a long-term resource strategy that supports compliance with state efficiency standards, groundwater sustainability objectives, and cost-effective service delivery.

Budget and Implementation

To support the expanded scale of conservation required under MCCWL and SGMA, Cal Water proposed and received a significant increase in the District's conservation budget in the 2024 General Rate Case. The newly authorized budget shifts a larger share of resources toward direct program implementation and the staff, data management, and reporting capacity needed to document savings and demonstrate compliance.

Conclusion

Conservation is a core resource management function rather than a supplementary program. Continued investment in conservation will help the Visalia District meet evolving state requirements, reduce pressure on groundwater supplies, support water supply reliability, and manage the cost of service for customers. This plan establishes the framework for achieving these objectives during the 2026–2030 period and provides the foundation for future program adjustments as regulatory requirements and water use conditions continue to evolve.

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List of Acronyms

AB	Assembly Bill
AF	Acre-feet (one AF equals 325,851 gallons)
AMI	Advanced metering infrastructure
AMR	Automatic meter reading
AWE	Alliance for Water Efficiency
BCR	Benefit Cost Ratio
BMP	Best Management Practice
CalWEP	California Water Efficiency Partnership
CII	Commercial, industrial, and institutional
CPUC	California Public Utilities Commission
CUWCC	California Urban Water Conservation Council
EO	Executive Order
GPCD	Gallons per capita per day
GPF	Gallons per flush
GPM	Gallons per minute
GRC	General Rate Case
HET	High efficiency toilet
HEU	High efficiency urinal
HEW	High efficiency clothes washer
IOU	Investor-owned utility
MaP	Maximum performance toilet testing program
MCCWL	Making Conservation a California Way of Life
MGD	Million gallons per day
MOU	Memorandum of Understanding Regarding Urban Water Conservation in California
SB	Senate Bill
SB X7-7	Senate Bill X7-7 Water Conservation Act of 2009
ULFT	Ultra low flow toilet
UWMP	Urban Water Management Plan
WF	Water Factor
WSCP	Water Shortage Contingency Plan

1 Introduction

1.1 Master Plan Scope and Objectives

Cal Water is committed to helping its customers use water efficiently and has developed a broad portfolio of water conservation programs to support this objective. To ensure that these programs represent an appropriate and cost-effective mix, Cal Water routinely conducts comprehensive conservation program analysis and planning. This planning is undertaken on a five-year cycle in coordination with the Urban Water Management Plan (UWMP). The results of this planning effort for the Visalia District are summarized in this report, which covers the period from 2026 through 2030.

New State regulations, rising water supply costs, and increasing competition for limited water supplies are driving the need for expanded conservation programs. Although Cal Water and its customers have made substantial progress in improving water-use efficiency and managing demand over the past two decades, additional conservation will be required going forward.

The recently adopted *Making Conservation a California Way of Life* (MCCWL) regulations establish a new set of conservation requirements and performance targets for urban water suppliers. In addition, the Sustainable Groundwater Management Act (SGMA) requires groundwater basins in critical overdraft—including the basin serving the Visalia District—to be brought into long-term sustainability, with increased conservation expected to play a central role. At the same time, rising water supply costs in many parts of the State are making conservation an increasingly cost-effective means of narrowing the gap between water supply and demand.

Together, these regulatory, hydrologic, and economic factors underscore the need to expand conservation programming in the Visalia District.

The primary purposes of this Conservation Master Plan are to:

- Serve as a high-level guidance document to inform annual conservation activities, including program implementation levels, staffing requirements, and budget needs, for both internal planning and stakeholder coordination.

- Summarize the portfolio of conservation measures that Cal Water plans to implement, including estimated water savings, program costs, and anticipated effects on water demand.

- Describe the evaluation process and criteria used to assess and select conservation measures.
- Provide an update to the 2016–2020 Conservation Master Plan as part of Cal Water's five-year review cycle, including an assessment of program performance and identification of any needed adjustments.
- Ensure that Cal Water districts are positioned to comply with the State's *Making Conservation a California Way of Life* (MCCWL) regulations.

1.2 Relationship to GRC and UWMP

Cal Water's operations are regulated by the California Public Utilities Commission (CPUC), which approves district-level budgets and rates through a triennial General Rate Case (GRC) proceeding. Conservation programs and associated expenditures are reviewed and authorized as part of each GRC.

The most recent completed GRC was initiated in 2024 and covered the three-year period from 2026 through 2028 (the 2024 GRC). Conservation programs and budgets reflected in this plan are those authorized under the 2024 GRC.

As part of the 2024 GRC, Cal Water requested authorization for increased conservation program expenditures in the Visalia District to support compliance with state conservation and groundwater regulations. This request was approved by the CPUC on April 30, 2026.

This plan updates the Conservation Master Plan completed by Cal Water in 2021, which covered the 2021–2025 planning period. It serves as the primary source of information on the historical and planned implementation of conservation programs reported in the Visalia District's 2025 Urban Water Management Plan (UWMP). A copy of this Conservation Master Plan is included as an appendix to the UWMP.

1.3 Relationship to Water Shortage Contingency Plan

The Water Conservation Master Plan is distinct from Cal Water's Water Shortage Contingency Plan (WSCP), which is also included as part of each district's UWMP. The primary purpose of the WSCP is to provide a framework for responding to water shortage emergencies, such as those caused by drought or other events that temporarily disrupt water supplies.

In contrast, the purpose of the Water Conservation Master Plan is to establish a long-term framework for education, assistance, and incentive programs designed to help customers use water efficiently on an ongoing basis. Regardless of drought conditions, water in California is an increasingly scarce resource, and investments in

water use efficiency have consistently been shown to be a cost-effective means of ensuring reliable water supplies over the long term.

While conservation programs become especially important during periods of water shortage, their primary objective is to support Cal Water's ability to reliably meet customer water needs well into the future.

1.4 Plan Organization

This Conservation Master Plan is organized to describe the context for conservation in the Visalia District, assess regulatory and resource drivers, outline the District's conservation strategy, and present the funding and implementation framework for the 2026–2030 planning period.

- **Section 2** describes the Visalia District service area, including population, customer characteristics, and historical water use trends.
- **Section 3** explains the need for expanded conservation, including new state efficiency requirements, groundwater sustainability considerations under SGMA, and the role of conservation in managing long-term cost of service.
- **Section 4** summarizes the District's performance relative to past and emerging conservation goals and regulatory targets, including SB X7-7, CPUC conservation goals, and Urban Water Use Objective (UWUO) requirements.
- **Section 5** presents the District's water conservation program strategy, including program administration, water waste prevention, metering and conservation pricing, water loss management, customer conservation programs, staffing, and program monitoring and reporting.
- **Section 6** describes the current and requested conservation budget, including budget components, proposed adjustments, and comparisons of authorized and requested funding levels.
- **Section 7** provides conclusions regarding the District's conservation progress, future needs, and the role of conservation as a long-term resource management strategy.

Together, these sections provide a comprehensive framework for understanding how conservation supports regulatory compliance, groundwater sustainability, water supply reliability, and cost-effective water service in the Visalia District.

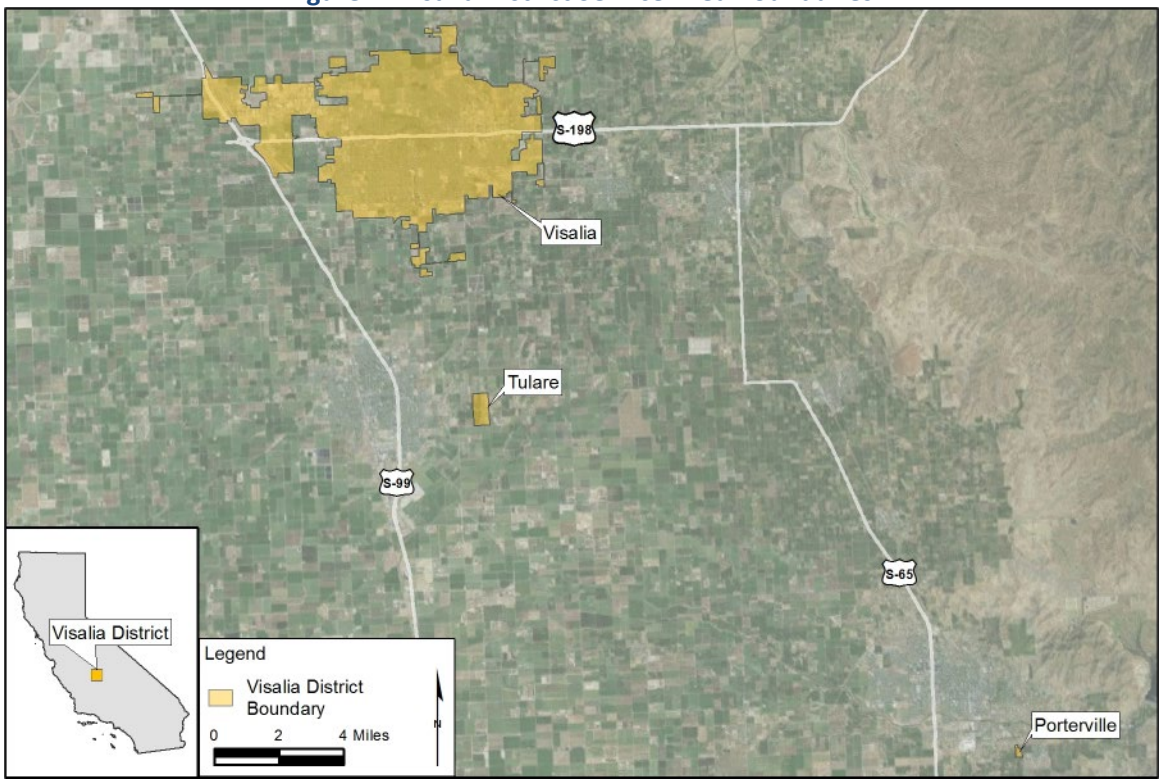
2 District Overview

District Quick Facts:

- Communities Served: City of Visalia and segments of unincorporated Tulare County including the communities of Goshen, Mullen, and Tulco
- Population served in 2025: 154,376
- Residential Customers: 91% of total services and 70% of total use
- Sources of Supply: 100% local groundwater
- Average Annual Water Deliveries Last Five Years: 29,500 AF
- Average Per Capita Water Use Last Five Years: 173 GPCD

The Visalia District was formed in 1926 with the purchase of the Visalia Water Company. It is in Tulare County, serving the City of Visalia and segments of unincorporated Tulare County including the communities of Goshen, Mullen, and Tulco. The District delivers local groundwater and operates 72 wells across four service areas. On average, it delivers 26 million gallons of water per day to more than 48,000 service connections. A map of the service area boundaries is shown in Figure 1.

Figure 1. Visalia District Service Area Boundaries



Service area population has grown at an average annual rate of approximately 1.1 percent over the past decade, increasing from 137,726 in 2015 to 154,376 in 2025. The District provides water service to residential, commercial, industrial, and governmental customers. Residential customers account for approximately 91 percent of service connections and 70 percent of total water use within the District. The distribution of service connections and water sales by customer category is shown in Figures 2 and 3.

On a per capita basis, water use in the District has declined steadily since the mid-2000s. Between 2000 and 2025, water use per person decreased by 28 percent (Figure 4), falling from 237 gallons per capita per day (GPCD) to 170 GPCD. Despite service area population increasing by 55 percent during this period, total demand increased by just 11 percent—from 26,378 AF in 2000 to 29,361 AF today.

Several factors have contributed to this long-term reduction in use, the first being conversion from unmetered to metered service.[1] Concurrently with the transition to metered water service, tiered residential pricing was adopted in 2009, strengthening incentives for efficient household water use. Additionally, beginning in 2012, Cal Water tripled conservation program expenditures, expanding customer access to tools and resources that support water-use efficiency. Lastly, state and federal efficiency standards have significantly reduced water use from toilets, showers, clothes washers, and other plumbing fixtures.

Collectively, these actions have resulted in a sustained reduction in water use across the service area.

[1] Tanverakul, S. and J. Lee, 2015. Impacts of Metering on Residential Water Use in California, Journal AWWA 107:2, dated February 2015.

Figure 2. Share of Services in 2025 by Customer Category

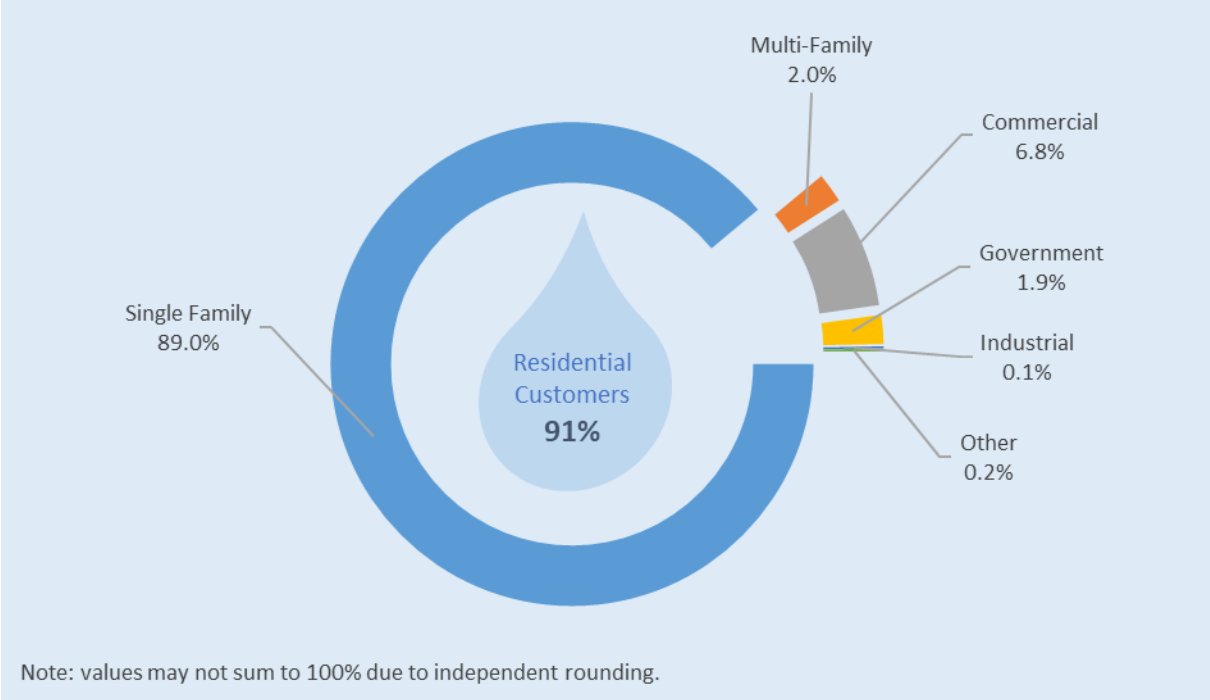


Figure 3. Share of Water Sales by Customer Category: 2021-2025

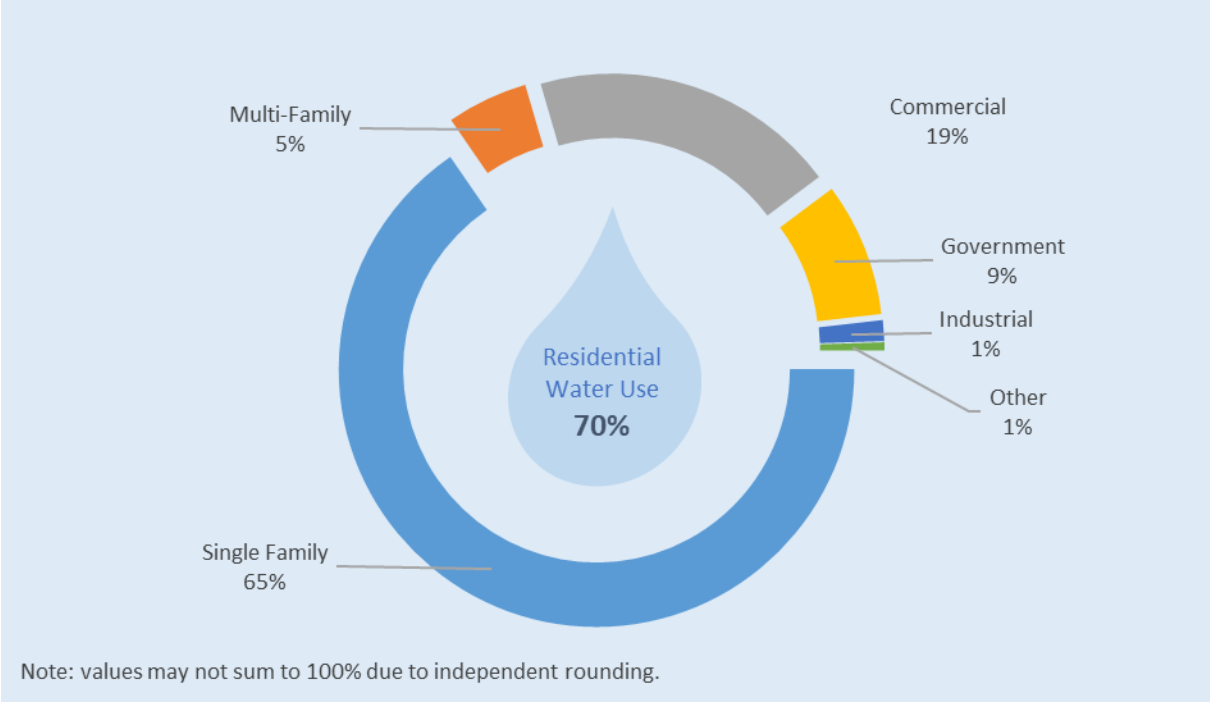
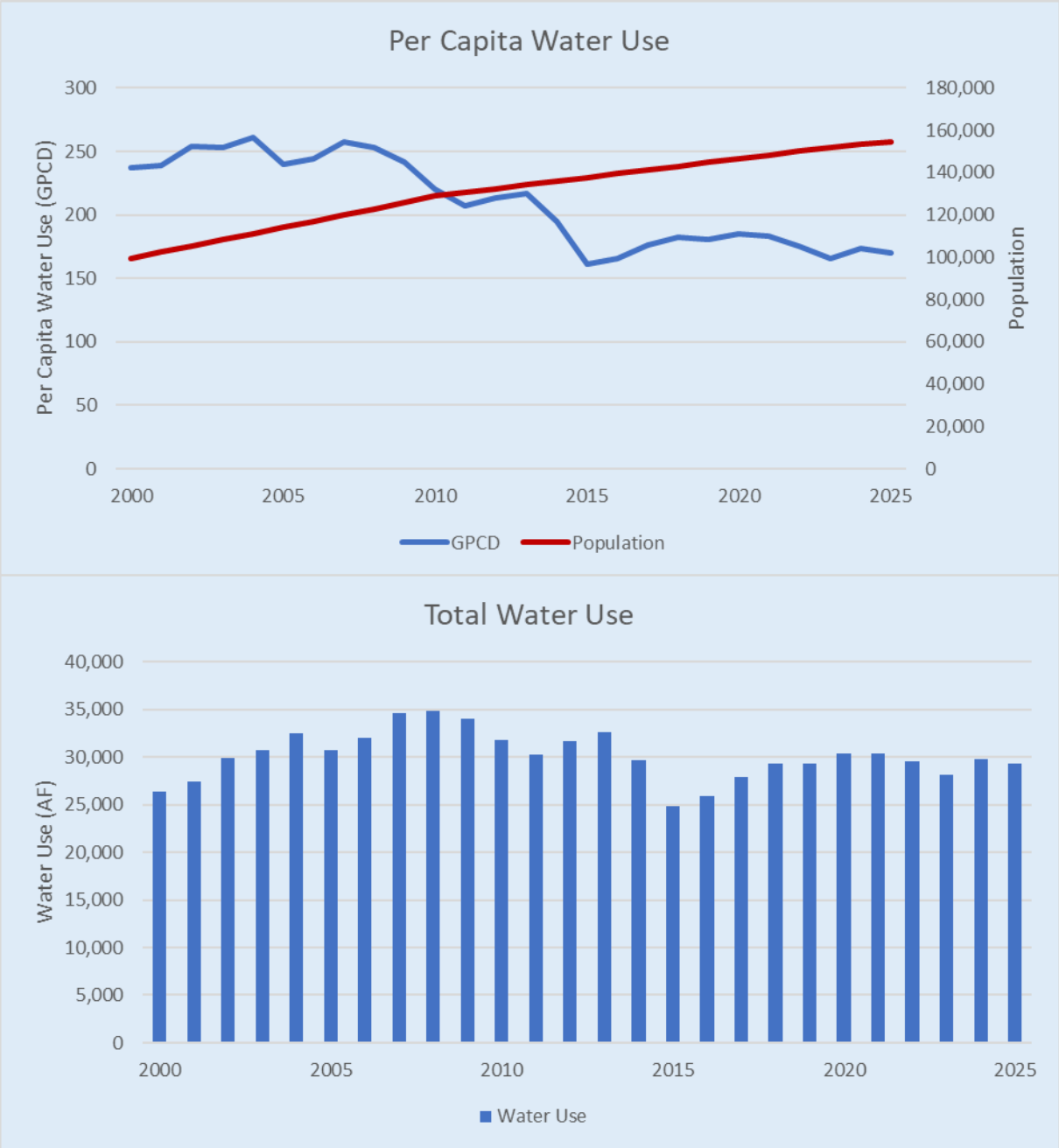


Figure 4. Total and Per Capita Water Use: 2000 - 2025



3 Need for Expanded Conservation

While the Visalia District has achieved substantial reductions in per capita water use over the past two decades, evolving regulatory requirements, groundwater sustainability challenges, and rising water supply costs are increasing the need for additional conservation. Expanded conservation efforts will play a central role in meeting new state efficiency standards, supporting long-term groundwater reliability, and managing the cost of service for customers. The following sections describe these drivers in greater detail and explain how they shape the District's conservation planning priorities.

3.1 New State Regulations for Urban Water Use

In 2018, the California State Legislature enacted Senate Bill 606 and Assembly Bill 1668 to enhance the state's resilience against droughts and climate change. These laws – collectively referred to as the *Making Conservation a California Way of Life* legislation -- set stringent water efficiency standards that retail water suppliers must meet within an accelerated timeline. Starting in 2027, these suppliers are mandated to keep their water consumption within the limits of an Urban Water Use Objective (UWUO). The UWUO encompasses the aggregate efficient use of indoor and outdoor residential water uses, commercial landscape irrigation, and distribution system water loss. Furthermore, the regulations stipulate that water suppliers implement comprehensive commercial performance measures and substantially increase their reporting to the state on their progress in meeting these new requirements.

3.1.1 UWUO Compliance Requirements

An urban retail water supplier's UWUO represents the cumulative volumes of water shown in Figure 5.

Figure 5. Components of UWUO Standards

Residential Indoor Standard

The Residential Indoor Standard sets the maximum allowable indoor water use, measured in gallons per capita per day (GPCD). Initially, Assembly Bill 1668 established a statewide standard of 55 GPCD until January 1, 2025, then reducing to 52.5 GPCD until January 1, 2030, when it drops further to 50 GPCD. However, adjustments were made with the enactment of Senate Bill 1157 in 2022, which now sets the indoor standard at 55 GPCD in 2024, decreasing to 47 GPCD in 2025, and further to 42 GPCD by 2030.

It has been estimated that indoor residential use in California currently averages about 50 GPCD.[2] Thus, meeting the 2030 standard implies a 16 percent reduction from current indoor usage levels.

Residential Outdoor Standard

The outdoor standard is tailored to the efficient water use required for residential landscaping within each district's climate. It involves an aggregate water budget calculated as follows:

Outdoor Residential Budget = LAM x LEF x (ETo – Peff) x 0.62

In this equation:

- **LAM** is the measured residential landscape area in square feet.
- **ETo** represents the reference evapotranspiration, measured in inches per year.[3]
- **Peff** is the effective precipitation, also in inches per year.[4]
- **LEF** (Landscape Efficiency Factor) is a regulatory factor that dictates the overall water budget.

The LEF poses significant compliance challenges due to its stringent reduction targets. Initially set at 0.80, the LEF will decrease to 0.63 starting July 1, 2035, and further to 0.55 by July 1, 2040.

For new residential landscapes, the standard is immediately more stringent, set at a LEF of 0.55 from the outset. This means that all new residential landscaping must meet this lower efficiency factor regardless of the current LEF enforced for existing landscapes. This regulation ensures that new developments contribute to water conservation efforts from their inception.

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[2] See Results of the Indoor Residential Water Use Study prepared by the California Department of Water Resources.

[3] The amount of water needed to maintain cool season turf grass in a healthy condition.

[4] The portion of annual rainfall available for plant water requirements thereby reducing the amount needing to come from irrigation.

The introduction of progressively lower LEF values for existing landscapes, combined with the standard for new developments, presents a considerable challenge. Maintaining the health of turf grass will be particularly difficult when the LEF drops below 0.8. Many communities may need to significantly reduce or even eliminate turf grass, a change that will transform the visual and functional aspects of residential outdoor spaces.

CII Dedicated Irrigation Meter Standard

The water budget for CII Dedicated Irrigation Meters (DIMs) is calculated similarly to residential landscaping but adheres to a stricter standard. Starting July 1, 2040, the required efficiency factor for these meters will be set at 0.45, making the maintenance of landscapes with significant amounts of turf nearly unattainable. It is the responsibility of each retail water agency to accurately measure and map the landscape area for their dedicated irrigation accounts. These measurements are then incorporated into a landscape water use equation to establish a supplier-specific CII landscape budget.

For retail water suppliers, including Cal Water, that do not currently have a CII DIM customer classification, the regulations impose additional requirements. These suppliers are mandated to identify all CII Mixed Use Meters (MUMs) within their service areas that serve landscapes of half an acre or more of irrigated area. They must either install DIMs for these landscapes or implement at least two equivalent in-lieu technologies designed to measure and enhance landscape water-use efficiency at these sites. This aspect of the legislation ensures that all significant landscape areas, regardless of their current meter classification, are brought under stringent water use monitoring and management. The actions Cal Water will be required to take to satisfy these requirements are described in a subsequent section of this plan.

Water Loss Standard

The Water Loss Standard, established by Senate Bill 555, sets rigorous criteria for managing "real" water loss, which includes actual physical leakage from a water supplier's distribution system. The standard specifies the maximum allowable water loss per connection per day for each urban water retailer's service area. This is determined using system-specific validated baseline water loss audit data.

Every year, water suppliers must conduct a detailed audit of their distribution systems to pinpoint where and how water losses occur—whether through leaks, meter inaccuracies, unauthorized consumption, or other inefficiencies. The primary objective is to accurately gauge the extent of water loss and to develop effective strategies to reduce it, thereby enhancing the overall efficiency of the water supply system and conserving water resources.

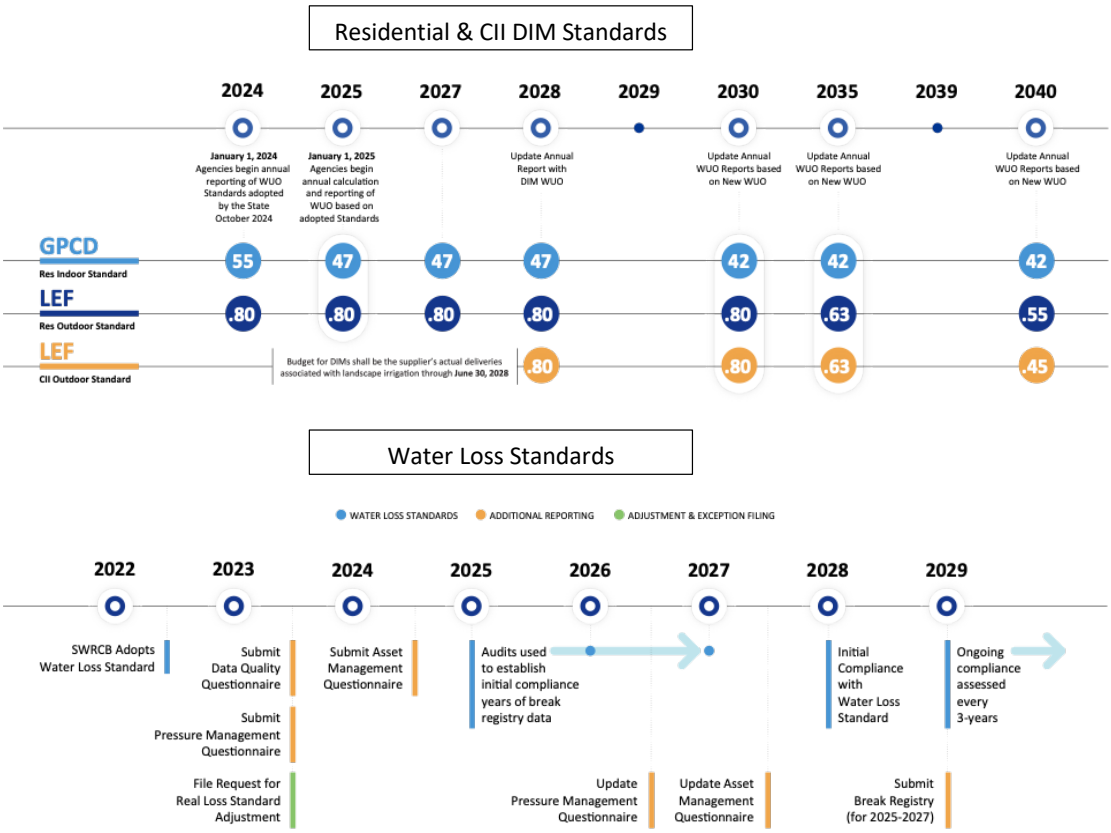
It is crucial to note that compliance with the Water Loss Standard is mandatory for all suppliers, regardless of their total water use relative to their UWUO. Even if a supplier's aggregate water usage falls below their designated UWUO, they must still

meet their specific water loss standards. This separate and independent compliance requirement underscores the importance of including water loss monitoring, management, and reporting tasks in the plan.

WUO Compliance Timeline

Compliance with these standards will require rigorous documentation and adherence to evolving guidelines, underscoring the escalating complexities water suppliers face under the UWUO compliance framework. Figure 6 outlines the compliance timelines for these regulatory components.

Figure 6. Compliance Timeline for Meeting WUO Standards



3.1.2 Mixed-Use Meter Requirements

As discussed above, the regulations mandate that each retail water agency must identify all CII MUM accounts with landscaped areas of half an acre or more by June 30, 2027. These sites must either be converted to dedicated irrigation meters by 2039 or be equipped with at least two approved in-lieu water management technologies. By June 30, 2040, suppliers are required to achieve and maintain a 95% conversion rate to dedicated irrigation meters or equivalent interventions annually.

For water suppliers opting to implement in-lieu water management technologies on CII large landscapes, they have until June 30, 2029, to identify all sites that will require treatment. Acceptable in-lieu water management technologies include:

1. Water budget-based management programs without a specific rate structure.
2. Water budget-based rate structures.
3. Installation of technologies that support detailed monitoring and analysis of outdoor water use, such as Advanced Metering Infrastructure.
4. Use of remote sensing or similar technologies to monitor and analyze outdoor water usage.
5. Other technologies that assist in water use analysis or enhance outdoor water use efficiency, pending Board approval.

Additionally, the proposed regulations require water suppliers managing large landscapes without Dedicated Irrigation Meters to implement the following water management practices:

1. Regular communications with users about water efficiency.
2. Maintenance of irrigation systems to ensure optimal performance.
3. Adherence to efficient irrigation scheduling practices to minimize waste.

These requirements are designed to ensure more precise water use monitoring and management, helping these sites to meet conservation goals and comply with regulatory standards.

3.1.3 CII Performance Measures

For CII properties, the state has not set efficiency standards per se but has mandated specific performance measures due to the high variability and insufficient data on water use across commercial properties. The proposed measures aim to identify high water users and promote efficiency within this sector.

These new requirements entail substantial utility staff efforts to analyze the water usage of CII customers. One such task requires categorizing all CII accounts into 19 Energy Star Portfolio Manager property types, in addition to three specialized water-centric business categories: water recreation, vehicle washes, and laundries.

Additionally, suppliers are required to identify all buildings within their service area that are 50,000 square feet or larger by June 30, 2024, or when the regulations take effect—whichever is later. The regulations require water suppliers to provide an aggregate water use report to each of these properties upon request from the building owner or their representative.

Water suppliers are also tasked with identifying their Top Water Users in CII and choosing from three tracks of Best Management Practices (BMP) compliance to

address the highest water users. Full implementation for all tracks must be finalized by June 30, 2039. Each track is detailed as follows:

- **Track 1**: By June 30, 2025, identify both the top 2.5% and top 20% of all CII water users. Implement a conservation program that includes at least two BMPs from each of five BMP categories for the top 2.5% (10 BMPs in total), and one BMP from the same categories for the top 20% (5 BMPs in total).

- **Track 2**: By June 30, 2027, identify the top 2.5% and top 20% of water users within each of the 22 CII classification categories. Implement a conservation program that includes at least two BMPs from each of five BMP categories for the top 2.5% users, and one BMP from the same categories for the top 20% in each category.

- **Track 3**: By June 30, 2029, identify existing CII connections deemed inefficient based on Key Business Activity Indicators (KBAI) developed for each of the 22 CII categories. Implement a conservation program that includes at least one BMP from each of the five BMP categories.

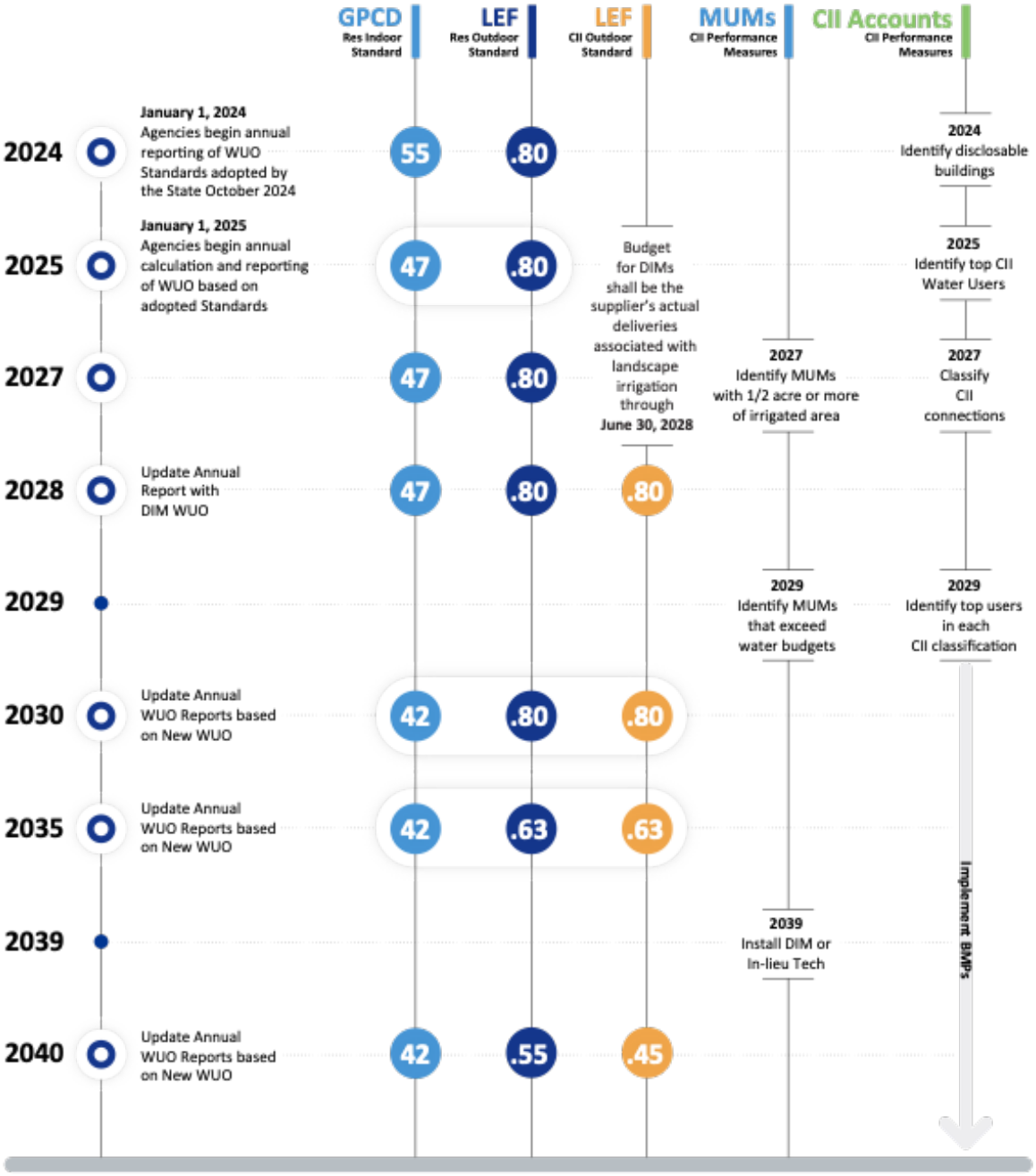
CII Performance Measures and UWUO Compliance

Despite the comprehensive nature of these measures, it is important to note that none of the savings achieved through these efforts will count towards a water agency's compliance with their UWUO. Although these measures are a legally mandated and significant undertaking, they do not directly contribute to UWUO compliance, presenting a challenging scenario for suppliers who must fulfill these obligations without them counting towards their UWUO compliance requirements.

3.1.4 Overall Compliance Timeline and Enforcement Provisions

Figure 7 outlines the critical reporting dates and compliance milestones associated with the *Making Conservation a California Way of Life* regulatory framework. This schedule details the progressive tightening of standards from 2025 to 2040. Starting on January 1, 2027, water suppliers are required to demonstrate compliance with the UWUO on an annual basis.

Figure 7. Making Conservation a California Way of Life Regulatory Framework Timeline



Beginning in 2027, under the new regulations, retail water suppliers are mandated to maintain their actual water use at or below the levels specified by their UWUO. After November 1, 2027, the State Water Board is empowered to enforce civil penalties for non-compliance. These penalties can reach up to $1,000 per day in non-drought years and escalate to $10,000 per day during drought conditions. In addition to monetary

fines, the State Water Board may issue informational orders demanding specific data and information needed for assessing compliance, as well as conservation orders that mandate actions to be taken by the water supplier to enhance water resource conservation.

Although the State Water Board has indicated a possible delay in enforcement to allow water suppliers adequate time to adhere to these standards, it is important to acknowledge that the 2018 legislation codifies these deadlines. Consequently, water suppliers remain at risk of third-party lawsuits grounded on claims of waste and unreasonable use if they do not achieve UWUO compliance by the stipulated dates.

3.1.5 Non-Functional Turf Watering Ban

Alongside the *Making Conservation a California Way of Life* framework, a separate regulation now exists that restricts the use of potable water for watering "non-functional" turf. Drawing inspiration from a similar initiative in Nevada, the California Legislature enacted Assembly Bill 1572 in October 2023. This law prohibits the irrigation of non-functional turf on CII properties using potable water. Although property owners retain autonomy to determine what qualifies as "functional" versus "non-functional" turf, water suppliers are tasked with updating their ordinances and communicating the prohibitions to customers. Additionally, suppliers may choose to provide technical or turf replacement program support to customers facing turf removal, necessitating further allocation of staff and budgetary resources.

3.2 Addressing Groundwater Overdraft

Decades of groundwater overdraft in California's Central Valley—where groundwater pumping routinely exceeded natural recharge—has led to significant declines in groundwater levels and widespread land subsidence. In some areas, subsidence has damaged canals, roads, and other infrastructure and permanently reduced aquifer storage capacity. These conditions highlighted the long-term consequences of unmanaged groundwater use and were a key factor leading to enactment of the Sustainable Groundwater Management Act (SGMA) in 2014, which established a statewide framework for achieving sustainable groundwater management.

SGMA provides a comprehensive framework for sustainable, local groundwater management. It mandates that regions reliant on groundwater cease overdraft activities and achieve balanced levels of pumping and recharge. Key components of SGMA include:

- Defining "sustainable groundwater management."
- Mandating Groundwater Sustainability Plans for California's most critically impacted groundwater basins.

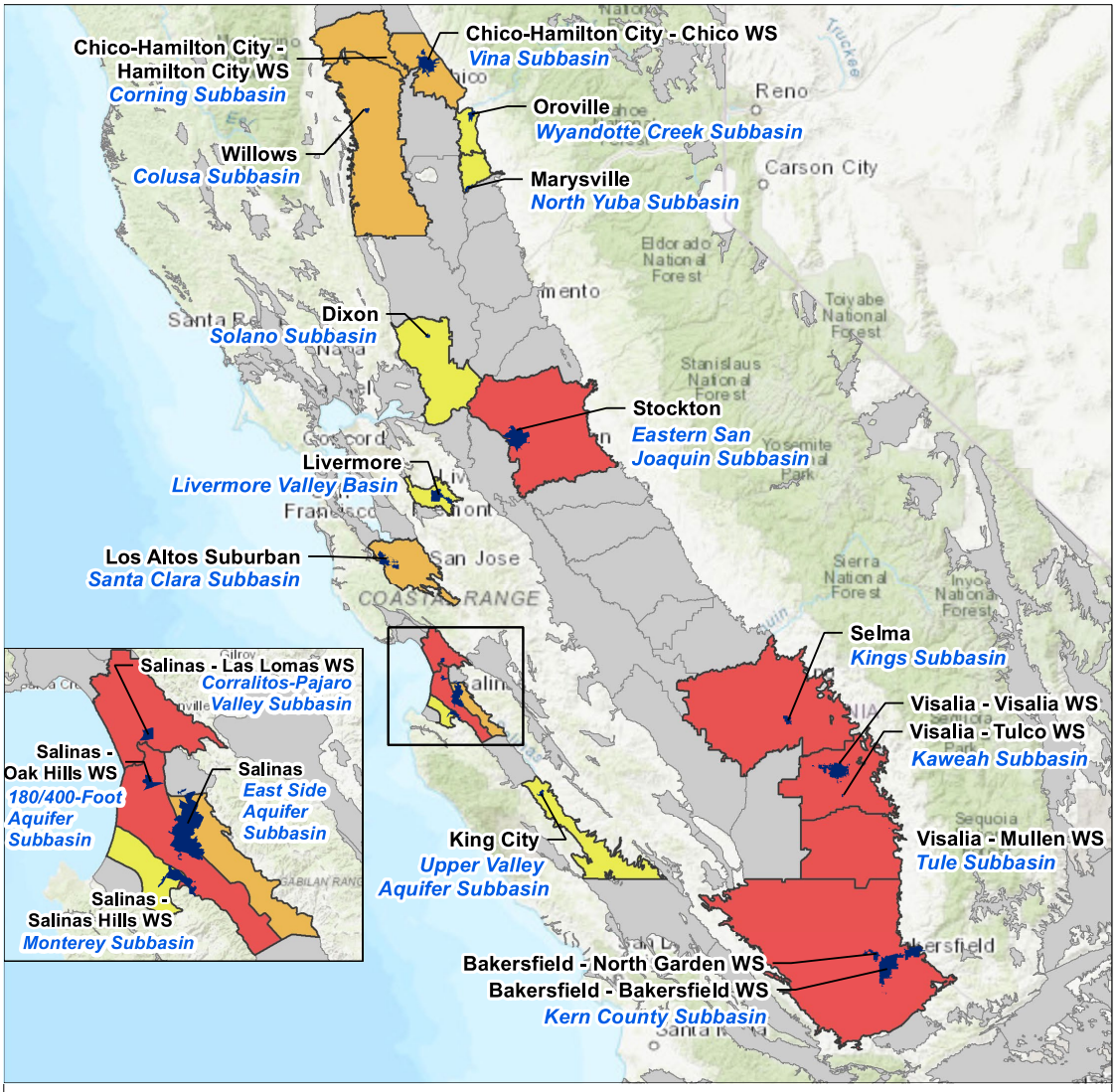
- Setting a timeline for the adoption of these plans.
- Empowering local agencies with the authority to manage basins sustainably.
- Outlining specific requirements for Groundwater Sustainability Plans.
- Limiting the state's role in groundwater management.

Under SGMA, Groundwater Sustainability Agencies (GSAs) were required to be established in the state's high- and medium-priority basins and sub-basins by June 30, 2017. Following this initial milestone, over 260 GSAs were formed across more than 140 basins. Basins that were newly designated as high or medium priority in 2019 had two years from the reprioritization date to either establish a GSA or submit an alternative plan. The Water Code mandates that a GSA must manage its basin under a Groundwater Sustainability Plan (GSP) within five years of reprioritization. The planning deadline for California's first round of GSPs was January 31, 2020, for basins in critical conditions of overdraft, and January 31, 2022, for all other high- and medium-priority basins.

GSPs developed under SGMA generally incorporate enhanced conservation as part of a broader portfolio of actions to eliminate long-term groundwater overdraft. While many plans include supply-side projects such as recharge, recycled water, and surface water imports, most also recognize that achieving basin sustainability will require reductions in groundwater demand. As a result, GSPs commonly include expanded urban and agricultural water-use efficiency programs, irrigation and landscape efficiency improvements, and voluntary conservation measures, alongside potential demand-management tools such as pumping allocations, land repurposing, and crop or irrigation practice changes where needed. Although the emphasis and level of detail vary by basin, the overall planning framework reflects a growing recognition that conservation and demand reduction are essential components of long-term SGMA compliance, particularly in critically overdrafted Central Valley basins.

As illustrated in Figure 8, the Visalia District is one of eight groundwater-dependent districts operated by Cal Water that are located in basins that have been designated as critical or high priority. The potential for mandated reductions in groundwater pumping or other demand management requirements is especially high in these basins. Consequently, SGMA introduces an additional layer of regulatory oversight, potentially necessitating further reductions in water demand beyond those established by the *Making Conservation a California Way of Life* framework.

Figure 8. Location of Cal Water Districts in Critical, High, and Medium Priority Basins



3.3 Managing Cost of Service

In addition to meeting regulatory and groundwater sustainability requirements, expanded conservation plays an important role in managing the long-term cost of water service. Many of Cal Water's conservation programs are able to generate verified water savings at a cost in the range of approximately $500 to $1,000 per acre-foot (AF), placing conservation among the lower-cost water resource options available to the District. By comparison, purchased surface water supplies often cost more than $1,000 per AF, and the development of new supply sources—such as recycled water, groundwater remediation, desalination, or new surface storage—can exceed $2,000 per AF when capital, treatment, conveyance, and operating costs are considered.

Because conservation can reduce the volume and timing of higher-cost supply acquisitions, it helps moderate upward pressure on rates while also improving supply reliability. In many situations, enhanced conservation represents one of the lowest-cost sources of incremental water supply available to the District and plays an important role in managing future cost-of-service impacts for customers, even as additional supply investments may still be required over the long term.

3.4 Summary of Conservation Drivers

Taken together, regulatory, hydrologic, and economic factors create a strong and continuing need for expanded conservation in the Visalia District. The State's *Making Conservation a California Way of Life* (MCCWL) regulations establish increasingly stringent water use efficiency standards and reporting requirements that will require additional reductions in residential, landscape, and system water use over time. At the same time, the Sustainable Groundwater Management Act (SGMA) requires groundwater basins serving the District to achieve long-term sustainability, increasing the likelihood of demand management actions and reinforcing the importance of reducing reliance on groundwater supplies.

In parallel with these regulatory and resource constraints, the cost of developing or acquiring additional water supplies continues to rise. Compared with purchased water and new supply development, conservation often represents the least-cost resource available to meet incremental demand and maintain system reliability. Expanded conservation therefore serves multiple objectives: supporting compliance with State regulations, contributing to groundwater sustainability, and helping manage long-term cost-of-service impacts for customers. For these reasons, conservation will remain a central component of the District's resource management strategy over the 2026–2030 planning period and beyond.

4 Progress Towards Conservation Goals and Targets

This section summarizes the Visalia District's progress toward key state and regulatory conservation requirements and assesses the District's outlook for compliance with new state conservation requirements. It reviews performance relative to the Water Conservation Act of 2009 (SB X7-7) and the California Public Utilities Commission (CPUC) conservation goals, both of which reflect historical reductions in per capita water use. It then evaluates future compliance with the State's Urban Water Use Objective (UWUO) framework under the *Making Conservation a California Way of Life* regulations, which establish increasingly stringent efficiency requirements beginning in 2027.

Together, these measures provide a bridge between past conservation achievements and the additional reductions that will be required in the coming decades. The analysis highlights that while the District has met or exceeded prior conservation targets, further conservation beyond currently authorized levels will likely be necessary to maintain compliance with post-2030 state efficiency standards.

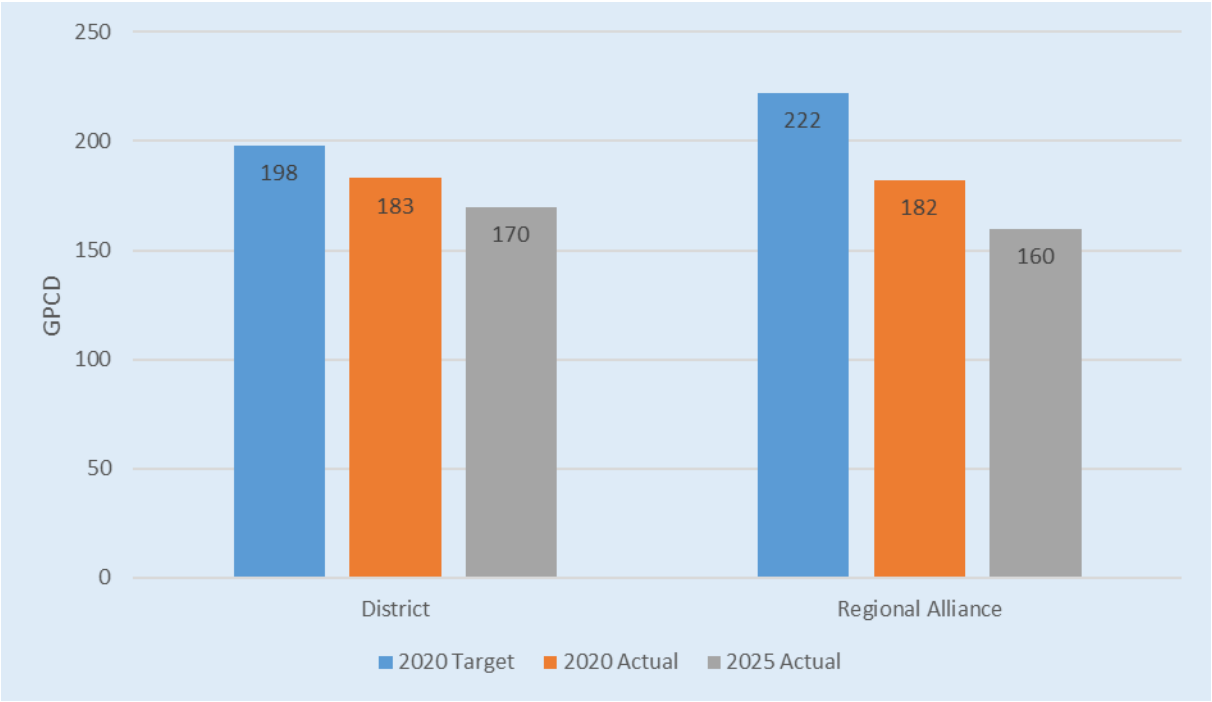
4.1 Compliance with Water Conservation Act of 2009

The Water Conservation Act of 2009 (SB X7-7) required urban retail water suppliers to achieve a 20 percent reduction in per capita water use by 2020. To comply, each supplier was required to establish a 2020 per capita water use target based on historical water use. The statute also allowed suppliers to meet the requirement through participation in a Regional Alliance with other urban retail water suppliers.

The Visalia District formed a Regional Alliance with other Cal Water districts located within the Tulare Lake Hydrologic Region. Under SB X7-7, compliance is achieved if either the District's individual per capita water use or the Regional Alliance's aggregate per capita water use remains below the applicable target.

As shown in Figure 9, the District has maintained compliance with the Water Conservation Act of 2009. In 2025, both the District's and the Regional Alliance's per capita water use remained well below their respective targets, reflecting on-going improvements in water-use efficiency by the District and its customers.

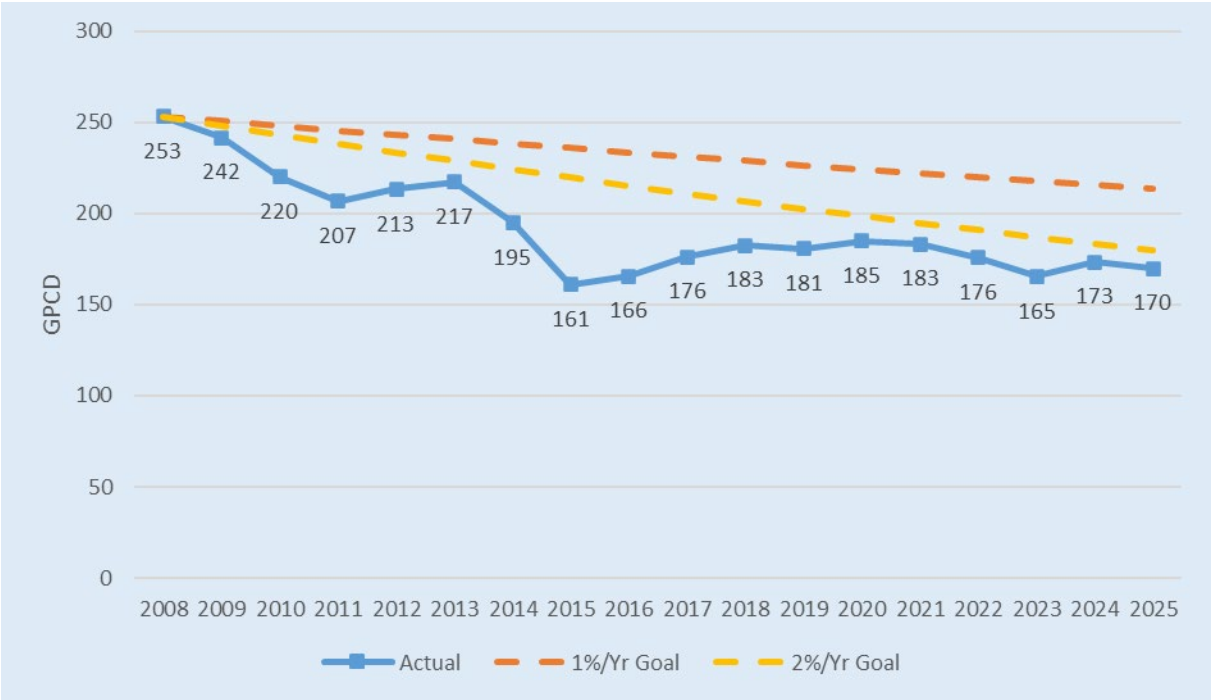
Figure 9. 2020 Target and Actual Per Capita Water Use



4.2 Compliance with CPUC Conservation Goals

In 2008, the CPUC established a water conservation goal of 1 to 2 percent per annum for Class A water utilities, including California Water Service Company. As shown in Figure 10, the Visalia District has consistently exceeded this goal. Since adoption of the CPUC's conservation goal, District per capita water use has declined by approximately 33 percent.

Figure 10. District Per Capita Water Use Relative to CPUC Conservation Goals



4.3 UWUO Compliance Assessment

As described in Section 3, the UWUO establishes an aggregate water-water budget calculated from: (1) a residential indoor water use standard; (2) a residential outdoor water budget; (3) a CII landscape outdoor water use budget for landscapes served by dedicated irrigation meters; (4) a water loss budget; (5) allowable variances; and (6) a potable reuse bonus. Beginning in 2027, the District must annually assess whether the sum of its regulated water uses—residential indoor and outdoor use, dedicated irrigation meter use, and distribution system water loss—is at or below its UWUO. Additionally, starting in 2028, the District must demonstrate that real and apparent distribution system water loss rates are less than their corresponding standards.[5] As noted in Section 3, compliance with the water loss standards is required even if the District's total regulated water use is below its UWUO.

The state standards underlying the residential indoor, residential outdoor, and CII outdoor components of the UWUO will become increasingly stringent over time. As a result, compliance is expected to require continued reductions in water use beyond those achieved under the SB X7-7 framework.

[5] Real losses refer to physical loss of water through leaks, spills, and seeps, while apparent losses refer to unaccounted for water due to meter inaccuracies, administrative or record keeping errors, or theft.

Cal Water has evaluated how projected regulated water use in the Visalia District compares to anticipated UWUO requirements over the UWMP 2025-2050 planning horizon. The assessment is predicated on levels of conservation that are currently authorized by the CPUC, together with anticipated passive conservation savings. These passive savings include continued turnover of plumbing fixtures and appliances subject to state and federal efficiency standards and customer behavioral responses to conservation-oriented rate structures.

Under this baseline demand scenario, regulated water use in the Visalia District is projected to remain below the applicable UWUO requirements through around 2035. Beyond that point, as state standards for residential indoor use, residential outdoor use, and CII outdoor use become more stringent, regulated demands are projected to exceed UWUO levels in the absence of additional conservation beyond what is currently authorized and assumed in the baseline forecast, as shown in Table 1 and Figure 11.

Based on this evaluation, additional conservation on the order of approximately 5 to 10 percent of regulated water demands is anticipated to be required in order to achieve compliance with UWUO requirements in the post-2035 period. This level of reduction is incremental to the active and passive conservation already embedded in the baseline demand projections and therefore represents an increase in conservation relative to historical and projected trends.

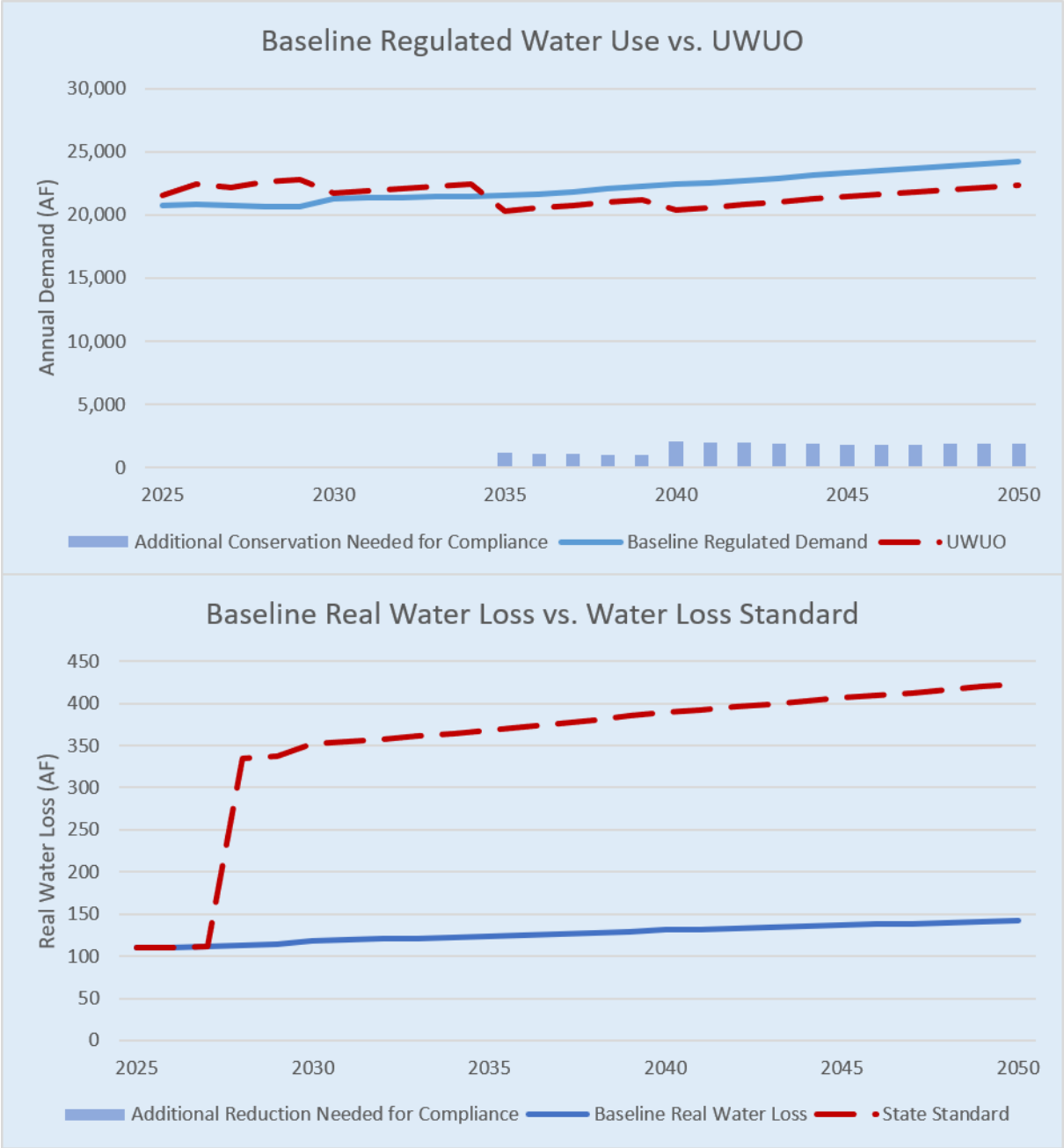
By contrast, real water loss—i.e., distribution system water loss due to leaks, seeps, and spills—is projected to remain below the state standard established for the District throughout the planning horizon. As shown in Table 1, baseline real water loss is consistently lower than the applicable standard by a material margin. Because the UWUO incorporates the water loss standard as one of its components, any difference between actual real water loss and the allowable water loss standard effectively increases the District's aggregate UWUO. In other words, the projected "surplus" between baseline water loss and the standard provides additional compliance headroom within the overall UWUO calculation. Absent this margin, projected regulated water use would exceed the UWUO by an even greater amount in the post-2035 period.

Table 1. Visalia District Projected Regulated Demands vs UWUO

Regulated Water Use					
Year	Service Area Population (a)	Water Demand Subject to UWUO Compliance (b)	UWUO Projections	Over (+)/Under (-) UWUO	
		(AF)	(AF)	(AF)	(GPCD)
2025	154,376	20,777	21,515	-738	-4
2030	166,515	21,306	21,690	-383	-2
2035	175,641	21,547	20,322	+1,225	+6
2040	186,087	22,412	20,344	+2,068	+10
2045	196,873	23,301	21,484	+1,816	+8
2050	205,031	24,245	22,363	+1,882	+8
Distribution System Real Water Loss					
Year	Service Area Population (a)	Baseline Real Water Loss Projections	Real Water Loss Standard Projections	Over (+)/Under (-) Standard	
		(AF)	(AF)	(AF)	(GPCD)
2025	154,376	110	110	0	0
2030	166,515	118	352	-233	-1
2035	175,641	124	368	-244	-1
2040	186,087	131	389	-258	-1
2045	196,873	137	406	-270	-1
2050	205,031	142	423	-281	-1

NOTES:
(a) From 2025 UWMP Table 3-1.
(b) Water demand subject to UWUO compliance includes single family, multi-family, dedicated irrigation meter, and water loss sectors (excluding unbilled authorized consumption) and is detailed in 20205 UWMP Table 4-2.

Figure 11. Visalia District Projected Regulated Demand vs. UWUO



4.4 Summary of Progress Toward Goals and Targets

The Visalia District has demonstrated strong performance relative to historical conservation requirements. Per capita water use has declined substantially over the past two decades, enabling the District to maintain compliance with the Water Conservation Act of 2009 and to consistently exceed CPUC conservation goals for Class A water utilities. These results reflect the combined effects of conservation

programming, metering, conservation-oriented pricing, and state and federal plumbing and appliance efficiency standards.

Looking forward, the District's baseline demand projections—reflecting currently authorized conservation and anticipated passive efficiency gains—indicate that regulated water use is expected to remain below UWUO requirements through approximately 2035. Beyond that period, however, increasingly stringent residential indoor, residential outdoor, and CII outdoor efficiency standards are projected to create a compliance gap. Closing this gap is expected to require additional conservation reductions on the order of 5 to 10 percent of regulated demand relative to baseline conditions.

In summary, the District has successfully met past conservation targets and is positioned to comply with near-term UWUO requirements. However, sustained progress toward long-term state efficiency standards will depend on continued program refinement and expansion of conservation efforts in the coming planning cycles.

5 Water Conservation Program Strategy

This section describes the strategy Cal Water uses to manage water demand in the Visalia District and to support compliance with state conservation, groundwater sustainability, and cost-of-service objectives. Rather than relying on any single measure, the District's approach combines regulatory tools, pricing signals, system efficiency improvements, and customer-focused conservation programs to achieve sustained reductions in water use.

The strategy is implemented within a centrally administered program framework that promotes consistency, cost-effectiveness, and regulatory compliance across Cal Water's service areas. Within this structure, the District applies a coordinated set of actions that include water waste prevention and enforcement, universal metering and conservation-oriented pricing, water loss management, residential and non-residential conservation programs, and expanded efforts to transform outdoor landscape water use in response to emerging state efficiency standards. The subsections that follow describe how these elements work together to form an integrated long-term demand management strategy.

5.1 Program Administration

Cal Water administers its conservation programs on a centralized basis across its service districts. This structure reflects both operational and regulatory considerations. Because Cal Water operates as a single regulated utility, conservation program budgets, designs, and performance are reviewed and authorized through statewide CPUC General Rate Case proceedings. Centralized administration helps ensure that programs are implemented consistently with CPUC authorizations and reporting requirements while allowing Cal Water to maintain standardized tracking, evaluation, and compliance processes.

Central administration also creates important efficiencies. By offering a core set of programs across multiple districts, Cal Water can leverage economies of scale in program design, marketing, rebate fulfillment, data management, and vendor contracting. These scale advantages reduce per-unit program costs and improve overall cost-effectiveness. Consistent program offerings also simplify customer communications and expectations, as customers across districts have access to a similar suite of rebates, services, and educational resources.

While program administration is centralized, implementation is informed by local conditions. Marketing emphasis, customer targeting, and outreach strategies are adjusted to reflect district-specific conservation drivers, such as groundwater sustainability requirements, UWUO compliance needs, and customer water use characteristics. This structure allows Cal Water to balance systemwide efficiency with responsiveness to the Visalia District's particular conservation needs.

5.2 Water Waste Prevention

Cal Water's authority to enforce water waste prevention measures and water use restrictions is established and overseen by the CPUC through Rule 14.1 or Schedule 14.1. In addition, local governments within Cal Water districts may adopt ordinances regulating water use. Cal Water coordinates its water waste prevention efforts with applicable local jurisdictions. For the Visalia District, this coordination includes the City of Visalia and Tulare County.

CPUC Rule 14.1 defines the District's Water Shortage Contingency Plan, including, but not limited to, permanent prohibitions on water waste and restrictions on water use. Prohibited water waste practices include, but are not limited to, the following:

- Use of potable water through a broken or defective plumbing fixture or irrigation system after Cal Water has provided written notice to repair the condition and the customer has failed to complete repairs within seven business days of receipt of the notice.
- Application of potable water to landscapes in a manner that results in runoff onto adjacent property, non-irrigated areas, sidewalks, roadways, parking lots, or structures.
- Use of a hose to wash vehicles—including cars, trucks, buses, boats, aircraft, and trailers—unless the hose is equipped with a shut-off nozzle or similar device that immediately stops water flow when not in use.

During water shortage conditions, Schedule 14.1 also authorizes Cal Water to implement additional water use restrictions, which may include the following:

- Limitations on outdoor irrigation, including restrictions on time of day and frequency of watering.
- Requirements to repair leaks, breaks, or malfunctions following written notification by Cal Water.
- Application of potable water to driveways, sidewalks, and other hardscapes.
- Use of potable water in water features unless the feature operates as a recirculating system.
- Application of potable water to outdoor landscapes during and within 48 hours following measurable rainfall.
- Serving drinking water in eating or drinking establishments unless requested by the customer.

- Irrigation of ornamental landscaping on public street medians.
- Irrigation of landscapes at newly constructed homes or buildings using potable water in a manner inconsistent with requirements established by the California Building Standards Commission or the Department of Housing and Community Development.
- Requirements for hotels and motels to provide guests with the option to decline daily laundering of towels and linens, with clear and prominent notice provided in each guest room.
- Limitations on filling ornamental lakes or ponds.
- Use of potable water for street cleaning, except for initial wash-down associated with construction activities.
- Use of potable water for construction-related purposes, such as dust control or backfill consolidation, unless no alternative water source or method is available.

These measures are a component of the District's overall demand management strategy and support compliance with state water conservation regulations.

5.3 Metering and Conservation Pricing

Metering provides the measurement needed to track usage, identify leaks and high-use patterns, and manage demand effectively—because water use cannot be managed if it is not measured—while volumetric and tiered pricing structures create clear financial incentives for customers to use water efficiently.

Conversion from Unmetered to Metered Service

Historically, many of the District's residential service connections were unmetered. Over the past decade and a half, the District has been installing meters on these service connections. The District completed meter retrofits in 2012.

Empirical evidence for the Visalia District supports the substantial water savings associated with conversion to metered service. A study published in the *Journal of the American Water Works Association* examining newly metered households in the District found that average residential water use declined by approximately 21 percent within six months after metering was introduced.[6] The reduction was attributed to improved customer awareness of water use, stronger price signals under volumetric billing, and the identification and repair of leaks. These findings are

[6] Tanverakul, S. A., & Lee, J. (2015). *Impacts of Metering on Residential Water Use in California.* Journal of the American Water Works Association, 107(2).

consistent with broader research showing that universal metering is one of the most effective structural conservation measures available to urban water suppliers and help explain a significant portion of the long-term decline in per capita water use observed in the District.

Advanced Metering Infrastructure

Cal Water is also piloting automatic meter reading (AMR) and advanced metering infrastructure (AMI). If deployed more broadly in the future, AMI would enhance the District's ability to detect leaks and other system issues and to notify customers of potential problems. AMI would also allow the provision of more timely and detailed water use information, supporting customer engagement as well as enabling customers to more closely monitor their own water usage and take appropriate actions to improve their water use efficiency.

Conservation Pricing

The District uses a four-tier increasing block rate structure for residential water use and a single-tier uniform rate for non-residential customers. Under the residential rate design, the unit price of water increases as usage rises, providing progressively stronger financial incentives for customers to use water efficiently and to limit discretionary outdoor use. The District also offers rate assistance to lower-income households through its Customer Assistance Program (CAP). All District water rates are reviewed and authorized by the CPUC through the General Rate Case process conducted every three years.

5.4 Water Loss Management

The District conducts annual distribution system water loss audits using the American Water Works Association (AWWA) Free Water Audit Software and reports the results to the California Department of Water Resources.[7]

To guide ongoing water loss management, Cal Water has developed a Water Loss Control Compliance Plan and a Water Loss Control Policy. These documents provide a framework for:

- Meeting current and future CPUC and state water loss standards and regulatory requirements;
- Improving audit data quality and validation scores; and
- Identifying and implementing cost-effective water loss control actions.

Cal Water has also conducted a comprehensive assessment comparing each district's current and projected distribution system water loss to applicable water loss

[7] Completed water audits may be accessed at: https://wuedata.water.ca.gov/

standards. The results show that the Visalia District is currently on track to comply with the state-established efficient water loss standards pursuant to Senate Bill 555.

5.5 Customer Conservation Programs

Cal Water has a long-standing water-use efficiency program designed to reduce water use across residential and non-residential customer classes. The program includes landscape conversion incentives, irrigation equipment rebates, indoor device rebates, and customer education resources. Core programs available to residential customers are summarized below. Additional programs are offered to non-residential customers, and program offerings may be adjusted over time based on district-specific needs and program performance.

5.5.1 Current Customer Conservation Programs

Cal Water currently offers residential customers a range of water-use efficiency rebates, support services, and educational resources, including the following:

Turf Replacement

- Turf replacement rebates of up to $3 per square foot for removal of turf and conversion to California-friendly, low-water-use landscaping with efficient irrigation.

Irrigation Equipment Rebates

- Smart Landscape Tune-Up: A free, site-specific irrigation assessment that includes approved repairs to existing irrigation systems and installation of high-efficiency sprinkler nozzles and smart irrigation controllers, as appropriate.
- Smart irrigation controllers: Rebates of $125 per controller for weather- and soil-based irrigation controllers that adjust watering schedules based on site conditions.
- High-efficiency sprinkler nozzles: Rebates of $5 per nozzle for replacing conventional spray nozzles with high-efficiency nozzles that apply water more uniformly.

Indoor Device Rebates

- High-efficiency clothes washers: Rebates of $150 per washer for eligible models that use substantially less water than standard washers.
- MaP Premium high-efficiency toilets: Rebates of $50 per toilet for models using 1.1 gallons per flush or less.

- Conservation kits: Free kits containing water-saving plumbing devices, such as high-efficiency showerheads, faucet aerators, hose nozzles, leak detection tablets, and educational materials.

Online Resources

- Cal Water maintains a suite of online water-use efficiency resources to help customers understand and adopt water-saving practices.

School Education

- Cal Water's school education program includes the Aqua Adventures, A Splash of Creativity, H2Oath, and Water Smart Grant programs. Cal Water's Teacher Toolkit provides teachers with practical guidance and teaching rubrics for helping students learn about resource sustainability and the importance of using water wisely.

In addition to these core offerings, Cal Water may implement non-core programs in select districts to address specific local needs or emerging opportunities. For example, in recent years Cal Water implemented a direct-install bathroom retrofit program targeting lower-income households and multifamily properties in several of its districts.

Cal Water's customer conservation programs are implemented through a combination of in-house staff and contracted service providers. Cal Water conducts ongoing outreach and customer engagement to promote awareness and participation. In addition, customer service representatives are trained to assist customers with high water use or billing concerns by directing them to appropriate conservation programs and educational resources.

5.5.2 Future Customer Conservation Programs

Cal Water understands that its conservation programming must be adapted to the new MCCWL regulatory requirements. For instance, meeting the rigorous outdoor water use standards will require transitioning substantial amounts of turf area to more water efficient landscaping. Therefore, outdoor conservation measures, including turf replacement incentives and support services, will need to be further prioritized to drive future water savings. While targeted indoor efficiency measures have also been retained to maximize water savings, the focus remains heavily on outdoor improvements.

Achieving Landscape Transformation

Achieving the required level of water savings in the Visalia District requires a rapid market transformation towards landscape efficiency. Typically, market transformations can span decades as they require shifting both consumer behaviors and supply chain dynamics, even with incentives. Early adopters have already made

necessary adjustments, but many property owners have not yet embraced this change. Landscape transformation represents a significant departure from traditional practices, often perceived as complex and undesirable by many. Overcoming this resistance and encouraging participation will be challenging.

A crucial aspect is convincing customers that embracing landscape efficiency enhances, rather than detracts from, the value of their property. The traditional view equates lush, green lawns with success and economic status. Therefore, changing this deep-seated perception to appreciate the aesthetics and benefits of water-sustainable landscaping is essential.

Given the urgency to transform landscapes without the luxury of time, Cal Water faces several challenges that require:

- Robust customer education.
- High levels of customer motivation.
- Accessibility to landscape design and plant knowledge.
- Considerable labor investment.
- Significant financial resources.

To increase customer engagement, Cal Water's programs must offer compelling incentives, clear communication about the required processes, and substantial support to guide customers through these changes. Table 2 outlines the key barriers to successful deployment of landscape transformation programs.

Many water users currently do not prioritize landscape water efficiency, lacking both understanding of its urgency and motivation to implement drastic changes.

Cal Water's strategy is to significantly enhance education about the need for outdoor water use reduction and how to achieve it. Fortunately, studies indicate a growing customer interest in aesthetically pleasing, water-efficient landscaping. Many property owners consider turf removal but require assistance to proceed. Time and cost are significant barriers.

To effectively encourage this shift, Cal Water must not only convince customers of the necessity of these changes but also provide them with extensive support—from design assistance to continuous engagement and resources. Additionally, incentives must be compelling enough to convince customers of the value of investing in these changes.

Success will depend on expanding education, services, and incentives to accelerate market transformation. To support this enhanced program structure, Cal Water must accordingly increase its staff, marketing efforts, operational support, and budget to meet these elevated service demands.

Table 2. Barriers and Customer Requirements of Landscape Transformation Programs

Landscape Transformation Barriers	Customer Requirements
• Customers lack motivation to reduce their water use. • Most customers are unaware of, or overwhelmed by, landscape efficiency programs. • Landscape efficiency solutions must be "customized" for each property. • Water suppliers do not currently have a deep understanding of their customers. • Agencies do not possess the resources to uniquely target and engage their customers.	• Customers desire to have a beautiful landscape. • Each customer has a different vision of what comprises landscape beauty. • Most customers have considered converting their lawn, but they need help to accomplish this. • Customers confirmed that design support is the most important need. • Incentives are necessary to pull the trigger on converting their lawn. • There are a number of misperceptions that disconnect the customer from their actual water usage. They believe most water is used indoors; that they already have efficient equipment; and saving money is the main driver.

Beyond Landscape Transformation

In addition to turf replacement, Cal Water has identified a suite of customer conservation programs with demonstrated water-saving potential and meaningful market impact. Together, these measures represent a comprehensive portfolio that—subject to adequate staffing and funding—is intended to support achievement of the water use reduction levels required under the MCCWL regulations. The measures summarized in Table 3 are representative of Cal Water's current conservation approach. As program performance is evaluated and technologies evolve, Cal Water may refine this portfolio by modifying, replacing, or adding measures to ensure continued program effectiveness.

Table 3. Representative Conservation Measures with Significant Savings Potential

Conservation Measure	Remaining Potential	Reasoning for Selecting
Home Water Budgets	All single-family homes	• Identifies customers with inefficient usage, thus allowing better targeting of programs and assistance. • Provides a foundational step in educating customers with powerful and personal information that identifies site-specific efficiency opportunities. • As an educational tool alone, shown to reduce water use.
Outdoor Efficiency		
Turf Replacement	All properties with remaining turf	• Required measure for meeting landscape and irrigation standards. • Huge remaining opportunity. • Long lifespan measure.
Sprinkler Tune-up	All properties with remaining turf	• Nearly all irrigation systems need repair. • Repairs are necessary before efficiency upgrades are made otherwise new products will not work as designed. • High customer demand.
Smart Controllers	All properties with irrigation	• High customer receptivity due to technical aspect of device. • Reduces overwatering by providing the appropriate amount of water based on the local weather.
Pressure Regulating Spray Heads	All properties with popup spray heads	• Millions of non-pressure regulating spray heads. • Reduces water use due to high water pressure and low head drainage.
High Efficiency Sprinkler Nozzles	All properties with popup spray heads	• Millions of high flow nozzles are available for retrofit. • Solution for customers electing to keep turf. • Reduces runoff. • High cost effectiveness. • Generally easy retrofit.
Indoor Efficiency		

Conservation Measure	Remaining Potential	Reasoning for Selecting
Premium Efficiency Toilets	Nearly 50% of existing fixtures are 1.6 GPF or above	• Reliable 25-year life of water savings. • Easy retrofit.
High Efficiency Clothes Washers	All single-family homes and multi-family in-unit washers	• Customers prefer high efficiency models. • Easy to administer. • Washers have 10–12-year life

5.5.3 CII BMPS

The MCCWL regulations require that the District implement CII BMPs for non-residential customers with very high usage.

The regulations specify that the District must implement at least one BMP from each of the following categories for customers with usage above the 80th percentile, while it must implement at least two BMPs from these categories for customers with usage above the 97.5th percentile.

Outreach, Technical Assistance, and Education BMPs

1. Direct contacts via site visits or phone calls
2. Informative or educational bill inserts
3. Conducting workshop or developing training videos
4. Webpage portals to access information, tools, and rebates
5. Cost-effectiveness analysis tools
6. Commercials or advertisements
7. Grass roots marketing
8. Community based social marketing
9. Other CII-best management practices derived from additional innovation and technology advancement that can be taken by suppliers, subject to Water Board approval

Incentives BMPs

1. Rebates and cost-sharing for replacing inefficient fixtures, equipment, irrigation systems or landscapes with water efficient ones
2. Certification or branding programs that recognize customers as water efficient
3. Incentives for technologies that enable customers to identify, measure, and analyze indoor and outdoor water use

4. Other CII-best management practices derived from additional innovation and technology advancement that can be taken by suppliers, subject to Board approval

Landscape BMPs

1. Landscape and irrigation management practices to promote improved water use efficiency
2. Irrigation system inspections, audits, or surveys
3. Training or guidance on irrigation scheduling and maintenance
4. New development landscape inspection, workshops, and training
5. Programs to remove turf and replace it with climate-ready vegetation
6. Programs to decrease urban heat and reduce turf water use by planting trees
7. Programs to install green infrastructure such as swales or rain gardens that offset irrigation needs
8. Other CII-best management practices derived from additional innovation and technology advancement that can be used by suppliers, subject to Water Board approval

Collaboration and Coordination BMPs

1. Coordination with "green" building certification or recognition programs to promote water use efficiency
2. Coordination with land use authorities to check new landscapes design and implementation
3. Collaboration with non-governmental organizations on outreach and education
4. Collaboration with municipal arborists and tree planting organizations to expand and maintain urban forests
5. Collaboration with stormwater agencies to install green infrastructure such as swales or rain gardens to also offset irrigation needs
6. Other CII-best management practices derived from additional innovation and technology advancement that can be taken by suppliers, subject to Water Board approval

Operational BMPs

1. Infrastructure changes (for example, smart meter replacement programs)
2. Billing or data collection procedures (for example, data tracking, analysis, and reporting improvements)
3. Other operational best management practices to facilitate CII best management practices program implementation and evaluation
4. Other CII best management practices derived from additional innovation and technology advancement that can be taken by suppliers, subject to Water Board approval

Table 4 shows the key tasks and milestones related to these new CII BMP requirements.

Table 4. Tasks and Milestones for Regulatorily Prescribed CII BMPs

Task	Frequency	Timing
Identify the top 2.5% and the top 20% of CII water users	One time and on-going	June 30, 2025
Identify the top 2.5% of CII water users and top 20% of connections in each water use classification	One time and on-going	June 30, 2029
Identify existing CII connections that appear to be inefficient according to key business activity indicators	One time and on-going	June 30, 2029
Implement at least 2 programs from each BMP category for top 2.5% of CII water users	Annually	June 30, 2039
Implement at least 1 program from each BMP category for top 20% of accounts in each water use classification	Annually	June 30, 2039
Conduct marketing and outreach to targeted commercial customers	Annually	Continuous
Administer Commercial Rebate and Support Programs	Annually	Continuous

5.6 Program Monitoring and Reporting

Ongoing monitoring, evaluation, and reporting are central components of Cal Water's conservation program strategy. These activities ensure that programs are performing as intended, that water savings estimates are supported by empirical evidence, and that the District meets CPUC and state regulatory requirements. Together, these efforts provide accountability, support continuous program improvement, and inform future program design and funding decisions.

Program Tracking

Cal Water uses the Alliance for Water Efficiency (AWE) Water Conservation Tracking Tool to systematically track program participation, expenditures, and estimated

water savings across conservation programs. This system allows Cal Water to track implementation activity, evaluate program cost-effectiveness, identify participation trends, and assess progress toward water savings targets. The tracking data also support demand forecasting, program planning, and regulatory reporting.

Savings Evaluations

In addition to routine tracking, Cal Water conducts periodic savings evaluations to assess the actual water use impacts of its conservation programs. These evaluations typically use statistical and econometric methods to compare water use patterns before and after program participation, often relative to control groups. Recent and ongoing evaluations include:

- Toilet, showerhead, faucet, and complete bathroom retrofit water savings evaluations
- Lawn-to-Garden Program turf replacement water savings evaluation
- Smart Landscape Tuneup Program water savings evaluation
- Flume Rebate Program water savings evaluation

CPUC and State Reporting

Cal Water fulfills multiple conservation-related reporting requirements at both the CPUC and state levels. These include:

- **CPUC reporting:** Annual reports detailing conservation program activities, expenditures, and estimated water savings by district. These reports support regulatory oversight and future budget authorizations.
- **State reporting:**
  - Annual distribution system water loss audits and reporting to the California Department of Water Resources
  - Annual Urban Water Use Objective (UWUO) compliance assessments
  - Annual Commercial, Industrial, and Institutional (CII) performance measure compliance reporting

These monitoring and reporting functions require substantial data management, analytical support, and regulatory coordination, and are a key driver of the administration and research budget described in Section 6.

5.7 Water Conservation Program Staffing

Cal Water's Conservation Department is currently staffed by nine full-time equivalent (FTE) positions. A prior staffing evaluation by Cal Water indicated that the industry standard staffing ratio is 12 FTEs per million people served. At present, Cal Water has only 9 FTEs serving a customer base of 2 million people, or roughly one-third the

standard level. This evaluation, conducted before the *Making Conservation a California Way of Life* regulations were introduced, already demonstrated a stark understaffing issue. The additional responsibilities introduced by the new regulations will undoubtedly intensify this challenge.

In light of mandated UWUO reductions, SGMA-related impacts, and the extensive reporting and performance requirements associated with the MCCWL regulations, Cal Water has identified a need to expand its conservation program staffing.

While the use of consultants could provide short-term support, the ongoing and long-term nature of the regulatory requirements makes exclusive reliance on temporary staffing impractical. In particular, the data analysis, program tracking, and reporting obligations associated with the MCCWL framework require sustained institutional knowledge and continuity that are best supported through permanent staff.

Cal Water's staffing strategy therefore emphasizes strengthening internal capacity to manage conservation programs, lead outreach and customer engagement efforts, support customers, oversee ongoing CII activities, and fulfill reporting and compliance obligations. Consultants are expected to continue to play a targeted role by providing short-term, specialized expertise as needed, allowing flexibility while maintaining a strong in-house program foundation.

Consistent with this strategy, Cal Water proposed in its 2024 GRC an increase in Conservation Department staffing from nine to fifteen positions. The six requested positions and their primary responsibilities are summarized in Table 5.

The CPUC did not authorize the six additional conservation positions requested in the 2024 GRC. Cal Water continues to assess the staffing resources needed to effectively implement and expand customer conservation programs and meet applicable regulatory requirements. Based on this assessment, Cal Water expects to seek authorization for additional conservation staffing in future rate cases.

Table 5. Proposed New Conservation Staff Positions

New Position	Responsibilities
Conservation Manager	• Program development/implementation/management • Budgeting • Staff oversight
Regional Conservation Coordinator (2 positions)	• Regional program implementation • District coordination • Customer engagement
Water Resource Sustainability Analyst	• Program tracking/analysis • Compliance assessment/reporting • Data management
Water Resource Sustainability Assistant	• Data entry • Analysis support • Compliance reporting support
Conservation Assistant	• Program application/rebate processing • Customer assistance • Data entry/processing

5.8 Summary of Water Conservation Program Strategy

Cal Water's conservation strategy for the Visalia District integrates regulatory tools, pricing signals, system efficiency measures, customer-focused programs, and rigorous monitoring and reporting to achieve sustained reductions in water demand. This multi-layered approach reflects the need to meet evolving state conservation standards, support groundwater sustainability, and manage long-term cost-of-service impacts while maintaining reliable service.

Centralized program administration provides consistency, economies of scale, and strong cost-effectiveness, while district-level implementation focuses outreach and resources where they are most needed. Foundational elements of the strategy include water waste prevention and enforcement, universal metering and conservation-oriented rate design, and proactive water loss management. These structural measures create the conditions for efficient water use and system performance.

Building on this foundation, customer conservation programs deliver direct savings through rebates, technical assistance, education, and market transformation initiatives. In response to *Making Conservation a California Way of Life* requirements, increasing emphasis is being placed on outdoor landscape efficiency and support for high-water-use residential and commercial customers. Ongoing program tracking, empirical savings evaluations, and CPUC and state reporting ensure that program performance is documented, savings assumptions remain evidence-based, and the District can demonstrate compliance with UWUO, CII, and water loss standards.

Together, these elements position conservation as a long-term resource management strategy that supports regulatory compliance, groundwater sustainability, water supply reliability, and cost-effective water supply planning for the District.

6 Current and Requested Conservation Budget

Cal Water proposed and received a significant increase in the Visalia District's conservation budget in the 2024 GRC. The need for the increase was driven primarily by compliance requirements associated with the *Making Conservation a California Way of Life* regulations, as well as the need to expand conservation efforts in SGMA-impacted areas and districts either with currently high water supply costs or high supply development costs, such as Visalia.

6.1 Conservation Program Budget Components

The District's conservation budget consists of four primary components: (1) program implementation, (2) public information, (3) school education, and (4) administration and research. The program implementation budget is the largest component and covers the costs of delivering conservation programs, excluding marketing and internal staffing costs. The public information budget supports program marketing as well as broader conservation outreach and customer communications. The school education budget funds school-based conservation education programs offered within the District. The administration and research budget covers the District's allocated share of conservation staffing costs, along with expenditures for external consultants performing research, program evaluation, and water savings verification.

6.2 Conservation Program Budget Adjustments

In its 2024 GRC, Cal Water proposed three key adjustments to the currently authorized conservation program budget to address evolving regulatory and operational needs:

1. UWUO Compliance Budget Adjustment:

To support compliance with UWUO requirements, Cal Water conducted a detailed cost analysis using a representative portfolio of conservation measures. This analysis identified the measures and activity levels needed to achieve projected savings, estimated associated annual and cumulative water savings, and calculated the corresponding costs required to meet UWUO targets.

2. Adjustments for SGMA-Impacted and High-Cost Districts:

Additional adjustments were proposed for districts affected by SGMA and for those facing high incremental water supply costs. These adjustments allocate additional conservation resources to address groundwater sustainability requirements and to pursue conservation as a cost-effective alternative to higher-cost supply development.

3. Adjustments to Mitigate Potential Implementation Feasibility and Cost-of-Service Concerns:

Because the first two adjustments resulted in substantial budget increases in some districts, a moderating adjustment was applied to limit potential cost-of-service impacts. This constraint effectively capped proposed program budget increases at no more than five times a district's currently authorized conservation budget, balancing regulatory compliance needs with affordability and implementation feasibility.

6.3 Conservation Program Budget Comparison

Figures 12 and 13 compare the Bakersfield District's authorized conservation budgets from the 2021 and 2024 General Rate Cases (GRCs). Overall, the proposed annual budget increases from $483,889 to $1,872,008, representing an approximately four-fold increase in total conservation funding. This increase reflects the expanded scale of conservation activity required to meet emerging state efficiency standards, groundwater sustainability needs, and associated implementation and reporting requirements.

The most significant change is in the program implementation budget, which increases from $239,587 to $1,197,935—a five-fold increase. As a result, the share of the total conservation budget devoted to direct customer programs rises from 50 percent to 64 percent. This shift underscores the District's strategy of directing a larger portion of resources toward on-the-ground measures that generate measurable water savings, particularly outdoor landscape programs and other actions needed to support UWUO compliance.

The public information budget increases from $69,781 to $239,587 (a three-fold increase), while its share of the total budget remains relatively stable, declining slightly from 14 percent to 13 percent. This increase primarily reflects the need for expanded program marketing and customer outreach to achieve higher participation levels, especially for landscape transformation and other measures that require substantial customer engagement and behavioral change.

The administration and research budget rises from $140,450 to $400,415, an approximately three-fold increase. Although this category's share of the total budget declines from 29 percent to 21 percent, the absolute increase supports expanded staff resources and technical capacity needed for program deployment, data tracking, performance evaluation, and the enhanced regulatory reporting and compliance obligations associated with UWUO compliance, CII performance measures, and water loss standards.

In contrast, the school education budget remains unchanged at $34,071, and its share of the total budget declines from 7 percent to 2 percent as funding is prioritized toward measures with more immediate, quantifiable water savings and regulatory compliance benefits.

Taken together, these changes reflect a clear reallocation of conservation resources toward direct program implementation and the support systems needed to deliver and document those savings, aligning the District's budget structure with the increasing performance and compliance demands facing urban water suppliers.

Figure 12. Visalia District Conservation Budget: Current Authorized and Requested

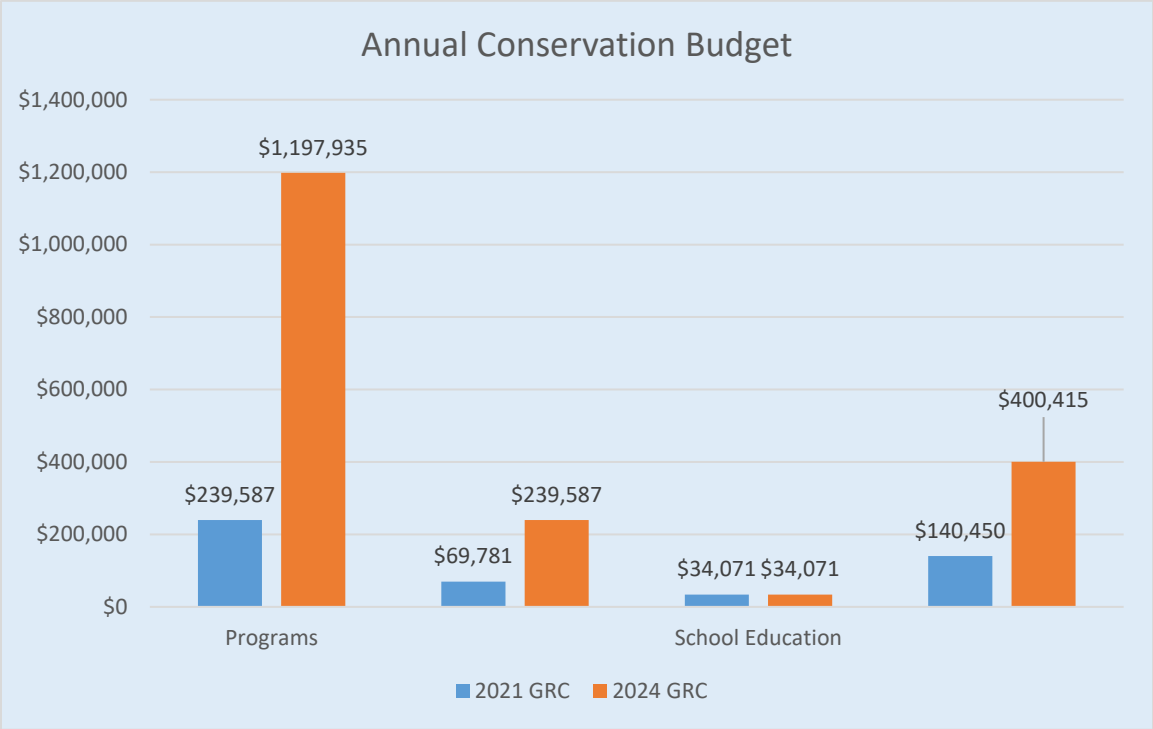
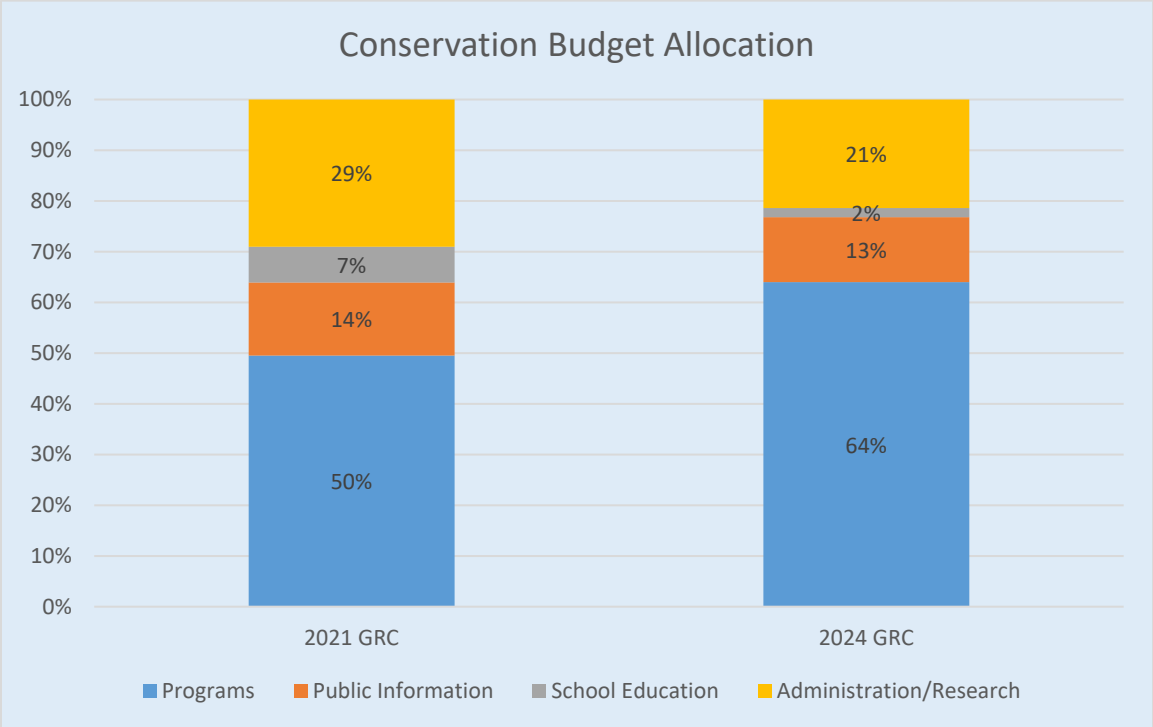


Figure 13. Visalia District Conservation Budget Shares



7 Conclusion

The Visalia District has achieved substantial and sustained reductions in water use over the past two decades, driven by universal metering, conservation-oriented pricing, expanded customer programs, and state and federal efficiency standards. As documented in this plan, these efforts have enabled the District to meet or exceed historical conservation requirements, including compliance with the Water Conservation Act of 2009 and CPUC conservation goals, while maintaining reliable service to a growing population.

Looking ahead, the conservation landscape facing the District is fundamentally different from that of the past. The *Making Conservation a California Way of Life* regulations establish increasingly stringent efficiency standards and reporting requirements that will require additional reductions in residential indoor and outdoor use, commercial landscape irrigation, and distribution system water loss. At the same time, the Sustainable Groundwater Management Act (SGMA) introduces long-term constraints on groundwater supplies that are likely to necessitate further demand reductions in critically overdrafted basins such as the one serving the Visalia District. These regulatory drivers are reinforced by rising water supply costs, which make conservation an increasingly cost-effective component of the District's resource strategy.

The analysis presented in this plan indicates that, under currently authorized funding levels and anticipated passive savings, regulated water use is expected to remain below UWUO requirements through approximately 2035. Beyond that period, however, progressively tighter state standards are projected to create a compliance gap, with additional reductions on the order of 5 to 10 percent of regulated demand needed to maintain compliance in the post-2035 timeframe. Addressing this gap will require expansion of conservation programs beyond historical levels, particularly in outdoor landscape efficiency, high-water-use customer engagement, and system water loss management.

To respond to these challenges, Cal Water's conservation strategy for the Visalia District integrates regulatory tools, pricing signals, system efficiency measures, and customer-focused programs within a centrally administered framework designed to maximize consistency and cost-effectiveness. Expanded monitoring, evaluation, and reporting capabilities will ensure that program performance is documented and that savings assumptions remain evidence-based. Increased staffing and budget resources, as proposed in the 2024 General Rate Case, are intended to support the scale of implementation, customer outreach, and regulatory compliance now required.

In summary, conservation is a core long-term resource strategy for the Visalia District. Continued investment in conservation will help the District meet evolving

state efficiency standards, reduce pressure on groundwater supplies, support water supply reliability, and manage the cost of service for customers. This Conservation Master Plan provides the framework for achieving these objectives over the 2026–2030 planning period and establishes a foundation for future updates as regulatory requirements, water use patterns, and program performance evolve.

Appendix H: Resolution to Adopt

- Resolution to Adopt 2025 UWMP and WSCP
- Resolution to Adopt Amended 2025 UWMP

CALIFORNIA WATER SERVICE
1720 North First Street
San Jose, CA 95112-4598 *Tel:* (408) 367-8200

June 26, 2026

Mr. Ryan Bailey, Manager
Water Use Efficiency Branch
California Department of Water Resources
P.O. Box 942836
Sacramento, CA 94236-0001

Re: Adoption of the 2025 Urban Water Management Plan and Water Shortage Contingency Plan California Water Service – Visalia District

Mr. Bailey:

This letter serves as notice that California Water Service (Cal Water) has formally adopted this 2025 Urban Water Management Plan (UWMP) and Water Shortage Contingency Plan (WSCP) for our Visalia District.

The attached resolution from Cal Water's Board of Directors on September 28, 2005 delegated authority for this approval to, among others, any Vice President. I have approved the attached UWMP and WSCP, which were developed by staff under my supervision in accordance with the Urban Water Management Planning Act contained in the California Water Code, Division 6, Part 2.6.

If you have any questions regarding this UWMP or WSCP, please contact Jake Lam at the above mailing address, by telephone at (408) 367-8257, or by email at jlam@calwater.com.

Sincerely,

Kenneth G. Jenkins
Vice President, Water Resources Planning and Sustainability

Attachments – Resolution

cc: Scott Wagner – Director of Water Resources
Stuart Skoglund – Interim District Manager, Visalia District

CALIFORNIA WATER SERVICE
1720 North First Street
San Jose, CA 95112-4598 *Tel:* (408) 367-8200

CALIFORNIA WATER SERVICE COMPANY

RESOLVED, that this Board of Directors delegates its authority to approve Urban Water Management Plans as required under the Urban Water Management Planning Act contained in California Water Code 6, Part 2.6 to the President and Chief Executive Officer, any Vice President, the Corporate Secretary and any Assistant Secretary of California Water Service Company.

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I, DAN L. STOCKTON, Corporate Secretary of California Water Service Company, a California corporation, do hereby certify that the foregoing is a full, true and correct copy of certain resolution adopted by the Board of Directors of said corporation at a regular meeting of said Board duly called and held September 28, 2005, at which a quorum was present, that all Directors present voted in favor of said resolution, and that said resolution has never been annulled or revoked but is still in full force and effect.

IN WITNESS WHEREOF, I have hereunto signed my name this 7th day of September, 2005.

Dan L Stockton

Dan L. Stockton
Corporate Secretary