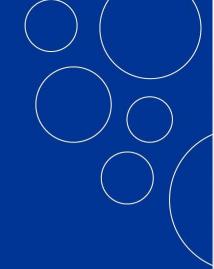


**City Council Study Session** 





#### **California Water Service**

April 18, 2023

Quality. Service. Value.®

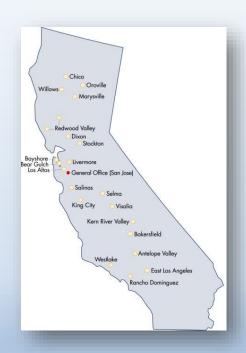
# Tavis Beynon Willows District Manager

Meaghann Tenuta
Water Quality Program Manager

Shannon McGovern
Government and Community Affairs Specialist



## **Cal Water = History, Expertise, Scale**



- Formed in 1926, 95 years of experience
- Service areas across CA
- Serve 2 million Californians through almost 500,000 service connections
- Over 80 billion gallons of water annually
- More than 400,000 water quality tests per year



## **Awards and Recognition**

- Named a Great Place to Work® by the Great Place to Work® Institute in 2021 for the sixth year in a row
- Included in Newsweek's "America's
   Most Responsible Companies" 2022
   List (ranked #180/500 companies and
   #19/63 peers)
- Awarded top 20% rank and "prime" status by ISS ESG Corporate Rating











#### **Cal Water in Willows**

Part of the Willows Community since 1927

4 employees

10 professional certifications

62 years combined industry experience

CSS Support – Engineering, Water Quality, Operational Support, Environmental, Accounting, Safety, Emergency Preparedness and Response



### Willows

- Population served = about 6,244
- 2,391 service connections
- 37 miles of main
- 7 water wells
- 850,000 gallons of storage





# Cal Water in the Community

















- Less than 1¢ per gallon
- Water meets all primary and secondary state and federal standards for safety
- Rates set by independent regulatory commission
- All costs and investments vetted by California Public Advocates and other parties in open proces



# **Water Quality**

Protecting our Customers' health and Safety is our highest priority.

- We conduct 3,569 tests on 678 water samples annually for Willows.
- The water meets or exceeds all federal and state, standards.
- We utilize certified contract labs and have our own state of the art highly certified lab in San Jose.





# **Treatment**

- 4 Hexavalent Chromium (Chrome 6) treatment plants
- Strong-base anion exchange still considered the best, most cost-effective treatment for Chrome 6
- Chlorine disinfection

## **Chrome 6 MCL**

- MCL was 10 ppb, typical raw Willows water is ~20 ppb
- MCL put in place at 10 ppb in 2014, we began treating immediately
- MCL temporarily rescinded in 2017 procedural challenge, not based on medical or scientific challenge
- Cal Water kept treatment plants operating for customer health, used the time to finetune operations to maximize treatment capabilities to reduce costs – and it's working
- New MCL to be published in 2021 anticipated close to original 10 ppb





# Cost to treat CR6: \$0.33 per 1,000 gallons

CWS Labor	\$38,580
Contract Treatment and Reporting	
Service	\$119,650
Preventative Maintenance / Parts	\$6,800
Phibro-Tech (Waste	
Haul/Treatment)	\$46,650
Regeneration	
Salt	\$10,500
Total Treatment Operations cost per year	\$222,180



## Willows bill breakdown

•	Capital improvements	50%
•	Water professionals	17%
•	Operations & Maintenance	15%
•	Support services	14%
•	Water production	3%
•	Conservation	1%



#### Willows vs Chico

Willows charges based on median consumption	\$67.97
Chico charges based on median consumption	\$34.85
Hamilton City charges based on median consumption	\$34.85
Oroville charges based on median consumption	\$46.77

Water treatment = 38% of Willows capital costs since 2011 Willows has 8% of customers in Chico, 69% of customers in Oroville.



#### The Cal Water Difference

- Among the first water utilities in the state to have a customer assistance program
- Also have penalty-free payment plans and hardship grants for assist customers
- One of first water suppliers to support the Safe Affordable Drinking Water Act





### The Cal Water Difference

Key topics and objectives developed to provide accountability, drive performance, and further embed sustainability into our business strategy.

#### Invest

no less than \$5 million in emissionsreducing energy solutions, such as renewables and low-carbon energy sources, over the next 10 years

#### Increase

the use of recycled water in our operations to no less than 5% of total water supply to customers by 2035

#### Purchase

100% zero-emission passenger vehicles in California by 2035

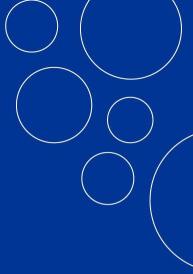
#### Meet

the per-capita water use targets mandated by the state of California for each district, effective in 2027

#### Develop

an enterprise-wide renewable power purchasing strategy by 2023 to pursue opportunities to increase renewable electricity use and decrease Scope 2 greenhouse gas emissions





# **QUESTIONS?**