

Cal Water in Willows

City Council Study Session



California Water Service

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Quality. Service. Value.®

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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



Not Just Price but Value

- 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 process



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- MCL temporarily rescinded in 2017 – procedural challenge, not based on medical or scientific challenge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 fine-tune 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 emissions-reducing 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?



1Quality. Service. Value.®