CITY OF MORRO BAY
PUBLIC WORKS ADVISORY BOARD
MEETING AGENDA

The City of Morro Bay is dedicated to the preservation and enhancement of the quality of life. The City shall be committed to this purpose and will provide a level of municipal service and safety consistent with and responsive to the needs of the public.

Thursday, June 18, 2015
Veteran's Memorial Building - 6:00 P.M.
209 Surf Street, Morro Bay, CA

Marlys McPherson, Chair

Stephen Shively, Vice-Chair
Janith Goldman

Christopher Parker
David Sozinho

Deborah Owen
Stewart Skiff

ESTABLISH QUORUM AND CALL TO ORDER
MOMENT OF SILENCE/PLEDGE OF ALLEGIANCE
ANNOUNCEMENTS
PRESENTATIONS – None

PUBLIC COMMENT PERIOD
Members of the audience wishing to address the Board on City business matters other than scheduled items may do so at this time. To increase the effectiveness of the Public Comment Period, the following rules shall be followed:

- When recognized by the Chair, please come forward to the podium and state your name and address for the record. Board meetings are audio and video recorded and this information is voluntary and desired for the preparation of minutes.
- Comments are to be limited to three minutes.
- All remarks shall be addressed to the Board, as a whole, and not to any individual member thereof.
- The Board respectfully requests that you refrain from making slanderous, profane or personal remarks against any elected official, commission and/or staff.
- Please refrain from public displays or outbursts such as unsolicited applause, comments or cheering.
- Any disruptive activities that substantially interfere with the ability of the Board to carry out its meeting will not be permitted and offenders will be requested to leave the meeting.
- Your participation in Board meetings is welcome and your courtesy will be appreciated.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Public Works Department at (805) 772-6262. Notification 24 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting.

A. CONSENT CALENDAR
    A-1   Approval of Minutes of April 16, 2015 Meeting
            Recommendation: Approve minutes.

    A-2   Director's Report
            Recommendation: Receive and file.

B. OLD BUSINESS - None

C. NEW BUSINESS
   C-1   Automated Metering and Contract Customer Service
         Recommendation: Review the City's proposal and presentation and provide recommendations to Staff to forward to the City Council for consideration in their selection process.

   C-2   Water Conservation Strategies and Proposed Rebates
         Recommendation: Review City's current strategies and proposed rebates for water conservation, and provide comments to Staff to be forwarded to City Council for consideration regarding adoption of proposed rebates.

   C-3   Consideration of Forming Public Works Subcommittees
         Recommendation: Consider forming one or more subcommittees related to pertinent Public Works topics and appointing Board members to said subcommittee(s).

   C-4   Review of Water and Sewer Rate Discount Program
         Recommendation: Review City's proposed program for Water and Sewer Rate Discounts for qualified individuals, and provide comments to Staff to be forwarded to City Council for consideration regarding adoption of the proposed program.

D. ADJOURNMENT
   Adjourn to the Public Works Advisory Board meeting at the Veteran's Memorial Building, 209 Surf Street, on Thursday, August 20, 2015 at 6:00 p.m.

This agenda is subject to amendment up to 72 hours prior to the date and time set for the meeting. Please refer to the agenda posted at the Public Works Department, 955 Shasta Avenue, for any revisions or call the department at 772-6262 for further information.

Materials related to an item on this Agenda are available for public inspection during normal business hours in the Public Works Department, at Mill's/ASAP, 495 Morro Bay Boulevard, or the Morro Bay Library, 695 Harbor, Morro Bay, CA 93442.

This agenda may be found on the Internet at: www.morro-bay.ca.us/pwab or you can subscribe to Notify Me for email notification when the Agenda is posted on the City's website. To subscribe, go to www.morro-bay.ca.us/notifyme and follow the instructions.

Materials related to an item on this agenda submitted to the Board after publication of the agenda packet are available for inspection at the Public Works Department during normal business hours or at the scheduled meeting.

MINUTES - PUBLIC WORKS ADVISORY BOARD (PWAB)
REGULAR MEETING – APRIL 16, 2015
VETERAN'S MEMORIAL HALL – 6:00 P.M.

PRESENT: Marlys McPherson   Board Member
                Janith Goldman   Board Member
                Deborah Owen   Board Member
                Steve Shively   Board Member
                David Sozinho   Board Member
                Stu Skiff   Board Member
                Chris Parker   Board Member

STAFF: Rob Livick   Public Services Director
                Kay Merrill   Administrative Utilities Technician

ESTABLISH QUORUM AND CALL TO ORDER
MOMENT OF SILENCE

The meeting was called to order at 6:01p.m., and a quorum was present.

ANNOUNCEMENTS
        https://youtu.be/vZ8908AClqw?t=51s

PRESENTATIONS - None

PUBLIC COMMENT
The public comment period was opened, and seeing none, the public comment period closed.

A. CONSENT AGENDA

A-1   APPROVAL OF MINUTES FROM THE PWAB MEETING OF FEBRUARY 19, 2015
       https://youtu.be/vZ8908AClqw?t=1m36s

MOTION: Steve Shively moved to approve Item A-1. The motion was seconded by Janith Goldman and
           carried unanimously, 7-0.

A-2   DIRECTOR'S REPORT
       https://youtu.be/vZ8908AClqw?t=1m52s

Rob Livick presented the Director's Report.

MOTION: Steve Shively moved to approve Item A-2. The motion was seconded by David Sozinho and
           carried unanimously, 7-0.

B.   OLD BUSINESS – None

C.   NEW BUSINESS

C-1   WATER AND SEWER (WASTEWATER) RATE UPDATE
        https://youtu.be/vZ8908AClqw?t=45m4s

Rob Livick presented the staff report.

The public comment period was opened, and seeing none, the public comment period closed.

ADJOURNMENT
The meeting adjourned at 7:06p.m.

PUBLIC WORKS ADVISORY BOARD
City of Morro Bay, Department of Public Works
Director's Report / Information Items
Prepared: 6/12/2015

Category	Information Item	Staff Contact	Status
Transit	Trolley	Burlingame	The 2015 trolley season started operating Memorial Day weekend.
Water	Resource Management, Operations	Rob Livick, Jamie James, Damaris Hanson	The City Council at its February 10, 2015, did approve a resolution that continues the water allocation offset program provided for in the Morro Bay Municipal Code Chapter 13.20 for new development and requires WEUs of in-lieu fees be offset on a two to one basis. Council also continued the in-lieu fee of $2,900/Required WEU for a total of $5,800 per WEU Water Use Statistics: See Item C-2
	Nutmeg Tank Replacement	Rick Sauerwein Jarrod Whelan	Mitigated Negative Declaration has been revised and County Permitting is in progress
	Chorro Stream Gauge	Rick Sauerwein Pamela Newman	Mitigated Negative Declaration has been completed and County Permitting is in progress

Category	Information Item	Staff Contact	Status
Wastewater	NEW WRF	Bruce Keogh, Rob Livick	Additional information on the WRF project is available on the City's website (www.morro-bay.ca.us/newwrf).

<table>
<tr><th>Date</th><th>Action</th></tr>
<tr><td>June 16, 2015</td><td>Tentative date for FMP consultant interviews</td></tr>
<tr><td>June 1, 2015</td><td>Scheduled meeting with WRFCAC subcommittee for initial review of FMP proposals</td></tr>
<tr><td>May 29, 2015</td><td>Released RFP for Environmental Review (CEQA/NEPA) for the new WRF</td></tr>
<tr><td>May 26, 2015</td><td>Public Hearing for Increases in Water and Sewer Rates held. Received 933/2707 required protests. City Council adopted resolution 30-15 setting new water and sewer rates for the next five years</td></tr>
<tr><td>May 12, 2015</td><td>City Council adopted Resolution 25-15 providing direction to staff.</td></tr>
<tr><td>May 12, 2015</td><td>Proposal received from Black and Veatch and Carollo responding to Facilities Master Plan RFP</td></tr>
<tr><td>May 7, 2015</td><td>Special WRFCAC Meeting to discuss recommendations to the City Council regarding moving forward with the project.</td></tr>
<tr><td>May 4, 2015</td><td>Morro Bay Staff issued an addendum to the WRF FMP RFP, eliminating the CSD from the review process and establishing a two party contract.</td></tr>
<tr><td>April 30, 2015</td><td>Joint Meeting of the CSD Board of Directors and Morro Bay City Council for continued discussion regarding the MOU for the New WRF. CSD Presented Resolution 2015-1 suspending participation with Morro Bay on a New WRF at the Rancho Colina Site</td></tr>
</table>

	MMRP	Keogh/ Sauerwein/ Whelan	Staff's focus has continued to be on developing and implementing work on the MMRP projects approved for the FY14/15 budget. The adopted FY14/15 budget contains $1.221M in funding MMRP projects. Chlorine contact tank repairs have been completed. FRM has commenced sandblasting of Digester #1 to prepare interior surfaces for coating. The goal in developing the 2015/16 budget for the MMRP is to recognize that the City has a goal to have the new WRF operational during the life of the next NPDES operational permit and insure prudent spending on this facility to maintain the high quality effluent that is discharged to the Estero Bay.
Collection System Capital Projects	Collection System	Bruce Keogh Rob Livick Jarrod Whelan	2015 Manhole cover replacement has been completed. Renovation of Lift Station#1 has been postponed due to equipment/material delays

Category	Information Item	Staff Contact	Status
Storm Water (no change)	Storm Water Plan	Rob Livick	The City submitted its annual Stormwater report to the Water Board. This year the annual report is available for review on the City's website (http://ca-morrobay.civicplus.com/documents/9/78/80/112/NPDES%20Annual%20Report%20Year%204_201306031224323905.pdf) A new phase II small MS4 general permit was adopted on February 5, 2013 by the State Resources Control Board. The City's revised standards are referenced in the following two links: http://www.morro-bay.ca.us/documents/9/78/80/MB%20Stormwater%20Mangement%20MAIN%20manual_201403211146061265.pdf http://www.morro-bay.ca.us/documents/9/78/80/MB%20Stormwater%20Mangement%20EZ%20manual_201403211145250169.pdf
	Total Daily Maximum Load (TMDL) Program	Damaris Hanson	Waste Load Allocation Plan Update is in progress. Staff is continuing with water quality sampling near several outfalls in the bay and is testing for pathogens. Pathogens are the constituent for which the Regional Board has the most concern due to public contact and shellfish operations. See page 23 of the above referenced annual report for additional information. There has been no appreciable change in the bay pathogen levels

Category	Information Item	Staff Contact	Status
Streets/Sidewalks/ Storm Drain Maintenance	Local Street Maintenance Projects	Mike Wilcox	Street, Sidewalk, Street Tree and Storm drain maintenance has shifted Back to the newly reformed Public Works Department as of February 1, 2015. If you have street, street tree or storm drain maintenance issues please call 772-6261 so that it can be added to the list of work. The City will still be patching potholes and the best way to notify the City regarding a pothole that needs attention is to use our E-Notify – "Let us Know system (on the City's website www.morro-bay.ca.us, click on City Departments, then on Recreation and Parks to the E-Request Form or http://morro-bay.ca.us/erequest). Upon receipt, those E-Requests will be reviewed, cataloged and entered into our database. Finally, the repairs will be scheduled. In the future, the City will be adding to the website a list or "Street Maintenance Queue" so you will be able to monitor the progress and see when your pothole may be repaired.
		Rick Sauerwein	2014 CDBG ADA Accessibility project will construct new sidewalks in three locations; South side of Harbor St. from Monterey West to existing sidewalk; East side of Market Street from Dunes St. to Harbor St; and East side of Market Street at Rockview Inn. Work is expected to be started this month.
	Pavement Management Plan	Sauerwein/Whelan	The 2014/2015 PMP project has been completed.
	Morro Creek Bridge	Sauerwein	The project is proceeding forward per the schedule. The bridge has been set and the deck poured, sidewalks and lighting are complete and the bike trail is scheduled for paving on June 15 . The ribbon cutting is tentatively scheduled for July 3, 2015.
Street Trees	Urban Forest Plan	Damaris Hanson	Was heard at City Council April 8, 2014, Going back for resolution adoption at a future meeting.
Miscellaneous			**Notify Me:** Sign up for Notify Me on the City's Website for notification of Council, Board's and Commission's agendas and minutes. Notify Me can be accessed from a link on the City's Homepage. **Let Us Know:** The City has added a new feature to the City's website, Let Us Know, where citizens can submit a compliment, request, or report a concern to the City for predetermined issues without the need to phone the City during business hours (for example: reporting a pothole). Staff can also add requests to Let Us Know for someone over the phone or in the office if they do not have access to a computer. Each category in Let Us Know is assigned to the appropriate staff member to handle so citizens don't have to figure out what department to contact for an issue they need to report on.

* Please contact individual staff members prior to the meeting if possible for more detailed information.

Staff Report

TO: Public Works Advisory Board   DATE: June 11, 2015

FROM: Rob Livick, PE/PLS – Director/City Engineer

SUBJECT: Automated Water Metering and Contract Customer Service for both Water and Sewer

RECOMMENDATION
Review the City's proposal and presentation and provide any recommendations to staff and for the City Council to consider in their selection process.

FISCAL IMPACT
The proposed initial cost from Global-FATHOM to provide Integrated Fixed-Network Advanced Metering Infrastructure (AMI) with Meter Data Management (MDM) & Customer Information System (CIS) Solution with Utility Billing and Customer Care or Automated meter reading and contract billing is $3,189,857, financed over 15 years, with an annual fixed operating cost of $310,470. The combination of these two amounts, when annualized, equate to approximately $587K per year.

The direct cost savings include meter reading, billing and customer service. This is estimated at $202K per year. Additionally, the City would have budgeted at least $30,000 per year for water meter replacements, as these are a wear item. In addition to these savings in direct costs, we anticipate additional revenue from the replacement of under performing water meters, and reduced write-offs and collection costs. The indirect costs are estimated to range from $275K to $370K per year, and are dependent on actual water meter inaccuracies.

This results in an annual implementation cost range of $-15,000 to about $130,000 or about -$0.25 to $2 per account per month for the enhanced water reporting and management functions.

BACKGROUND & DISCUSSION
In January 2014, the City Council directed City staff to investigate the pros and cons of installing automated water meters and contracting out the billing function water system. Currently the City's contract meter reading contractor reads all meters, we then receive payments and tally up 4,000-plus checks per month by hand. As we can see from looking at other electric and gas utilities along with other water/sewer utilities, there is likely a more efficient and less expensive way to perform meter

Prepared By: ___RL___	Dept Review: __ RL___
City Manager Review: _____	
City Attorney Review: _____	

reading and billing. The City released a Request for Proposals and advertised for this service on April 23, 2015 and on June 1, 2015 received a viable proposal from Global FATHOM to install 5,424 automated meters and to provide all the billing and customer service that is currently conducted through a combination of "in-house" and contracted efforts.

We anticipate by implementing this proposal a triple-bottom-line (social, environmental and financial) win for the City. The Community would all have better awareness of what water they are using, we would all use water more efficiently, and we would all save money while continuing to receive amazing customer service.

The data transmitted from the wireless meters would allow each of us to access, from anywhere with an Internet connection, how much water we are using every hour. For those concerned with safety and EMF, wireless meters produce the same level of electromagnetic output as a typical home wireless internet router but they are located 20 to 100 feet outside the home at your water meter.

The proposal from Global-FATHOM identifies the following key objectives that can be met through its implementation, including:

- Completely turn-key, advanced suite of integrated utility services. These platforms will help the City fully optimize operations and secure the utility's financial future.

- Focus on the data, ensures that every customer is accounted for-and every customer is billed correctly each month.

- Requires no additional City staff or IT resources, even as you continue to grow.

- City will never have to pay maintenance fees or pay to update or upgrade the system and with no seat licenses, your staff will have access to the information they need.

- Partner to the City of Morro Bay throughout the contract. Will provide the City's customers with the superior service levels.

- Morro Bay residents will enjoy an enhanced customer experience, emphasizing access to the account management information they need-when they need it, with many ways to pay to keep account(s) up-to- date and avoid unnecessary shut-offs.

- City of Morro Bay will realize and maintain increased revenue, decreased costs, and delighted customers while saving water.

Questions from the Public

Will there be an "Opt-Out" provision?
The City is currently investigating the idea of an "opt-out" provision. If implemented, those that "opt-out" would pay any increased meter reading and billing charge. The typical amount charged by other Cities is about $75 for setup and a $10/month meter reading charge.

Can the City remotely turn off water service?
This is not being proposed nor was it requested by the City.

Is it safe?
Yes, Typically the signal transmitted from the water meter are orders of magnitude less that other radio frequency sources that we think nothing of exposing ourselves to, such as cell phones, microwave ovens, wireless routers and TV and radio broadcast signals. Additionally water meters are located outside our homes and the signal is intermittent, thus reducing the exposure.

<u>ATTACHMENTS</u>
1. Proposal

CITY OF MORRO BAY
INCORPORATED JULY 17, 1964

JUNE 1, 2015

RESPONSE TO THE REQUEST FOR PROPOSAL FOR AN

INTEGRATED FIXED-NETWORK ADVANCED METERING INFRASTRUCTURE (AMI) WITH METER DATA MANAGEMENT (MDM) & CUSTOMER INFORMATION SYSTEM (CIS) SOLUTION WITH UTILITY BILLING AND CUSTOMER CARE

SUBMITTED BY:

FATHOM™

JASON BETHKE, P.E., PRESIDENT & CHIEF GROWTH OFFICER
JASON.BETHKE@GWFATHOM.COM
623.518.4167

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Rob Livick, PE/PLS - Public Works Director
City of Morro Bay
595 Harbor Street
Morro Bay, CA 93442

RE: Proposal for an Integrated Fixed-Network Advanced Metering Infrastructure (AMI) with Meter Data Management (MDM) & Customer Information System (CIS) Solution with Utility Billing and Customer Care

On behalf of FATHOM™, we are excited to provide a response to the RFP for the Integrated Fixed-Network Advanced Metering Infrastructure (AMI) System & Customer information System (CIS) with Utility Billing Solution. The proposal is valid for at least six months from the submittal date.

We are born from a utility and are a provider of an integrated AMI and CIS solution that we believe offers the City a rapid, proven and guaranteed turn-key project to support the City's vision. Our experience as a utility and our *proven, low-risk solutions* will provide immediate and direct benefit, delivering maximum value to the City of Morro Bay ("the City"). In addition, FATHOM ensures that the City's current and future objectives will be met:

- FATHOM is a completely **turn-key,** advanced suite of integrated utility services. These platforms will help the City fully optimize operations and secure the utility's financial future.

- With our focus on the data, only with FATHOM can the City ensure that every customer is accounted for—and **every customer is billed correctly each month.**

- FATHOM is cloud based, and as such, requires **no additional staff or IT resources**, even as you continue to grow.

- FATHOM is a **risk-free solution** to purchasing, implementing and maintaining a billing system of your own. With our **evergreen updates**, the City will never have to pay maintenance fees or pay to update or upgrade the system and with **no seat licenses**, your staff will have access to the information they need.

- FATHOM is **utility-born** and will be a partner to the City of Morro Bay throughout the contract. We understand the needs and desires of utility customers and will provide the City's customers with the same superior service levels as we do our own customers.

- FATHOM has **robust functionality** that includes **online presentment, smartphone applications** and **multiple payment options.** Morro Bay residents will enjoy an enhanced customer experience, emphasizing access to the account management information they need—*when* they need it, with many ways to pay to keep account(s) up-to-date and avoid unnecessary shut-offs.

- With FATHOM, the City of Morro Bay will realize and maintain increased revenue, decreased costs, and delighted customers while saving water.

Thank you in advance for your consideration of our offering. We look forward to a successful partnership that offers the City the best opportunity to leverage the economic, social and environmental management of this vital resource— and access state-of-the-art technology solutions that **save money, time and water.**

FATHOM – because there is strength in numbers. We hope you will join us.

Sincerely,

Jason Bethke, P.E.
President and Chief Growth Officer, FATHOM

Rob Livick, PE/PLS - Public Works Director
City of Morro Bay
595 Harbor Street
Morro Bay, CA 93442

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Sincerely,

Jason Bethke, P.E.
President and Chief Growth Officer, FATHOM

Born from a utility, FATHOM understands the objectives the City of Morro Bay is trying to accomplish through the scope of this project. We understand that this project is more than just updating your aging meter populations and getting a new CIS. This project is about giving the City the integrated tools needed to run more efficiently, improving accounts receivable while finding missing revenues and ultimately providing better customer service to your customers without creating a burden on your existing IT department. FATHOM commits to being a partner to the City from project kickoff to successful implementation and on through the life of the contract, as we do with every partner City.

The City will find the FATHOM solution described in our response to be the most robust, full-featured and water-focused system available to water and wastewater utilities. It was designed specifically to **solve the issues cities are facing today and eliminate the risk** from complicated CIS implementations and IT projects.

The FATHOM offering provides the best technology solutions—with the least amount of risk to the City and its residents—to achieve your financial objectives. In every respect, we trust you will find FATHOM provides the best value to the City.

Data Verification

The key to a successful implementation is ensuring that the data is complete and accurate. The FATHOM **Revenue Assurance Audit** not only verifies the information on each known account location – it will also determine potential missing accounts. By comparing the existing account records to numerous sources of data, including aerial photography in a geospatial framework; FATHOM will provide the City a list of potential missing accounts. During the field verification portion of the audit, all existing and potential accounts will be visited, geographically located within 10 feet, and photographically documented and verified, resulting in a perfect dataset.

A preliminary **propagation study** has been completed for the City of Morro Bay indicating that 6 data collectors will be required to provide 100% coverage for the current service area. Each meter will be read by a minimum of two data collection units to provide network redundancies. The propagation study will be revisited upon completion of the FATHOM Revenue Assurance Audit to ensure that all identified account locations and those in the future growth areas will have sufficient coverage.

"With the power of FATHOM we will not only preserve and protect the value of our investment in infrastructure, but leverage the technology to provide better service."

**Randy Groom, City Administrator
City of Exeter**

Customer Interaction

We understand the challenges utilities face every day, specifically in terms of customer satisfaction and the impact on utility operations. As we've experienced ourselves, a major project such as this can generate a lot of questions from customers, which can then translate to increased call volumes and walk-ins. That's why, as we perform this work for the City, our focus is not only on the project itself but on **educating your customers** to help mitigate any questions or concerns they may have.

The strategy of the communication campaign with the City's customers will be developed together with the City with the understanding that all messaging must be approved by the City. Our typical implementations include three City-wide communications – one at the outset of the field audit phase, one at the outset of the meter exchange and installation phase and one as the project is completed – that outline the project and address any frequently asked questions. These materials will also be available for the City's website and newsletter.

We understand that we are an extension of the City in this endeavor and take our responsibility to represent you very seriously. We will treat your customers as if they were our own. The City will also have complete transparency to all

interactions we have with customers, during the implementation/data verification phase as well as when the system is operational. Our field crews for data collection are trained to log and document each and every conversation they have with customers – both scheduled and impromptu – and this information will be provided to the City on a regular basis and our customer care representatives will log every call and interaction within FATHOM.

Software and System Integration

FATHOM combines and integrates the three primary utility databases – Customer Data, Consumption Data and Geospatial Location Data – into a single system. As a result, the risks to the project are greatly reduced. Communication to your existing financial system and General Ledger occurs through standard files which the City can then upload into the financial system. This process has been successfully implemented for every FATHOM CIS Client for a variety of financial systems, including SAP and Microsoft to small regional supplied systems.

Since we provide a live, field-deployed work order system with the project complete with customer care-related work order templates, no other integrations are required to be maintained. All other integrations that would typically be required in a solution this robust are native to FATHOM and therefore are not considered to be integrations for the FATHOM team. These touch points and routines run every day to service nearly 250,000 people every day.

Equipment and Installation

As the installation phase of the project begins, FATHOM will continue to communicate regularly with the City. This includes weekly meetings that will be held with designated City staff to coordinate and discuss the work schedule for the following two weeks as well as weekly progress reports to the City documenting any customer interactions.

We understand the importance of functionality and timing on a project of this nature, with the City's ability to bill customers hanging in the balance. FATHOM will work with the City to develop an overall *meter and endpoint installation plan* that incorporates billing cycles with sufficient time to perform the exchange and collect all required documentation so the billing system can be updated accordingly.

Training and Support

The ability of your staff to successfully utilize these systems is an important part of this project. We believe that City staff needs to be comfortable in the everyday operation of the system to fully maximize the benefits. To that end, FATHOM will provide *documentation* on the system components and operation and maintenance procedures for use by the City. Onsite *training classes* with supporting information will also be provided to empower City staff to successfully operate and maintain the system going forward.

The City will not go forward alone, however, as you will have a utility partner in FATHOM over the life of the contract. Not only will we handle the *customer care and utility billing* for the City as part of this contract, the City will also have direct access to a *dedicated account manager* whose primary goal is for Morro Bay to be as successful as possible.

Utility-to-Utility Partnership

We began our journey to optimize our own utilities while the technology we apply was in its infancy. We experienced challenges, setbacks and even some failures, but today, we operate *"perhaps the most technologically sophisticated utility in the US"* (The Water Resources Utility of the Future: A Blueprint for Action, 2013). We formed FATHOM as a way to share this knowledge and offer other water utilities a way to access sophisticate technology and software while decreasing costs and conserving one of the world's most valuable resources. And with FATHOM, utilities just like the City of Morro Bay will be on the fast track to streamlined operations, reduced expenses and increased revenues. Unlike any other responder, FATHOM epitomizes what it means to be a true utility partner. Throughout the project and over the life of our contract, FATHOM will work closely with the City and we will *deliver on our promises*.

List any and all exceptions that you take with the Objectives, Scope of Services and Functional Specifications listed in this document.

A partnership with FATHOM is more than just a services contract. We are the provider of the software, the revenue engine for your utility and your face to your customer. We take these responsibilities very seriously and as such, have developed a standard contract that encompasses and protects the full extent of that partnership. We have provided our standard contract in the Appendix for the City's consideration and kindly request that this contract be used as the baseline for negotiations. FATHOM is committed to working with the City and reaching a mutually agreeable contract document.

During implementation, the FATHOM Revenue Assurance Audit typically identifies previously unaccounted for meter infrastructure as well as incorrectly documented infrastructure. These findings will not only result the recovery of revenue previously lost in the data, but will require an adjustment in the scope of services outlined in the original request for proposals and in our response. FATHOM will utilize best efforts to minimize the need for proposed scope adjustments, however if a scope adjustment is required, the details of the adjustment will be provided to the City in a timely manner for review and approval, although the notification to the City may occur more than one day after the need for a scope adjustment is discovered without waiving the rights of FATHOM.

As part of the financing agreement, the City will have control over the disbursement of escrow funds to FATHOM in accordance to the payment terms of the contract. The City will be required to make payments on the financing instrument in accordance with the payment schedule in the finalized financing agreement. Currently, it is estimated that the first payment will be due on the financing instrument 12 months from closing.

FATHOM has also developed numerous best practices to increase efficiencies and maximize the benefits of our systems. We have detailed these best practices throughout our response. In particular, information on the specific nature of our approach with respect to the City's objectives and requirements is provided in Section 4: Questionnaire and Section 5: Functional Specifications.

PROPOSER INFORMATION

1. Provide your company information and background.

Utilities are in our DNA. FATHOM was born from a group of utilities similar to your utility – striving to realize the benefits of technology to help us build sustainable utilities. In 2003, Global Water Resources, Inc. (GWRI) – a leading water resource management company that owns and operates water, wastewater and recycled water utilities – quickly realized the only way to achieve revenue goals and budget expectations while rapidly scaling, addressing our water needs, and the changing needs of customers was to invest in better data – better information – and consider both supply-side and demand-side management activities. GWRI discovered the existing community of vendors, manufacturers, distributors, and service providers were ill-equipped to help GWRI reach its goal. Adding to the existing pain of leading-edge technology failures across the utilities, each of those provided only a part of the solution they envisioned.

What was required was a means of integrating the various disparate software, databases, business practices, and infrastructure suppliers to fully optimize GWRI's utility management. Because they were unable to find the tools they needed elsewhere, GWRI built it themselves and FATHOM was born.

FATHOM delivered GWRI the best technology solutions—with the least amount of risk to their utilities and their valued residents—all while achieving GWRI's financial objectives. FATHOM is designed to distribute this expertise through an integrated technology proven to both reduce costs and generate revenue for water utilities like the City of Morro Bay, providing a risk-free path to streamline utility operations and effectively improve all aspects of utility management.

FATHOM is a SaaS-oriented, cloud-based, geospatially focused platform that encompasses the needs of a water utility from an end-to-end, completely organic perspective and is deployable at any scale in a matter of months. FATHOM enabled GWRI to realize automated and efficient business processes, effective supplier partnerships, and engaged customers. Ultimately, this enabled GWRI to be considered what the Water Environment Research Foundation, the Water Environment Federation and the National Association of Clean Water Agencies called "perhaps the most technologically sophisticated utility in the US" (The Water Resources Utility of the Future: A Blueprint for Action, 2013).

2. Demonstrate proof of financial stability.

FATHOM is a privately-owned, well-capitalized, independent organization. The ownership of the company falls into three different categories – the regulated utility from which we were born, Global Water Resources; our investment partners XPV Capital, the leading water investor in the country, and Silver Lake, the global leader in technology investing; and the FATHOM management team, the creators and visionaries of the FATHOM mission who have a passionate and vested interest in its success.

We currently provide our FATHOM Utility-to-Utility (U$_2$U) Solutions to over 140 utilities across the United States through long-term contracts with an average length of approximately 10 years. In total, we provide these services to over 3.5 million meters.

3. Describe any contracts your organization ever failed to complete OR defaulted on a contract.

We have neither failed to complete nor defaulted on a contract.

4. Describe any judgments or claims against your organization.

There are no judgments or claims against our company.

Executive Management Support

Based in Phoenix, Arizona, our Executive Management Team will empower the project team assigned to the City to go above and beyond to ensure optimum implementation and ongoing success. Our Executive leadership brings a depth and breadth of experience uncommon in our industry today and is actively engaged throughout the project.

FATHOM President and Chief Growth Officer, Jason Bethke, P.E. will be your executive sponsor and will ensure the necessary resources are available and assigned to your project. Carmelle Rodriguez, Senior Vice President of Operations and Administration, will be your executive support. Any concerns the City may have during the contract period can be raised directly to Ms. Rodriguez for resolution.
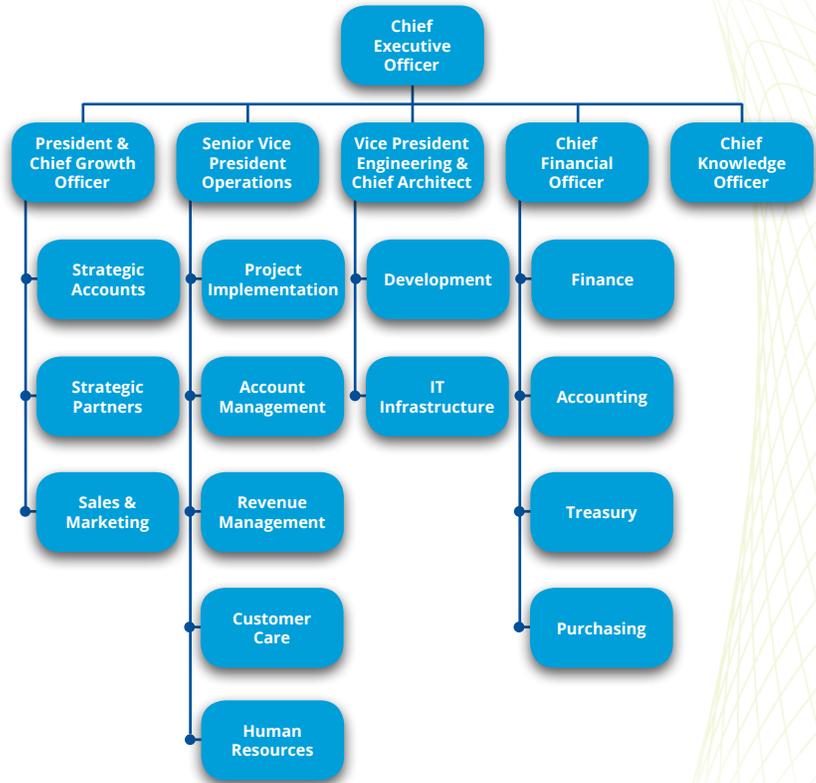
Key Project Team Members

The proposed key team members are ideally suited for the City of Morro Bay project as a result of their experience, cohesiveness, and, perhaps most importantly, their combined successes.

For implementation, the project team will be led by Marie DeFelice. Ms. DeFelice will have a team of FATHOM professionals available to assist in the successful implementation of the AMI system as well as FATHOM CIS and the FATHOM U$_2$You customer portal and the FATHOM MDM system. John Vlaicevic, our most experienced AMI Implementation Manager, will be highly involved and overseeing the implementation of the AMI system.

INTEGRATED FIXED-NETWORK AMI WITH MDM & CIS
SOLUTION WITH UTILITY BILLING AND CUSTOMER CARE

FATHOM™
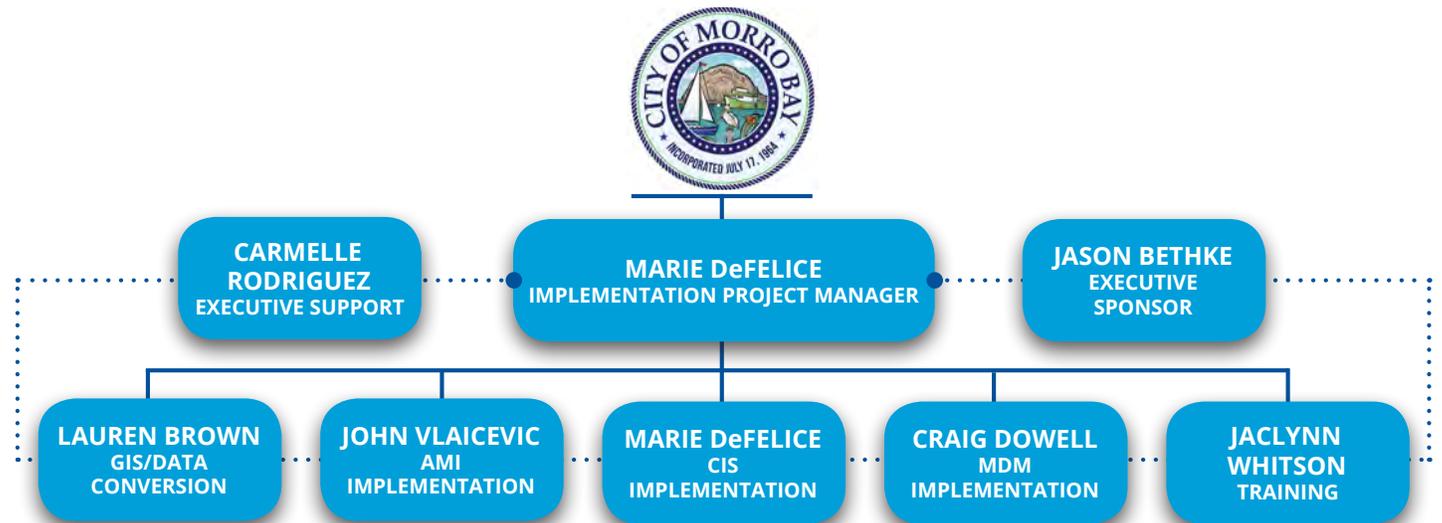
Once the project is successfully implemented, the relationship will transfer to the City's dedicated Client Account Manager, Jaclynn Whitson. Ms. Whitson will be your point of contact for day to day operational needs and will have the ability to reach out into the FATHOM organization to provide support for you and your customers.
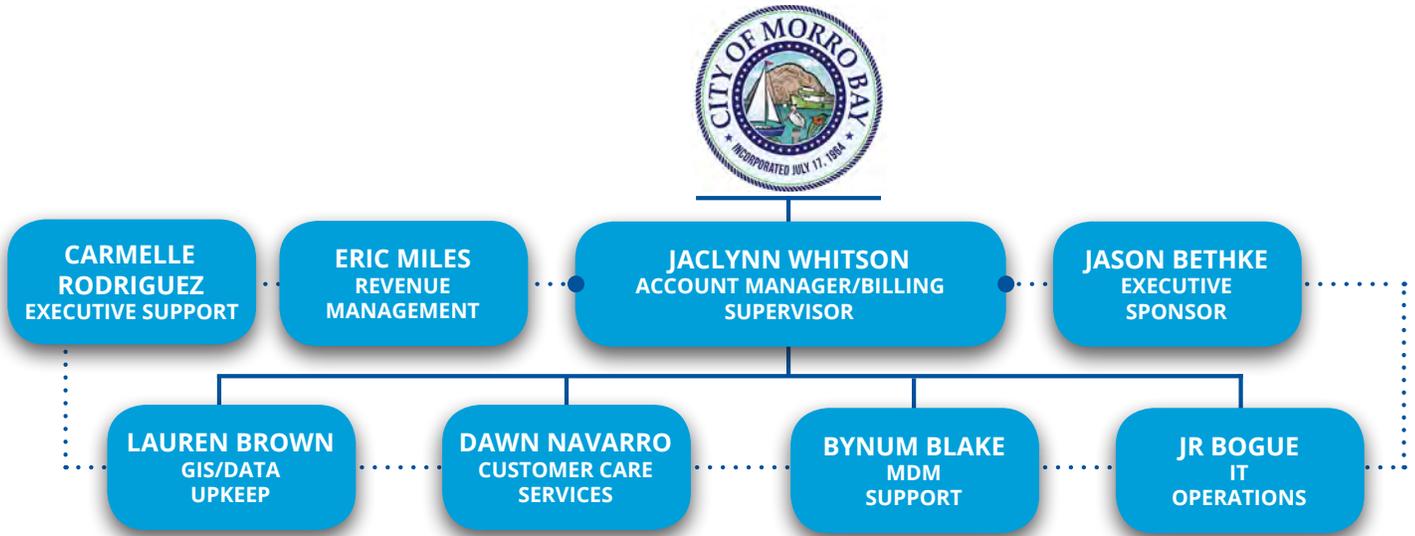
6. Describe your approach to an automated revenue assurance program, if applicable.

FATHOM provides a unique combination of utility operations experience and best-in-class practices integrated into a software as a service platform. Our utility experience – from operations to work orders to billing is woven into everything we do. We use the same set of solutions to manage our own utilities as we are proposing for the City.

"With a visionary management team and market-leading product offering, FATHOM is bringing the data and analytics revolution to the water sector."

Martin Fichtner, Managing Director
Silver Lake Kraftwerk

Using these solutions, Global Water utilities operate at sector leading revenue assurance metrics, reducing accounts receivable and bad debt significantly, while improving the level of customer service and customer self-service. Partnering with FATHOM allows the City to share in these successes.

The opportunity to collect revenue, while improving customer service, starts with perfect data, requires real-time analytics and rapid action.

Perfect Data

FATHOM treats each meter as a point-of-sale, like a cash register. As with a retail store, one must not only know the cost of an item, but be able to validate that cost against inventory and verify the customer's payment information. In the utility world, this can only be accomplished through perfect data. So the very first thing we do is perfect the data through our Revenue Assurance Audit. This geospatial investigation finds revenue that is lost due to missing accounts, erroneous bill codes or even wrong meter sizes. The office investigation, or Paper Audit, uses GIS technology to sync multiple data sources such as tax parcel data, roof top imagery, and the existing CIS database to find missing revenue. During the Field Audit, each location is visited and thoroughly documented, with photographs, to verify the data associated with that meter. Our Field Audit also ensures the correct materials are ordered for the project and delivered to the right locations.

To date, each Revenue Assurance Audit performed for a FATHOM implementation has found lost accounts and identified billing inaccuracies that resulted in an increase of revenue to the utility.

With the baseline data now perfect, the installation process must maintain the same level of rigor. FATHOM utilizes its custom-developed iPad application to photo document every location and verify the data in real time. This task-oriented application forces installers through the installation process to provide data at each step. The data collected is then reviewed in real time by the office team located in Phoenix, Arizona. Upon verification, it is loaded into FATHOM for operation.

Real-time Analytics

The key to the analytics is 1) they are processed in real time; 2) they have the value-added geospatial element; and 3) they can drive an action to correct any issues. Most meter data management (MDM) systems are designed with the purpose of managing the communication equipment and network. Identifying low batteries, failed registers, and poor communication areas are of course included in FATHOM, along with the added element of locating the data geospatially to spot issues even sooner.

The FATHOM difference lies in the fact that we use and built our MDM to drive billing, CIS and revenue collection. To highlight the analytics that impact revenue and aging accounts we have selected the following:

- Predictive Large Meter Failure – This analytic monitors the highest revenue producing meters in the system and ensures they are operating at maximum efficiency. This analytic monitors the variances in the data received through the AMI system and can identify meters that are about to fail. It allows the City to proactively maintain or replace the meter.

- Low Usage Accounts Identification – This analytic monitors the consumption history of the specific meters. When consumption is trending below the predicted values, it flags these meters for potential inspection, replacement or as the meters near their end of life priorities the capital planning.

- Usage on Closed Accounts – With FATHOM CIS, this analytic identifies accounts that are using water, but not set up to receive a bill from the CIS system either due to non-payment or early move-ins.

Additionally, FATHOM constantly verifies the reads and compares them to the billing cycles to ensure an accurate read is available to use when the billing department is ready to begin billing. The traditional manual meter reading process requires the reads to be collected a few days before billing. This meant any exceptions had to be handled in that limited time window, leading to mistakes and frustration. FATHOM Read Management is running the exception processes continuously. If an issue(s) exists, it can be managed before billing starts, not after. Examples of this include missing reads, leak identification, larger than anticipated usage, lower than anticipated usage, and stopped meters.

With FATHOM Analytics, the City will know more about customer usage and the revenue stream! And with this knowledge, the City can now take action.

Rapid Action

Only FATHOM comes with the work order systems required to distribute and execute any activities that are required from the analytics. The analytics drive the actions in real time and are automated to prevent additional work (from being created) for the City to manage. Two platforms that are provided with FATHOM create this rapid action: the customer-facing web portal and the utility-facing work order system. Customers are encouraged to go online and review their consumption information. And, while they can sign up for the alerts they care about, leaks or consumption over a certain value, they get the information THEY chose. Those alerts are then delivered via text or email (to them) based on what THEY chose. And, the system can even call customers with a message.

Analytics are interesting, but only with FATHOM, are analytics turned into actions that increase revenue and make it all easier to collect. All while giving customers more of what they want increasing their levels of satisfaction.

7. Describe your quality control procedures and your Quality Assurance Program.

We have presented the importance and processes FATHOM uses to ensure the underlying data is perfect. The same planning and risk mitigation strategies are used within our quality control and assurance programs.

Both quality assurance and quality control are deeply rooted in the culture of FATHOM. With our utility heritage and having operated these advanced systems daily, we understand as well as you do that quality control and assurance prevents operational issues. We understand how easily trust can be lost when an imperfect bill or communication reaches your residents. FATHOM and the City are in complete alignment on this critical issue as unlike equipment suppliers our commitment to the overall solution extends throughout the operational contract and does not end with the shipping of equipment.

Prior to assembling our quality control program, we assembled every risk and failure point for advanced metering solutions and built a matrix of risk mitigation measures to govern the quality control program. For software implementation, we utilize our FATHOM checklists to ensure every question has been asked and answered, and, every portion of the work is completed. We also maintain a strict IT environment to help ensure these systems are always available.

"FATHOM enables the value of our time synchronized hourly metering reading technology and makes it easier for Cities to see the value."

Nancy Rich, Senior Vice-President of Sales at Aclara

Overall, the quality control program is continually evolving with every project completed as we continually improve our systems. However, it is based on our wealth of project and operational experience to catch issues at their source with a methodical formal checklist process to ensure as smooth a project as possible.

For supplier infrastructure such as meters, radios, boxes, and lids, we established detailed contractual requirements and supply only equipment we would trust in our own utilities. The condition of the equipment is noted and recorded upon arrival and acceptance criteria are documented for each piece of equipment. Such as:

- 98% of meters read by at least two DCs over a 72-hour period.
- 100% of meters read by at least one DC over a 72-hour period.
- 99% of operational meter transmission units will capture a billable read within five days of the billing date.

For construction labor, we developed field applications to monitor the work on a real-time basis and conduct regular quality review on the construction site.

During the initial phases of operation, we monitor the network using FATHOM MDM to ensure the contracted metrics are being met. Some of the performance metrics we review include:

- Meter Integrity: Indicators of existing or potential meter failure
- Non-numeric: Reads are invalid due to malfunction within the register, and/or damage to the meter/endpoint.
- Zero Consumption: The water meter chamber is damaged; debris has clogged the chamber, complete register failure, water theft, customer move out, or normal consumption behavior. Zero usages are recorded and maintained for current/future system data analysis.
- High Consumption: Leak on the property, water theft, customer move in, or normal consumption behavior. High usages are recorded and maintained for current/future system data analysis.
- Endpoint Integrity, indicators of existing or potential transmitter failure;
- No Reception: Signal from endpoint to DC has become blocked by an object, unit has failed, or been damaged.
- Tamper: Connection between the endpoint and meter has been lost due to vandalism, nature, or poor installation.
- Endpoint Battery: Battery voltage dropped below acceptable operating standards due to incorrect installation or malfunctioning endpoint.
- DC Integrity, indicators of existing or potential DC failure
- Battery Alarm: solar panel is blocked from sun light, damaged, or complete failure.
- RSSI Value: DCs band -pass filter has malfunctioned, antenna is blocked or damaged, or coax cables are damaged.

Unlike any other responder to this RFP, we truly understand the impact of inaccurate billing or poor customer care on utilities. This level of service starts at the meter and how the data is managed and maintained. The product is much more than an AMI/CIS solution, it is a means to provide exceptional service to your customers, while driving conservation and realizing increased revenues.

Quality Assurance Program

Our Quality Assurance Program is not only focused on our clients, but also our client's customers.

Our client support team meets regularly with our clients to discuss all aspects of our service. We also conduct site visits and execute client-level surveys. Each of these methods ensures our products are consistently well received by the City and offer valuable insight on how we are meeting your expectations.

For your customer's, quality assurance with FATHOM means we track perfect billing and the ongoing impact on revenue for our clients. We measure service level constantly: average speed of answer, longest wait, abandoned calls, and fluctuations in call volumes. The advanced telephony system we employ in our call center also provides "visibility" to every action a customer takes on a call including the options selected and how long they waited. This data puts us in the best position possible to understand you and your customers and refine our tools to meet the evolving needs and expectations.

"The addition of the FATHOM MDM Solutions for our customers will enhance the way our customers utilize the data generated by our systems to save money and water."

Chuck DiLaura, President of Neptune

Outside of call data, our customer surveys provide key insight into how our customer care representatives are responding to concerns. We utilize post-call surveys to give customers an opportunity to review their recent call center interaction while also providing feedback on the customer-facing tools they use. In the event we receive criticism, we will not only re-evaluate our operation, but we will also proactively reach out to the customer to better understand their feedback and work towards resolution. We typically find that this approach often results in improved customer satisfaction as they truly appreciate the proactive communication.

8. Describe your proposed delivery and installation schedule.

We also understand that the schedule is of great importance to the City. FATHOM is rapidly deployable, however, we will never sacrifice quality in order to meet a deadline. We are committed to being your partner for the life of the contract and we will proactively communicate any potential impacts to the schedule. Typical implementations for utilities of your size are completed in under a year.

Our approach to this project is centralized around data, which is the most critical aspect of the project from implementation to every day operations. Data validation and accuracy is assessed from the legacy billing system and verified through the field audit. This data is utilized to order the exact equipment required for the project, and is carefully tracked and managed during CIS migration and until the AMI system implementation is completed. Data integrity is vital, and we have stringent processes and procedures surrounding these precise deliverables. The same systems experts handle the data throughout the entire process, so the milestone deliveries are seamless with no hand-offs.

Task 1: Data Collection and Paper Audit

FATHOM performs data collection meetings with the City. These meetings consist of a series of information gathering sessions and presentations to confirm and obtain information on key aspects of the service. Sessions include:

- Customer Service & Billing
- Customer Communication
- Public Works or Field Services
- Finance
- Customer Database

The data collected will include, but not be limited to, the following:

- Account number
- Service type(s)
- Service address
- Bill code
- Tariffs
- Rates and taxes
- Business rules
- Water meter number and size

- Account status
- 13-month consumption history
- City parcel maps
- City street maps
- City limit boundaries
- Service territory boundaries for utilities
- Any other applicable service provider boundaries or maps

During this phase we also complete the following activities:

- Obtain City/County tax records and parcel data.
- Utilize tax records to develop a location identifier (Service IDs) in a GIS format.
- Compare existing CIS customer data to tax ID records and generate reporting on matching accounts, and potentially missing meters.
- Procure aerial photograph of the area.
- Synchronize the customer address file, service IDs and aerial photograph. Generate reporting on existing meters expected, missing meters, and development areas and non-water consuming parcels.
- Process all addresses through the U.S. Postal Database to correct any incorrect address information, such as streets recorded as avenues, etc.
- Verification of billing code using geospatial auditing techniques.

Task 2: Field Audit

Once the Paper Audit is complete, FATHOM performs a field audit of every water meter location within the service territory boundary. Based upon the analysis created in the Paper Audit, GIS-based mapping services are created and deployed by iPad to each field technician.

The field technician will visit each water meter location and record the following documentation at a minimum:

- Address
- Water Meter Number
- Water Meter Size
- Water Meter Box Size
- Water Meter Lid Size
- Water Meter Box Surround type

- Depth of Meter
- Material of Water Meter Lid
- Condition of Water meter Box
- Meter Manufacturer
- Comments as necessary
- Photo Documentation of all pertinent information

This information is utilized to compare the data in the billing system, and ensure the billing system is 100% accurate with what actually exists in the field for each customer. Also during the audit, the field technicians have the ability to document and report any meters that were located but not identified in the billing system. These "found" accounts can be potential revenue gains for the Client.

Task 3 – CIS Configuration

With FATHOM Utility Best Practices, along with work templates and preconfigured workflows, the FATHOM CIS configuration can be performed in a matter of months rather than years. The preliminary configuration of the CIS begins soon after the completion of the business requirements collection process. The results of the discovery and discussions are transformed into configuration checklists and multiple components of the overall solution are configured and tested, including:

- Lock box
- Customer care infrastructure including toll-free numbers, IVR language, websites, and emails
- City documents, including Automated Clearing House (ACH) forms, opt out forms, disconnection notices, and new service applications
- Bill prints are tested both front and back and provided to the City for review
- Meter reading processes including usernames, passwords and workflows
- FATHOM U$_2$U web-based utility administration portal, including usernames and passwords
- Work order management system

Once the system is configured and the audits are completed, the final data file will be loaded into FATHOM CIS and final testing for Go Live will begin.

Task 4 – Transition Planning

Transition planning actually begins with the first information gathering session and is ongoing throughout the project. This task formalizes the plan and launches any additional work that needs to be completed to ensure a smooth transition. Items planned for include:

- Cutover from legacy system. We typically recommend a hard cut over with an audit of the transition. If desired, a parallel operation test can be provided. As the audit typically identifies account changes and/or additions, there will likely be some differences between the two systems.
- Meter reading and billing calendars for the previous six months and the following six months.
- Customer communication campaign to detail the upcoming changes to ease transition.

Task 5 – "Go Live" and Full Cycle Testing

Go Live occurs when the City stops transacting in the legacy CIS and FATHOM starts transacting within FATHOM CIS for day to day operations and will occur on an agreed upon date. While the systems and upload protocols will have been fully tested through the configuration process, the data uploaded for Go Live will contain all the new records input since the last test data load. This, combined with our assessment of the risks for not providing the best customer experience possible, results in our culture of testing. Both the implementation team as well as the operations team will test and review the product for the first two cycles of billings.

The testing protocols include:

- Listening to live customer service calls
- Transacting within the Interactive Voice Response (IVR) system
- Review of PDF bills

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Once the CIS is implemented, FATHOM will begin the meter exchange and AMI installation components of the scope. By doing this, the City will not have to manually enter the equipment exchanges within the legacy system. Our integrated systems allow us to use an automated, seamless process to upload all pertinent information to the billing system without the need for manual entry. This best utility-to-utility practice ensures total billing accuracy in coordination with the equipment exchanges in the field.

The data collectors (DCs) for the AMI system are installed prior to any meter or endpoint installations to allow for thorough testing to ensure adequate coverage and redundancy exists. In addition, this enables any AMI equipment installed to begin reporting to the Network Control Computer (NCC) as soon as possible.

The meter exchange and AMI system installation then follows. Strategic planning with the City will determine the appropriate starting location, and the field technicians will begin the equipment installations. Close coordination is kept with the City, and appropriate customer notifications are communicated as necessary. Once the field crews begin, they will use data collection applications to record the critical data elements of the exchange process, and provide proper and timely data file submittals to our GIS department who will review and verify the data and documentation prior to entering the data into the FATHOM billing system. Progress is tracked in real-time, and tools are provided to the City to keep full transparency of progress and locations of technicians in the field.

Extensive reporting is executed daily on each AMI component as it is installed. Stringent performance requirements are mandated from installation through the life of the contract, and monitored frequently as installations proceed. Any remediation necessary on newly installed equipment will be immediately addressed by the original technician who installed the equipment. Any areas that may be hard to access, or require the assistance of the client will be scheduled well in advanced and handled appropriately.

"We get monthly billing, AMI, Asset Management, and the opportunity to save up to 30% on operational costs. Now that's a first."

Dan Holler, City Administrator
City of Grass Valley

We understand that we are an extension of the City in this endeavor and take our responsibility to represent you very seriously. We will treat your customers as if they were our own. The City will also have complete transparency to all interactions we have with customers, during the implementation/data verification phase as well as when the system is operational. Our field crews for data collection are trained to log and document each and every conversation they have with customers – both scheduled and impromptu – and this information will be provided to the City on a regular basis and our customer care representatives will log every call and interaction within FATHOM.

9. Provide a work plan that describes your approach to the project and the transitions between various portions of the project.

Please see our response to Question #8.

10. Describe your approach to customer involvement during the transition.

Our utility experience shows that most people are resistant to change, and a project of this nature has the potential to negatively affect a resident's engagement with the City. Our best practice is to provide a carefully executed customer communication campaign at key stages throughout the transition. We've found this approach particularly effective at reducing customer concerns or dissatisfaction and minimizing work-related impact of customer issues on the City.

The most successful "outreach" programs will include many different forms of communications, including mass mailings, FAQs (Frequently Asked Questions), website postings, door hangers, dedicated information with customer service phone number, and information in City monthly newsletter. In addition, target audience(s) can be specified in terms of special consumers, City Council Members and Mayor. This type of specialized communication package not only educates City leadership but helps them advocate the project, proactively answering any questions the public might have outside City Hall.

We will work closely with the City to determine the most effective means of communication, and the distribution timing. Our proposal includes three customer campaigns.

11. Provide three (3) references of utilities implementing your proposed turnkey AMI-CIS solution that included a billing system and geospatial audit. Confirm that you have been providing these services to utilities for at least 3 years and to a minimum of 10,000 connections.

We were our own first client and we now have over 140 utilities utilizing our platform, providing one or more of our core solutions to over 3.5 million water, sewer and refuse customers throughout the United States. FATHOM has an excellent reputation for controlling costs, ensuring quality work and completing projects on time and on budget. To demonstrate our expertise, we have provided reference profiles as requested.

With our utility heritage, we truly understand the impacts of each function within a water utility. As a result, our project plans are designed to avoid common issues that can negatively impact operations. While we've experienced challenges along the way, the lessons we have learned have been invaluable. This knowledge is incorporated into our implementation and project plans and shared throughout the organization.

We value our Clients' time and we understand firsthand the potential burden that numerous reference checks can have on our utility partners and as such, we have intentionally not provided names and phone numbers at the request of and as a professional courtesy to our Clients. Any additional information the City requires—including contact names, titles, phone numbers, email addresses—will be furnished as we move forward with discussions.

REFERENCE PROFILES

Client	FATHOM Services	Commodities Billed	Meters	# of Accounts Billed	Start Date	Contract Term Date
City of Kennedale, TX	• Advanced Metering Infrastructure with Meter Data Management • Customer Information System with Customer Care and Utility Billing • FATHOM Revenue Assurance Audit	• Water • Sewer • Trash	2,600	2,600	December 2012	December 2027
City of Grass Valley, CA	• Advanced Metering Infrastructure with Meter Data Management • Customer Information System with Customer Care and Utility Billing • Asset Management System • FATHOM Revenue Assurance Audit	• Water • Sewer	2,340	4,200 (some sewer only)	February 2011	February 2026
City of Covina, CA	• Advanced Metering Infrastructure with Meter Data Management • Customer Information System with Customer Care and Utility Billing • Asset Management System • FATHOM Revenue Assurance Audit	• Water	8,600	8,600	August 2010	CIS: April 2020 AMI/AMS: April 2025

12. Describe your specific operating experience with at least two AMI systems from different manufacturers and why you are recommending the system included in the proposal.

FATHOM operates and maintains several different vendor AMI systems – such as Aclara, Itron and Neptune – and countless variations of equipment combinations. We have been installing and operating AMI systems for over 10 years. Over this time we have formed meaningful partnerships with the various vendors in the market to fully understand the technology successes and challenges. As FATHOM is working as a true partner of the City and our service delivery is greatly impacted by the success of the AMI network, we use this experience to recommend the solution for your utility. Some key considerations that we have taken into account include:

- Frequency of Transmission – The wavelength that the AMI network uses has a significant impact on its ability to penetrate obstruction and successfully provide successful reads.

- Simplicity of Expansion – The collection infrastructure for some growing Cities needs to provide for simplified expansion as the City grows. We have considered both the ease of installation, maintenance and the simplicity of expanding the network.

There are a host of other considerations that have resulted from years of learning, including communication frequency, time synchronization, warranty enforcement, trial agendas for acceptance, connection material and specifications, lid designs and technology host requirements.

13. Describe any other key features your system provides to streamline utility operations and increase revenue.

FATHOM has many key features that the City of Morro Bay can employ to streamline operations and enhance customer care while increasing revenue.

Proposed Key Feature #1: FATHOM Revenue Assurance Audit

Our audit is a two-phase process which includes both an office and field investigation. These investigations are geospatial in nature and are intended to find revenue that is lost due to missing accounts and/or services, erroneous bill codes or even wrong meter sizes. During the field investigation, each location is visited and thoroughly documented, including photographs, to verify the data associated with that meter.

To date, each audit performed for a FATHOM implementation has discovered found accounts and accounts being billed incorrectly that when corrected, result in an increase in revenue to the utility.

Proposed Key Feature #2: FATHOM MDM

A typical AMI implementation generates a lot of data that is boiled down to two reads utilized primarily for generating a utility bill or static reports. What we've discovered however is it is the data that is invaluable to utility operations in terms of optimizing operations and increasing revenue. By combining AMI data with FATHOM MDM, the City of Morro Bay will have a real opportunity to maximize the meter investment by turning that data into action – for both the City and the customer.

"FATHOM MDM will allow us to go even further, with field deployed tools that will give our operators better insights on the system, allowing them to more efficiently and effectively manage the systems as well as provide opportunities to provide real time data access to our customers."

John Bigelow, Sr. Vice-President of Business Services, American Water

FATHOM MDM, our proactive network management tool, collects and maintains all meter, reading, alarm, and customer and premise information. Historical data is retained for trending and reporting purposes. It also focuses on resolving non-meter read issues prior to a billing cycle including endpoint failure, tamper and malfunction. These issues are alerted on and work order generation is initiated to resolve these issues prior to billing.

With our advanced analytics, the City receives daily analysis with notifications and work order generation to investigate tamper alerts or irregular data, such as a commercial meter that unusually registers zero flow. In addition, FATHOM maximizes statistical software to do model-based analysis on various components of the distributions system and generates meter analytics for degradation forecasts such as reviewing the consumption on meters daily and over time to determine where potential revenue is being lost to the City—and how much.

As an added benefit to the City, our analytics are always being adjusted and improved upon to ensure the revenue collected for service is always what it should be. This is a function of operating our own much larger utilities and our agile development methodology that provides for rapid updates to the cloud-based platform.

In short, FATHOM is more than just your typical "run-of-the-mill" MDM system. Our ability to truly help you achieve your objectives is unparalleled. At its core, FATHOM is an integrated suite of tools developed for utilities by a utility that allows you to run more efficiently, thoroughly engage customers and encourage them to be more water wise. Selecting our MDM solution guarantees reduced costs and increased revenues.

Proposed Key Feature #3: FATHOM CIS with Utility Billing

A partnership with FATHOM will help you provide your customers new tools and services to improve customer relationships. These tools feature online, self-service experiences where customers can see their real-time consumption and make decisions based on this information. This self-serve, proactive approach will reduce operational costs. And, only in the presence of a solution like FATHOM – which vertically integrates all elements of the customer experience from metering to meter reading to billing to customer remittance management – can heightened efficiencies be realized. FATHOM enables you to provide your customers:

- Real-time information on water usage in terms of dollars—whenever they want it and however they choose to receive it.
- Comparative data to best manage their own behavior and encourage friendly competition.
- Immediate notifications of potential issues, such as if a leak is detected or suspected.
- Customer friendly, easy-to-read, easy-to-understand, useful bills.
- Multiple payment methods – by check, by credit card including recurring payments if desired, by e-check, by bill pay through personal bank, and by Direct Debit ACH.
- Multiple payment options – online, by phone (through IVR or customer care), by mobile phone, by smartphone apps, by mail, and in person.
- Ability to sign up for alerts, giving them actionable information and a pathway to save money.

With FATHOM, the City of Morro Bay can truly embark on a path to real customer engagement. This path ensures transparency and encourages behavior change. Coupled with regularly reinforcing the quality of service in easily understandable ways, the City will achieve important service-oriented objectives that will positively impact operations.

Proposed Key Feature #4: FATHOM Customer Care

FATHOM Customer Care is located in one of the safest areas of the United States for call center and data management activities, Phoenix, Arizona. The state-of-the-art design is based on providing service to utility water and wastewater customers. The result is not only best-in-class technology, but a culture of service delivered by our highly skilled team of utility customer care professionals. FATHOM Customer Care professionals are not only trained in the standard processes of customer care, such as taking payments, they are trained in water and wastewater operations to better service our clients—and their customers. The benefits of this training are high first-call resolution percentages and a low number of calls that need to be elevated to our operations teams or our clients for final resolution. It is a level of expertise that is only available from an organization that has firsthand experience in owning and operating utilities just like you.

The FATHOM Customer Care operations model is structured around a utility-focused workflow and our systems track all customer information in a service and work order format. This methodology allows for a greater understanding of your customers' needs, classifications of priority work orders, and actionable information. As an added benefit, we have an online transaction record and voice recordings of every interaction with a customer.

AMI SYSTEM/METER INFORMATION AND INSTALLATION

14. Describe the proposed AMI system.

FATHOM is a sophisticated, cloud-based, fully integrated, turn-key solution created by a utility for utilities. We created FATHOM to future-proof utilities. The benefits of FATHOM AMI are significant:

- Real-time data
- Decreased costs
- Increased revenue
- Rapid deployment

- Utility-to-utility partnership with proven services
- Enhanced customer engagement
- Innovative, best-in-class technologies
- Demand side management

Ultimately, FATHOM means the City can save water, while overcoming critical planning and operational challenges. The City can do more—with less.

AMI Approach

Technology Overview
FATHOM is a hosted solution delivered in the Software as a Service (SaaS) model. Each FATHOM application is easily accessible via the Internet. This delivery methodology enables rapid deployment with no additional IT infrastructure or resources required in the customer environment.

The technologies utilized to deliver FATHOM reside in a SAS 70 Type II verified data center. The environment provides redundant fed power, power generation, multi-level security controls, cooling, monitoring, and 24x7x365 onsite engineers. Network redundancy includes blended network solutions utilizing different technologies.

IBM BladeCenter technologies have been selected for their scalability, reliability and flexible chassis options. The server environment is attached to storage solutions from IBM and Network Appliance. The storage configuration provides flexible management and logical separation for each customer. Storage can be expanded on-demand in real time with no interruption of service. All data is backed up nightly and tapes are rotated to an offsite, secure, enterprise class storage facility on a daily basis.

VMWare is utilized to virtualize physical servers where virtualization is supported by the software vendor. Each blade server is utilized to host numerous guest servers for applications and databases. This architecture provides real-time load balancing between guest servers for optimal performance and utilization of the physical hardware. Additional blade servers can be integrated into the environment to scale physical hardware requirements as demand increases.

Solutions from Citrix provide secure application access via the Internet. Users are authenticated and then presented applications from their portfolio. Access does not require upgrades or a change to customer computers. The presentation of FATHOM applications has been engineered with low bandwidth network connections in mind. Operators in the field utilizing an air card for network connectivity can expect excellent application performance.

Our technology, and our application of it, surpasses what is practiced in the industry today. We use what we create every day and continually improve it. Most importantly for the City of Morro Bay, however, is the fact that our solutions are completely integrated, built to "speak" to each other and provide real-time information on a level that is clear to, and consumable for, all stakeholders.

Network Information

Meter readings are collected from the meter register at the specified rates and recorded by the endpoint. The endpoints transmit the meter reads to the data collectors, which in turn relay the reads to the network control computer at least once a day. All readings are double checked for accuracy at every level of the network providing a robust and reliable database of information.

DCs can be programmed and reprogrammed remotely. The following endpoint parameters can be read and modified via two-way communication from the host software:

- Read Interval
- Read Redundancy
- Two-Way Receive Interval
- Meter Type

The DCs are solar powered and communicate over the cell phone network. This allows them to be installed in locations without power, ultimately simplifying the installation. The network DC includes proprietary firmware embedded within each unit.

FATHOM provides these projects with a turn-key, risk-free methodology.

15. Provide a table of all water meters and meter manufacturers that are compatible with the proposed system.

The proposed AMI network for the City of Morro Bay will be "meter agnostic." For the City, this means our technology and proposed solution will work with all major meter types and manufacturers, including your existing Badger meters that are being retrofit. As a result, the City retains the flexibility to choose a meter or set of meters that best meet its business requirements, without the worry of vendor "lock-in" over the long term.

The table below reflects the options best suited for the City based on our understanding of your requirements.

Manufacturer	Register Model
Master Meter	AccuLinx Encoder
Badger	ADE
Badger	E-Series
Hersey	Translator
Neptune	E-Coder
Neptune	ProRead

16. Describe the proposed AMI meter transmission unit (endpoint). Include details such as battery life, reading frequency options (and impacts to battery life) and direction of data transmission (i.e., one way, two way or both).

The proposed endpoints will meet the specifications outlined in the Technical Specifications.

Battery Life

The expected battery life for the endpoints will exceed the anticipated life cycle of the equipment under normal usage conditions.

Reading Frequency Options

The default reading frequency is hourly, although 15- and 30-minute reading frequencies are available to the City, with minimal impacts to the battery life. Individual endpoints can be programmed on-site to a temporary reading rate during a study period to indicate usage patterns, and then revert to the standard rate for ongoing readings.

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The proposed AMI endpoint provides two-way transmission capability. Two-way transmission is important for time stamping and on-demand reads.

17. Describe the frequency on which the radios transmit and if the equipment is associated with a dedicated FCC license. Describe the FCC compliance status of the equipment.

FATHOM provides AMI systems that can either utilize a licensed frequency in the 450 MHz range or an unlicensed frequency in the 900 MHz range. The frequency to be utilized for Morro Bay will be determined as part of the final propagation study to ensure optimal performance of the network.

All proposed equipment is FCC compliant.

18. Describe the data collector units (DCs). Solar powered collectors are preferred.

The data collectors are designed specifically for the rugged operating environment of utility-scale AMI systems (-40F to +140F) and provides built-in test protocols to monitor performance, including but not limited to solar collector health, battery health, and communication performance. DCs are monitored by the FATHOM MDM and work orders to investigate degraded units will be dispatched to City staff as necessary. In the case of DC failure, the details can most often be diagnosed remotely and repair parts/units supplied rapidly. In most cases, the boards and peripherals are field replaceable.

As noted elsewhere in our response, our DC positioning plan demands that each endpoint communicate with at least two – and in practice, normally three – DCs. As a result, we would not expect any failures to impact utility operations.

19. Describe how your equipment will read the meters without locating additional radio towers within the City.

We have completed the preliminary propagation study for the project based on the information provided by the City. We believe that there is adequate existing City-owned infrastructure that can be utilized for collectors to provide the required coverage and redundancy without the need for additional infrastructure. With a customer address list as well as a City asset list, a final propagation study can be performed to confirm the placement of the collectors as well as any addition infrastructure needs.

20. Provide the number and type of data collectors and antennas and describe where and how the antennas will be mounted. Equipment must be placed on existing City assets and City height restrictions will be strictly enforced. The coverage shall have no single point of failure.

We propose 6 solar DCs spread throughout the City, utilizing existing City assets as much as possible. FATHOM standard communication protocol requires that at a minimum each endpoint is capable of being read by at least two DCs, allowing a single DC to fail or be damaged with no loss of data. Our best practice is to perform a detailed propagation study prior to implementation start to ensure 100% coverage with no single point of failure. In practice, we have found that each endpoint is in fact typically read by at least three DCs as a result of this propagation method. As part of the tests and trials program, the network performance will be demonstrated to the City.

It should be noted that we do not specify a maximum number of collector in our proposal – we specify the performance of the network – reducing the risk to the City that additional infrastructure will be required. If more collectors are required, those are supplied at no cost to the City.

21. Describe the location of the hosted data. Include information on data backups and recovery as well as security protocols and procedures to access the data both electronically and physically.

Data Hosting

The data will be secured in a private location accessible via specific credentials to limited personnel. Additional information can be provided with the appropriate non-disclosure agreements in place.

Data Protection

Access to data, especially historical data, can be critical in the operation of the utility and customer satisfaction. FATHOM has established processes that expedite implementation, while maintaining the historical data. We simply believe in storing the data in the most appropriate system to improve efficiency.

We take additional measures to protect both City and resident data:

- We extract, upload and transfer (in MS SQL Server) data from our platform as requested.

- The City has primary ownership of the data. FATHOM has access to and uses the data to provide FATHOM-specific services. Data transmitted to FATHOM must be delivered from an authorized account, logged into a secure FTP/HTTPS site. This site, utilizes 2048-Bit SHA1 certificate based encryption technologies to secure the transmission.

- Data transmitted from FATHOM must be accessed from an authorized account, logged into a secure FTP/HTTPS site. This site, utilizes 2048-Bit SHA1 certificate based encryption technologies to secure the transmission. Archived data is stored in a secure vault and is transported by security personnel utilizing electronic tracking technologies.

- Data is stored in secured MS-SQL databases on private storage arrays housed in a secure, tier 3 data center facility. All processing of the data is logged and remains within the secured environment.

- Network access to the data is managed by Active Directory roles and is audited on a regular basis per our Standard Operating Procedures. Building security includes retina scan, badge access systems with 24x7 security staff and restricted access to the surrounding property.

- Data access is restricted by a multi-layer firewall configuration and role-based security. Kerberos authentication and 2048-bit SHA1 encryption mechanisms provide session security. Access is provided only after identity verification and is audited on a regular basis.

Backup & Disaster Recovery

We offer comprehensive protection against disasters involving complete system failures and/or the destruction of main computing environment. Our key policies are described below:

- Redundant hardware and connectivity is integrated into FATHOM, configured for automatic take-over upon the incidence of a failure

- Databases, server configurations and file systems are backed-up multiple times by automated array-based utilities

- Aggregated daily and replicated to an offsite storage system to tape.

- Tapes sent to secure off-site facility

- Replication target is in an alternate location

- Alternate location becomes primary facility in the event of catastrophic failure of main location

- Alternate office workspaces and provide critical support staff with laptops

Hardware/Software

With FATHOM, the City will not need additional computer hardware or software. As a result, the City will benefit from increased security and minimal impacts to IT department.

For more information, please see our response to Question #14.

22. Describe how your system will provide for leak detection alerts, unusual usage, and indication of tampering.

Leaks are identified by the meter registers and/or the implemented AMI system as well as FATHOM MDM. These systems contain algorithms that monitor accounts and identify locations where the meter read has not provided a zero read for a one-hour period of time within 24-hour interval.

Continuous use will flag a potential leak alarm. Each account is then individually investigated within the AMI system. Work orders are generated and the customer is notified.

23. Describe your installation process and how testing and validation are integrated.

Our installation and validation processes are multi-redundant. Valid, accurate data is of the utmost importance during the installation process. To that end, as part of our best practices policy, installers use geospatial software that is integrated into each proposed installation location. We require all data gathered during the installation process to be supported by photo documentation, along with recordation of GPS locations of meters.

Installations occur via our FATHOM Meter Exchange Application. Address, meter number, meter size, and account number are verified and photos are taken prior to removal. Specifically required during this process is the entry of the "removed read" into the application along with a photograph.

After removal, the AMI technician installs the new meter and endpoint. All boxes are inspected for conformance to the installation specifications when programmed. Address, new meter number, new meter size, new endpoint number, and account number are programmed using bar coding devices, and photos are also taken of the newly installed equipment. The Meter Exchange Application requires technicians to follow the aforementioned processes, with controls in place preventing skipping or missing steps.

After field data collection through the Exchange Application is completed, our specialists monitoring the network and database review every location visited in the field through our AMI system user interface. They verify accuracy and performance by checking customer info, location info, endpoint ID, meter ID, incoming reads, meter size, port number, unit active, battery, RSSI values, unit measure, accurate consumption graphs, and meter type. Anomalies are sent back to the field technicians for verification prior to being finalized in the database.

As a FATHOM best practice, our recommendation includes a customer communication plan that tracks customer engagement and satisfaction. We are very interested in accommodating any special resident needs and ensuring Morro Bay customer satisfaction is not overlooked during the installation, testing and validation processes.

24. Describe two AMI systems from different manufacturers that you have experience installing and operating.

Please see our response to Question #12.

MDM SOFTWARE INFORMATION

25. Describe the proposed MDM software.
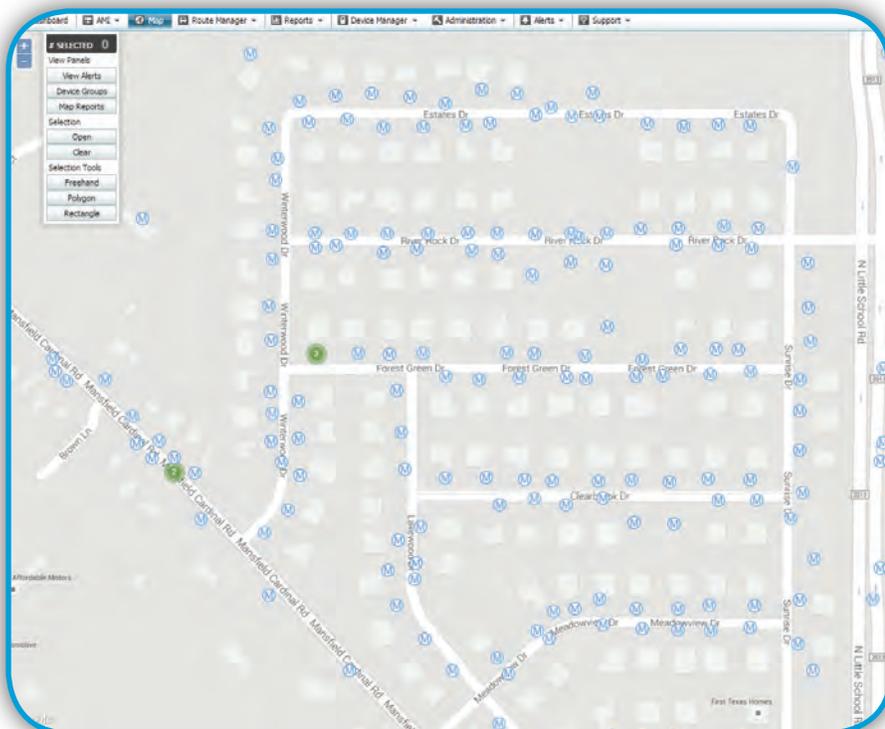
At its core, FATHOM is an integrated suite of tools developed for utilities by a utility that allows utilities to run more efficiently, thoroughly engage customers and encourage them to be more water wise. Our MDM platform is the engine that makes it all possible.

Built on the belief that our industry needs open standards, FATHOM MDM is a manufacturer agnostic, end-to-end, integrated solution that turns meter reads into useful information and knowledgeable actions. In addition to being AMI vendor agnostic, FATHOM MDM has the ability to process information from multiple meter reading technologies, including AMI, AMR and manual reading systems, concurrently while providing a single file for your billing system. FATHOM MDM breaks down the

traditional limitations of meter systems and phased transition plans to allow you to make decisions at the individual meter level and not the route and cycle level – giving you the freedom to decide when, where and how your meters are read and putting you in control of your own system.

FATHOM MDM collects and maintains all meter, meter reading and alarms/flags as well as customer and premise information, with historical data being retained for trending and reporting purposes, all with a geospatial location element. With this depth and breadth of data available, FATHOM is able to provide our clients with daily analyses of information, such as tamper alerts or irregular data such as unexpected zero flows. In addition, FATHOM maximizes statistical software to conduct model-based analysis on various components of the distributions system. It also generates meter analytics for degradation forecasts such as reviewing the consumption on meters daily and over time to determine where potential revenue is being lost to our clients.

As an added benefit to the City, our analytics and reporting capabilities are always being adjusted and improved upon to help ensure the revenue collected for service is always what it should be. This is a function of the scale we have achieved and our agile development methodology that provides for rapid updates to the cloud-based platform.

26. Describe the experience of the City interacting with the MDM.

FATHOM provides a unique combination of utility operations experience and best-in-class practices integrated into a software as a service platform. Our utility experience – from operations to work orders to billing – is woven into everything we do.

Reporting

A typical AMI system will generate on average 720 meter reads per meter per month. This is valuable information with the ability to give you insights to your distribution system, however wading through all that data to turn it into something meaningful can be an overwhelming exercise. The reporting engine within FATHOM MDM transforms that daunting task into a simple one with a few simple clicks of the mouse – simply select your report type and input your parameters and your report will run in the background to preserve system efficiencies. Once complete, the reports are available for viewing as well as exporting as needed.

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Real-time Analytics

The key to analytics is 1) they are processed in real time; 2) they have the value-added geospatial element; and 3) they can drive an action to correct any issues. Most meter data management (MDM) systems are designed with the purpose of managing the communication equipment and network. Identifying low batteries, failed registers, and poor communication areas are of course included in FATHOM MDM, along with the added element of locating the data geospatially to spot issues even sooner.

Additionally, FATHOM constantly verifies the reads and compares them to the billing cycles to ensure an accurate read is available to use when the billing department is ready to begin billing. The traditional manual meter reading process requires the reads to be collected a few days before billing. This meant any exceptions had to be handled in that limited time window, leading to mistakes and frustration. FATHOM MDM is running the exception

processes continuously. If an issue exists, it can be managed before billing starts, not after. Examples of this include missing reads, leak identification, larger than anticipated usage, lower than anticipated usage, and stopped meters.

The FATHOM difference lies in the fact that we built and use our MDM to drive billing, CIS and revenue collection. With FATHOM MDM, the City will know more about customer usage and the revenue stream – and with this knowledge, the City can now take action.

CIS SYSTEM INFORMATION

27. Describe the proposed CIS.

FATHOM CIS is designed to meet utility customers' ever-increasing demands while consistently enhancing their experience. Utilities like the City of Morro Bay choose our bundled FATHOM CIS with utility billing services to achieve greater economies of scale, and do more—with less.

FATHOM Approach

"With FATHOM CIS, we reduced costs by 36% and still offered out customers more services. That's amazing."

Steve Henley, Director of Public Works
City of Covina

A partnership with FATHOM will ensure the City provides customers a myriad of new tools and services to improve customer relationships. These tools feature online, self-service experiences where customers can see their real-time consumption and make decisions based on this information. This self-serve, proactive approach can also reduce operational costs, but only in the presence of those systems which vertically integrate all elements of the customer experience from metering to meter reading to billing to customer remittance management. FATHOM enables you to provide your customers:

- Real-time information on water usage in terms of dollars—whenever they want it and however they choose to receive it.

- Comparative data to best manage their own behavior and encourage friendly competition.

- Immediate notifications of potential issues, such as if a leak is detected or suspected.

- Customer friendly, easy-to-read, easy-to-understand, useful bills.

- Multiple payment methods – by check, by credit card including recurring payments if desired, by e-check, by bill pay through personal bank, and by Direct Debit ACH.

- Multiple payment options – online, by phone (through IVR or customer care), by mobile phone, by smartphone apps, by mail, and in person.

- Ability to sign up for alerts, giving them actionable information and a pathway to save money.

With FATHOM, the City of Morro Bay can truly embark on a path to real customer engagement. This path ensures transparency, encourages behavior change and regularly reinforces the quality of service in easily understandable ways to help this City achieve its important service-oriented objectives that will positively impact operations.

Interactive Voice Response (IVR) System

FATHOM strongly believes that technology must be implemented in the utility sector to improve efficiencies and we have widely adopted IVR as an alternative to customer service personnel. The key is to deploy IVR in the areas where it can have the greatest impact and develop it in as user-friendly a manner as possible to drive adoption. We have found that IVR is best deployed in the following areas:

- **Receiving and processing regular check and credit card payments.** Our IVR system allows these calls to be processed 24 hours a day, seven days a week. Customers who desire to call-in a payment can receive an excellent customer service experience through this automated system.

- **Late notice and collections.** Using IVR in this manner can be a shift for utilities, but is a highly effective one. Outbound IVR is a FATHOM core competency. We specialize in campaign design that effectively communicates with an emphasis on customers and drive-demand pattern changes. In our late notice and collection campaigns, for example, customers receive a phone call reminding them that their payment is past due with an option to pay now using the IVR system. Then, beginning five days prior to disconnect the IVR system calls customers nightly informing them of the disconnect date and providing them an option to pay now or accept a payment arrangement to continue service. This program reduced our disconnect service orders and moved over 95% of our current receivables into the less than 30-day column.

Of course, customer campaigns can be designed to address a host of other issues. Although not specifically requested in the request for proposals it is worth discussing the trend toward SMS (text) messages and email notifications. These can be equally and sometimes more effective than IVR systems. Customers who sign up for email and SMS notifications on our FATHOM U_2You online customer care portal can receive alerts, information, and bills over these systems—a great tool for conservation management and modifying customers' water usage behavior!

Many Ways to Pay

FATHOM CIS features robust capabilities in terms of the payment processing offerings now available to City of Morro Bay residents, including:

- **FATHOM U_2You –** FATHOM provides the capability for customers to pay their bills over the Internet in multiple ways. Consumers can utilize the FATHOM U_2You web portal to look up their own account balances and make payments by credit card and eCheck.

- **E-Bill (Paperless Billing) –** Morro Bay residents can elect to receive an e-bill. The bill is presented in FATHOM U_2You which provides usage history, transaction history, read history, the opportunity to sign up for various notifications and view or print their bill.

- **Auto Pay –** FATHOM provides Morro Bay residents the option to sign up for ACH or automatic debit from their checking account. This process is available online through our FATHOM U_2You customer portal.

- **Recurring Credit Card –** FATHOM provides Morro Bay residents the option to sign up for recurring credit card payments that automatically apply the payment to the credit card on file upon the bill due date. This process is available online through our FATHOM U_2You customer portal.

- **FATHOM Mobile –** FATHOM Mobile, our smartphone application, puts data in the hands of customers and makes it easy to look up a bill, check account balances and pay a bill by eCheck or credit card.

- **Bill Pay –** FATHOM also provides an option for consumers to pay using their personal bank's payment site. This requires registration with all major banks to ensure the City appears as a billing choice. FATHOM has already been approved by the banking system to offer this additional convenience to your customers. We simply will add the City to this existing approval, if desired.

- **In-Office –** To the extent residents opt to make a payment in-person at a local City of Morro Bay facility, local staff can use FATHOM to accept and process payments. Information is transmitted daily to FATHOM and updated in the system.

- **Mail –** All mail payments are directed to a lock box facility. The payments are opened, scanned and processed into an upload file for the customer information system.

Payment Processing & Workflow

Credit card and e-Check payments made through FATHOM U_2You web site and the IVR are applied to customer accounts on a daily basis. Funds for these payments are remitted to you after they are received in the FATHOM bank account, typically within 5-7 calendar days. Daily payment files for lockbox and online bill payment payments are downloaded from our bank's secured web site and posted to City of Morro Bay consumer accounts the next business day. Additionally, if authorized by the customer, we have the ability to process Direct Debit ACH or recurring credit card payments on the payment due date.

All payments received are reconciled and reviewed for reasonableness by our Accounting Department prior to sending the funds to you. Our best practice – and what we propose for the City of Morro Bay – is to utilize a weekly remittance schedule to minimize processing fees.

28. Describe the experience of the resident interacting with the CIS.

While a resident will not interact directly with the CIS, FATHOM features robust self-service capabilities for City of Morro Bay customers. FATHOM U$_2$You is our online customer care portal and is fully integrated with all our FATHOM platforms. In addition, we offer FATHOM Mobile, our intuitive smartphone application, to positively impact the end-to-end experience for your residents.

FATHOM U₂You

In the face of the rising price of water, we know customers are demanding more information about their consumption and ultimately must use less water. Comparing water usage in neighborhoods and other geographic areas and providing Morro Bay customers comparisons of their own water usage to their neighbors' usage is one of many ways geospatial data can be leveraged to improve service.
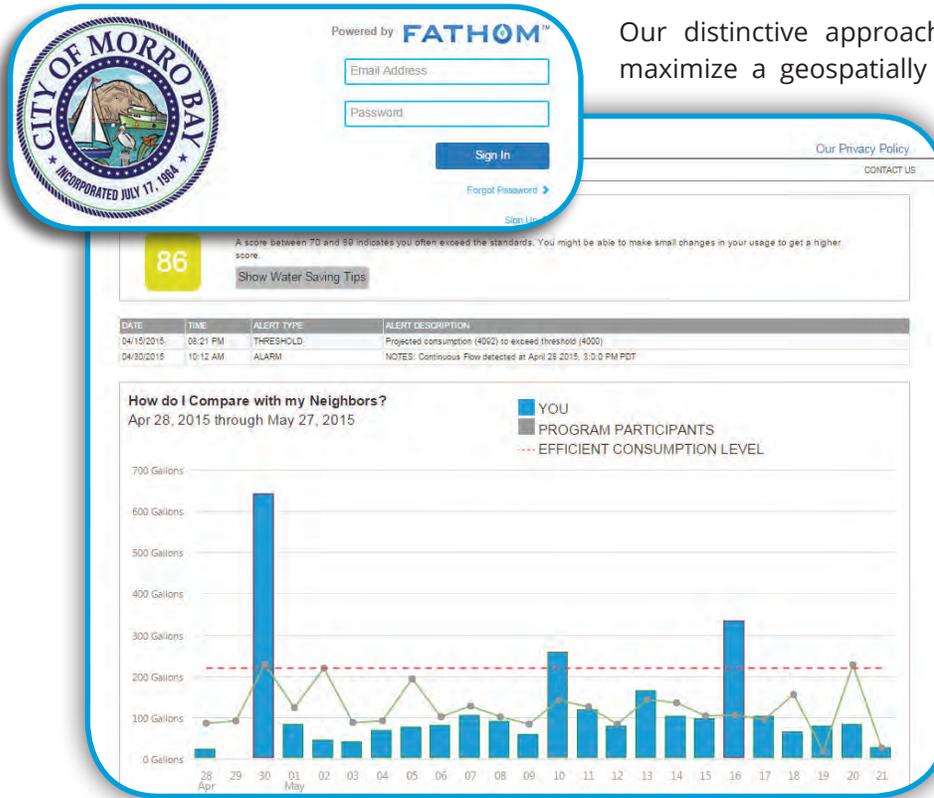
Our distinctive approach assesses how the City can use and maximize a geospatially based platform that features real-time processing, location information availability and data analytics that is integrated with advanced metering infrastructure. Further, our approach delivers the capability and flexibility necessary for the City to adjust to changing customer behavior patterns in a cost-effective manner in these times of increasing water scarcity and economic pressure. FATHOM is a game changer that will offer the City amazing benefits to guide your water future.

With FATHOM U$_2$You, your residents have immediate, secure access to account information 24/7/365 that truly empowers, engages and promotes total account management, including:

- Real-time water usage information
- Account balance and bill review
- Paperless billing options
- Bill payment options
- Customized email, text alerts and notifications
- Consumption monitoring
- Transaction history
- Emergency reporting
- Conservation-driven messaging, features & tips
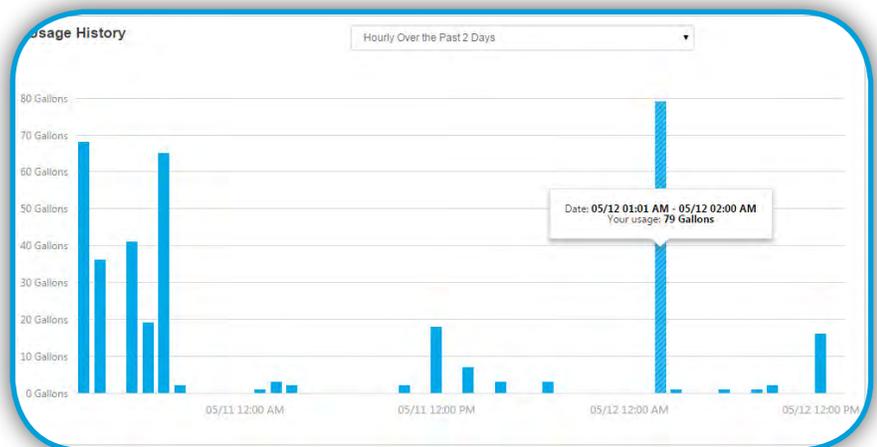
FATHOM Mobile puts important account management tools and data in the hands of City's customers. Our application for the iOS and Android platforms makes it easier than ever to view account(s)/account activity, look up a bill, check account balances, pay a bill by eCheck or credit card and monitor water usage and make payments—all at the touch of a button. FATHOM Mobile continues to evolve to further engage users and enhance the customer experience.

The depth and breadth of our self-service capabilities provide real-time, actionable data that allows utility customers to monitor and manage their own consumption and illuminates the ever-increasing costs of water—whenever and wherever they choose.

For City of Morro Bay residents, FATHOM means an enhanced experience that delights and engages.

29. Describe the experience the City and its employees will have interacting with the CIS solution.

The City will access the CIS solution via the online utility administrator portal. The City will use this portal to enter any payments made in person and access the accounts managed within the CIS by FATHOM.

We expect the City to have an outstanding experience interacting with our integrated CIS and AMI solutions. With FATHOM, the City successfully addresses all of your goals: state-of-the-art technology and functionality, transformational data and tools in the hands of customers —and the City, and provides the City power to finally do more with less. Ultimately with FATHOM, the City of Morro Bay delivers what your customers need while securing your utility's financial future.

30. Describe your GIS based approached to ensuring all customer accounts are being properly billed.

Our live, field-deployed work order management system is updated in real-time via the Internet. The GIS database system has all the typical data assessment tools to categorize, classify, diagram, index, order, schematize, sort, and tabulate customer account data. In addition, it can render data as maps, analyze interconnectivity, proximity, and other complex spatial relationships; and model the physical world.

The advantage of the FATHOM GIS-based approach is that it is an advanced database structure which is inherently location-aware, providing far more power than traditional non-location aware database systems for managing assets such as service addresses, water & waste water services, and metering equipment – including the ability for three dimensional modeling.

With these capabilities, we are able to ensure the data is correct in the field by using Global Positioning System (GPS)-enabled mobile applications and connectivity to live customer account data. We are then able to run advanced analysis that combines the data and the business rules to find locations where utility services are not being billed, or being improperly billed.

31. Describe your operating experience with Automated Utility Billing Systems and the number of customers you currently service.

In our experience, superior customer service begins with accurate, timely, and precise AMI meter reads and continues through perfect execution of the utility billing process. Our FATHOM utility billing and customer Care teams provide services to more than 125,000 connections and a quarter of a million customers. The below describes a combination of our automated billing services best practices we've proven to be successful time and time again:

- **Branded Utility Bills –** Our FATHOM team works with the City to brand the utility bill. These bills incorporate the City's logo and have the ability to insert custom messages to customers based on developed criteria.

- **Customer Web Portal –** FATHOM U$_2$You online customer care portal is fully integrated with our FATHOM CIS platform. A customer has the option to review bills, consumption and transaction history. Payments can be made on the website using a credit or debit card and eChecks are also accepted.

- **Paperless Billing –** Paperless billing allows a customer to sign up for paperless billing and receive an email when a new billing is available for review. A Morro Bay customer can also sign up for automatic bill pay using their checking account.

- **Security –** FATHOM U$_2$You is secure. Unauthorized users are not able to access account data or bank account information. Credit card numbers are utilized for the particular payment transaction and disposed of immediately as an extra security precaution.

- **Rate Engine –** At the heart of the FATHOM platform is a robust rate engine. The rate engine can calculate the most sophisticated rate designs and collection processes. Penalty and late charges are automatically added to customers' accounts. The rate engine can calculate the newest rate structure designs providing for multiple tiers and conservation rebates.

- **Return Mail Management –** FATHOM CIS provides return mail management. As a way to prevent returned mail, the database is scrubbed each month through the US Postal Service address database to forward mail as needed.

- **Remittance Management –** Remittance of funds to the City can be executed at the interval you request. This proposal assumes weekly wiring of funds. FATHOM CIS provides reconciliation of all payments and payment types with each remittance of funds.

- **Reporting –** Delivered to the City electronically.

32. Describe your approach to ensure all meter exchanges in the billing system are properly performed by your team and tracked over the term of the agreement.

During implementation, field crews will use data collection applications to record the critical data elements of the exchange process, and provide proper and timely data file submittals to our GIS department who will review and verify the data and documentation prior to entering the data into the FATHOM billing system. Progress is tracked in real-time, and tools are provided to the City to keep full transparency of progress and locations of technicians in the field.

After the AMI system has been installed, any work that will need to be completed on any component of the AMI system will be tracked by the work order system. These work orders are submitted to our technicians and will be updated in the necessary databases to ensure optimum performance and compliance throughout FATHOM MDM. We adhere to this process consistently throughout the life of the contract.

SYSTEM OPERATION

33. Describe how your geospatial audit process will ensure all accounts are properly billed now and in the future.

The GIS database system has all the typical data assessment tools to categorize, classify, diagram, index, order, schematize, sort, and tabulate customer account data. In addition, it can render data as maps, analyze interconnectivity, proximity, and other complex spatial relationships; and model the physical world.

The advantage of the FATHOM GIS-based approach is that it is an advanced database structure which is inherently location-aware, providing far more power than traditional non-location aware database systems for managing assets, such as service addresses, water & waste water services, and metering equipment – including the ability for three dimensional modeling.

With these capabilities, we are able to ensure the data is correct in the field by using GPS enabled mobile applications and connectivity to live customer account data. We are then able to run advanced analysis that combines the data and the business rules to find locations where utility services are not being billed, or being improperly billed.

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34. Describe the tool used to verify account information.

FATHOM designed and deployed a customized, mobile application for the purpose of collecting and verifying account information in the field. The current version of this tool is an iPad application that is connected to account data in real-time. Once the initial audit is completed in the office, the data is prepared for use with the iPad application, which displays the locations of all the meters including any locations identified to potentially have a meter that is missing from the billing system.

FATHOM has built-in workflows that ensure all data and pictures needed are collected—and verified. Our application does not allow a data entry to be made unless the user is within a certain distance of the actual location.

35. Describe how you will manage the AMI data geospatially and ensure all meters are accounted for.

There are three critical databases in any utility. These databases are the customer database, the consumption database (SCADA and AMI) and the location database (GIS). FATHOM brings them all together to provide transparency. This transparency allows the City of Morro Bay the ability to find and identify even more efficiencies.

The GIS or geospatial database holds the location of every meter along with photo documentation of the installation and meter. This is captured during our audit and installation processes. This data is compared on a regular basis to aerial imagery to ensure every account is properly recorded in the billing system.

We also run continuously a series of analytics on the data to ensure data such as multipliers, dials, and customer linkages are properly recorded in the system. These analytics provide a continuous quality assurance step to ensure all the revenue that is due the city is collected.

36. Describe your process for eliminating manual meter reading activities.

The proposed AMI system is designed to eliminate all manual meter reading activities once it is installed and fully implemented. In addition to the system redundancies, the analytics provided by FATHOM generate automated work orders to alert personnel to potentially problematic meters.

37. Describe the number of reads your system will provide daily (hourly reading is preferred) and the frequency at which the reads are received.

The proposed system will generate 24 meter reads a day per meter on average. The meter reads will be transmitted at least once a day.

38. Describe your live, field-deployed work order management system.

Our live, field-deployed work order management system is updated in real-time via the Internet. Unlike traditional work order systems, this approach allows the field technicians to coordinate in real-time with the Customer Care Representatives. This is critical in situations such as shutoffs for non-payment. With FATHOM, a previously issued shutoff work order will be immediately canceled if payment is received, resulting in no unnecessary work performed and no customer complaints.

39. Describe how your work order management system for maintaining the network and providing field customer service works in real time.

Work orders are typically either created by FATHOM in the FATHOM CIS application or automatically created by exception processing from the analytics system or billing engine. Once created, field representatives receive work orders real-time via remote hardware such as smartphones, laptops or tablets for execution. All that is needed is an Internet connection and valid system credentials.

The work orders have a work flow assigned to each type which routes the work orders to a field representative based upon the client's preference. Based upon the type of work order, the field representative is required to enter certain data to complete the work order and submit the data back to be uploaded into the system pending a review.

40. Describe how you monitor the condition of the AMI system daily.

FATHOM MDM monitors the AMI system utilizing the system health information gathered by the equipment, including:

- Collector Battery
- Current
- Voltage
- Alarm Messages

- Collector Received Signal Strength Indication (RSSI) Values
- Quantity of Records Transferred per Collector
- Did Records Clear to Database per Collector

The system also continuously self-checks for any errors that occur indicating issues regarding the system's health. If an issue is identified, the system will auto-generate an email error message that is sent to a designated set of users.

Multiple reports can also be run to ensure equipment is functioning properly, such as:

- No Reception from Transmitting Devices
- Non- Numeric Reads (Transmitter is providing an Invalid Read)
- Reverse Flow on Meter
- Active Accounts with Zero Consumption
- Finalled/Inactive Accounts with Consumption
- Meter Never Zero Leak Detection
- High Usage
- Low Usage
- Total System Consumption
- Installation Records
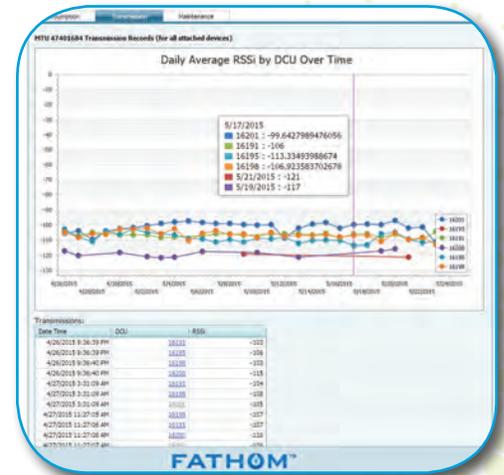
41. Describe the production and coordination of trouble reports such as out of range, meter or facility damage.

Everything we do at FATHOM is captured in a work order. This ensures nothing is missed for the billing cycle. If the issue is identified by FATHOM MDM, the work order is generated automatically. If it is identified by field personal it can be added to the live field deployed work order system.

It is worth discussing the transition from manual meter reading to AMI. During the transition meter readers will need to read and execute their normal processes for reading meters. All billing systems can only accept one input file for reads, so if any route has both manual meter reads and AMI reads the billing system will only be able to accept one a single set of data leaving the rest to be estimated.

FATHOM addresses this in two ways. The first is to install the meters by route in between billing cycles, allowing a complete transition of AMI by route. For this to work effectively, all the meters and all the meter exchanges must be completed in the billing system. Often due to many factors, this is simply not possible for all routes. As such, FATHOM developed a universal gateway for meter reading systems. This gateway can accept files from multiple sources and place all the reads into a single file for the billing system, allowing manual meter reading processes to remain unchanged during the AMI installation process.

42. Describe how your system will provide for leak detection alerts, unusual usage and indications of tampering.

Please see our response to Question #22.

43. Describe your installation process and how testing and validation are integrated.

Please see our response to Question #23.

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44. Describe the process by which the updated meter services are confirmed operational on the AMI system.

Once the meter and the associated network components have been installed, the system will be monitored closely to ensure that a meter read is obtained by FATHOM MDM for each installed endpoint. FATHOM guarantees that 100% of the meter endpoints will successfully report a read. Once implementation is complete, a verification report will be produced documenting all endpoints are functioning properly.

45. Describe how you will provide monthly and on demand reports to the City that are Windows-based and compatible with the City's current version of Microsoft software, and have an interface link to the City's financial system.

Since FATHOM is hosted on our servers, the City will enjoy full reporting capabilities without any of the traditional database requirements. FATHOM provides month-end reporting to assist with revenue management and planning, providing a file for the City's accounting department to assist in recording revenues for the previous month. FATHOM also offers a file that provides mapped A/R transactions to the City's general ledger.

Report samples are included in the Appendix. Additional reports can be added to our standard offering based on your unique requirements.

46. Describe your data analytics for enhancing customer care and utility operations from MDM (meter data management).

This question provides us an opportunity to share a FATHOM key differentiator for why it is the superior product serving the industry. While multiple vendors will communicate they can provide virtually any service outlined in an RFP, FATHOM can provide all that is required and more.

The Global Water utilities have received state level recognition in Arizona. Our utilities have been recognized as Wastewater Treatment Plant of the Year, Wastewater Collection System of the Year and the most relevant; Water Distribution System of the Year. Our selection as the Water Distribution System of the Year was a result of excellent customer service, innovative technology, minimized water loss and overall service excellence. At the core of these factors was an advanced AMI system that was seamlessly integrated into our customer service platform.

FATHOM has invested millions of dollars and countless hours in researching, testing and employing hundreds of different AMI component combinations to find the most effective solution for a utility. While we've experienced challenges along the way, the lessons learned have been invaluable and puts us in the best position possible to propose our proven, field tested AMI system are and proven. We know the best combinations, because we have tested all the options.

FATHOM MDM is intended to be the system that manages all meter reading functions for FATHOM. It is architected to support various methods of reading meters including manual reads, handheld reads, drive-by systems, and Fixed Network systems. FATHOM MDM is a meter and read system that is a vendor/product agnostic solution and was tested on virtually all the market can offer from an AMI perspective. MDM is the core of our FATHOM product line and ensures excellent customer service, flawless billing, and real-time management of our most valuable resource: water.

FATHOM MDM Overview

- Collects and stores all reads from the AMI system
- Manages AMI network with flexible parameters
- Provides GIS mapping of meters and AMI infrastructure
- Mapping for a graphical representation of alerts and alarms
- Dashboards with alert-based views and user customizable views of data, customizable based on the user and role
- Configurable alerts, exceptions and thresholds
- Automated work order creation option
- Two-way CIS integration of meter and read data option
- Sign-up for service

In a fully integrated FATHOM AMI/CIS solution, FATHOM MDM plays a critical role in driving revenue, controlling bad debt, enhancing customer service, and streamlining operations. No longer can customers, squatters or construction personnel steal water from a location without the utility knowing! FATHOM MDM provides visibility to usage that is illicit: a vacant home that is recording consumption triggers action by a field tech to lock out the connection to prevent further usage. This level of response within our own utilities has enabled us to press charges against thieves who continue to steal water from locations through the system. In addition, this level of accountability sends a strong message to the community and those who are paying their bills. The feedback we get from FATHOM customers and residents alike is positive. They recognize no one is getting a free ride. Most utilities recognize water loss in the 20-30% range. In our largest water utility, water loss hovers at three percent. This represents a significant variance in revenue not being collected.

FATHOM is a customer-centric organization and the tools provided with FATHOM MDM epitomize the customer service experience. AMI-only functionalities of MDM ensure timely and accurate billing. FATHOM MDM proactively identifies anomalies before an erroneous bill ever mails to the customer. FATHOM MDM also facilitates advanced identification of issues, thus resolution can be provided before it ever impacts the service delivered to the customer. This visibility into the health of the system also streamlines operations as staff addresses issues once as FATHOM MDM accurately identifies the issue and allows the field technician to know exactly how to respond.

FATHOM also provides customers the ability to view their consumption online through a dedicated website specifically for the City of Morro Bay.

With FATHOM CIS, the customer service experience and operational efficiencies are further multiplied. FATHOM offers a host of customer presentment tools that enable customers to effectively and concisely manage their usage patterns, while understanding how they compare to their neighbors and community. Advanced notifications allow customers to know when a toilet is running or an irrigation line is leaking. The resounding feedback from our customers is that our tools help them identify concerns before the shock of a receiving a high bill in the mail.
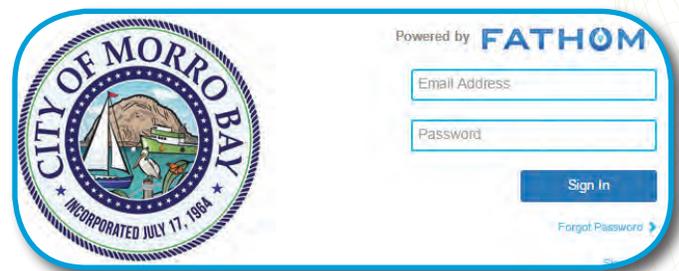
We all can agree water rates will continue to rise due to factors affecting our society; population growth, water scarcity, increased power costs, stricter quality requirements and city budget crises. As a result, customers will continue to demand additional data as their respective water bills increase—they will want more for their money. An effective AMI system is one that alleviates this pain and minimizes the impact of increased rates through providing tools to effectively manage consumption. During rate increases within Global Water's own utilities, it is these tools and integrated functionality that customers appreciated and valued in light of increasing costs.

47. Describe the protocol for rolling out upgrades, updates and enhancements.

With our utility heritage, we understand how important – and how challenging – it is to keep up with technology. We have also felt the pain of the typical vendor "nickel-and-dime" fee-based approach when you've already purchased the solution. So we decided to do something else completely unique with FATHOM.

As a utility dedicated to helping other utilities, our approach to rolling out upgrades, updates and enhancements is radically different: there are no additional costs or annual maintenance fees associated with FATHOM. Upgrades to the system are implemented seamlessly via the cloud as they become available. In addition, there are no seat limits or licenses with FATHOM. Each staff member will have access to the information they need without additional fees.

We also recognize if employees don't know how to use the tools at their disposal, the City's investment is nullified. As a result, we offer any applicable training that is deemed necessary for the City as upgrades to newer versions are applied. In addition, depending upon the magnitude of these upgrades, training will typically occur via enhanced training documentation, WebEx demonstrations and/or on-site training session(s).

48. Describe your warranty management process over the life of the assets/financing.

We own the warranty management process for the City – we track warranty quantities, we maintain the necessary relationships and have key contacts we leverage on your behalf and we own the communication process, providing updates to stakeholders. Choosing FATHOM means the City never has to wait for information. In general, the following process will be used for warranty management:

- Identify any equipment issue through FATHOM MDM reporting or analytics.
- Confirm equipment is not working as designed.
- Client will contact FATHOM to notify us of their intention to send back applicable units under warranty.
- Return Material Authorization (RMA) form is completed and it is submitted to the manufacturer.
- FATHOM takes point and handles all communications and other questions regarding warranty from both the City and the manufacturer.
- Manufacturer approves the RMA form and returns form to FATHOM.
- FATHOM submits form back to City for inclusion with other warranty information for ID match and verification and shipping purposes.
- The City ships items directly to the manufacturer.
- Manufacturer will send back applicable warranty items to the City.

UTILITY BILLING

49. Describe how you will receive payments 24 hours a day, seven days per week.

The FATHOM U$_2$You customer-facing web portal and IVR system will provide City of Morro Bay customers the ability to make payments 24 hours a day, seven days per week, 365 days per year. While a customer will have the ability to call into the customer care center for assistance during normal business hours, FATHOM U$_2$You and the IVR system will allow customers to access account information and make payments without the assistance of a live representative. The web site has the following functionality:

- Make payments via credit card or electronic check
- Access and view account history
- Access and view billing details and history
- Access and view consumption history
- Access and view consumption history comparisons
- Sign-up for ACH or Pre-authorized payment (PAP) automatic debit
- Report an issue or problem
- Contact the utility
- Sign-up for text and email alerts

50. Describe your data analytics for utility operations.

FATHOM MDM provides the most advanced system analytics for water utilities. Algorithms are continuously scanning and analyzing for anomalous network events, including leak detection, unusually high or low consumption, tamper events, battery condition, reception irregularities and water theft.

FATHOM MDM also enables at-a-glance consumption reports with geospatial tools that provide consumption reports from a specific meter all the way to the entire utility and every level between.

51. Describe your ability to provide monthly residential billings for water, sewer and other services.

We can provide monthly residential billings for water, sewer and other services.

FATHOM systems have the ability to bill customers on cycles that provide an even workflow for field service personnel and customer service activities. FATHOM will be able to provide cycle billing to the City to improve cash flow, customer service and field service operations.

FATHOM CIS currently manages several utilities for which we provide services similar to ones requested by the City of Morro Bay in this proposal. Our platform is capable of providing the billing frequency desired by the City of Morro Bay. The pricing provided is based on monthly billings.

52. Provide a sample of a user friendly bill.

A user-friendly bill sample is enclosed in the Appendix. Please note that we believe as water scarcity becomes more critical that customer participation in these goals requires simplified bills that focus on consumption. As a result, we expect that bills will also need to adjust. Our approach to bill formatting is therefore somewhat different, and we focus on making it easy to modify the bill format and insert communications to the customers.

Our system can add comments to the bills at the direction of the City to inform customers of upcoming events. We also generate a complex and complete billing file for our print bill vendors. This allows the vendors to obtain all the information they need directly from the bill print file and eliminates the possibility of calculation errors and simplifies the bill print format changes.

Therefore, we can offer the City a branded bill print format designed to meet the specific needs of the City. These customer bills include City logos and will be configured with input from the City.

53. Document your ability to distribute messages, notifications, and bill inserts.

We have the ability to distribute messages, notification and bill inserts for the City.

The bill format will have a bill message section for use by the City. Our pricing includes six billing inserts per year. The inserts can be either full 8 ½ by 11 inch or 1/3 inserts. We did not include the cost of printing the inserts, but can accommodate this request as well.

54. Describe your ability to customize bills and/or management reports (unit of measure, quantities, and dollars).

Bills

FATHOM will work together with the City to design bills prior to going live. For additional information about bill design, please review our responses to Questions #52 and #53.

Management Reports

Most of our standard reporting is presented in gallons to drive customer awareness. However, utility-specific reporting is available in gallons and/or cubic feet. Financial reporting is available in US dollars.

55. Describe how your system accommodates multi-tiered billing, including conservation measures and/or changes in the rate structure, including proration of rates.

One of our founding principles is that water is a scarce resource. One of the core methods of impacting water use is demand side management and pricing signals. As a result, we not only build the systems to accommodate multi-tiered billing, water budgets, and rate proration, we absolutely understand why these are critical. In a recent rate case, we proposed a six tiered rate structure with rebates for conserving water. Since the top tiers of this rate proposal are punitive – it is critical to communicate with the customer on a more frequent basis (e.g., AMI detects leaks, text messages inform customers that they are entering higher tiers, web portals manage their water consumption).

Our regulatory and rate design teams can even help review rate structures and propose modifications that allow water conservation without impacting the need to maintain certain revenue requirements for debt and bond repayments.

We believe in water scarcity management as a tenet of our organization. Our systems fully support us in this founding principle and they will support the City of Morro Bay as well.

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56. Describe how your system accommodates a discount rate structure for senior citizens/ low income, disabled customers or other special rates.

FATHOM categorizes customers into various groups, such as residential, commercial, senior citizens/low income, and disabled customers. Each customer group is assigned a set of rules that are mapped to a rate structure, which are configured during implementation.

57. Describe your ability to provide wire-transfer daily cash collections.

FATHOM remits payments collected from customers back to city/municipality clients via ACH. While we have the ability to remit funds daily, our best practice – and what we propose for the City of Morro Bay – is to utilize a weekly remittance schedule to minimize processing fees. Payments are made once we have verified that such cash has cleared our bank account.

58. Describe how you will provide payment service to the City's customers using the methods listed below:

E-Bill Paperless Billing

City of Morro Bay customers can elect to receive an e-bill. The bill is presented in our customer portal (FATHOM U$_2$You) which provides usage history, transaction history, read history, the opportunity to sign up for various notifications and view or print their bill.

Pay by Phone

City of Morro Bay customers can speak to a Morro Bay Customer Service Representative or utilize the IVR system to make a payment.

Pay by Mail

All mail payments are directed to a lock box facility. The payments are opened, scanned and processed into an upload file for the customer information system. Funds are then transferred to the appropriate entity based on utility.

Pay by Debit/Credit Card

City of Morro Bay customers can pay by Debit/Credit cards as well as e-Check that enables them to use their existing checking account. There is a convenience fee charged by the payment processor for the use of credit and debit cards that FATHOM will pass through to either the City or the Customer as directed by the City.

Pay at City of Morro Bay

Authorized individuals with the City of Morro Bay will be able to accept payments locally and enter them into the system.

Pay by Mobile Device and Internet

City of Morro Bay customers are now able to download our FATHOM Mobile for iPhone and Android applications. They can also take advantage of our robust online customer portal, FATHOM U$_2$You.

In addition, with FATHOM, City of Morro Bay customers have other payment options:

- Personal bank payment site (e.g., Bill Pay). This requires registration with all major banks to ensure the City of Morro Bay appears as a billing choice. FATHOM has already been approved by the banking system to offer this additional convenience to your customers. We simply will add "City of Morro Bay – Water" to this existing approval.

- FATHOM provides ACH or automatic debit options to customers.

- We also offer a "Pay Now" feature on FATHOM U$_2$You. This feature allows anyone to quickly pay their water bill without gaining access to account-specific information. It's great for parents who need to help their kids or kids helping their parents. It is also super convenient if you're on-the-go, and dashboard access to balances allows any City employee to assist a customer in paying their bill online.

59. Describe your ability to provide Internet and iPhone app payment and customer inquiry capabilities.

With FATHOM, City customers have the ability to pay their bills over the Internet in two ways.

They will be able to use FATHOM U$_2$You to look up their own account balances and make payments by credit card and e-Check, or they can make a payment over the Internet using their bank's Internet bill payment facilities. They will also be able to utilize the FATHOM Mobile application to access their account and pay their bill via their smartphone.

60. Describe how you will incorporate the City's policy for non-payment shut off notices.

FATHOM will integrate the City's current policy for non-payment and shut off notices and we can accommodate future changes to these policies and notices.

61. Describe how you will you provide a policy for adjustments, resolutions and/or payment plans.

We will work together during implementation to develop these policies. We have established guidelines and best practices on these matters. We understand, however, that we are executing a service for the City and ultimately these policies must be approved by the City for our implementation.

These policies and procedures will be agreed upon in advance and communicated to our customer care representatives to ensure uniform service delivery to City of Morro Bay residents.

62. Describe how you will incorporate the City's payment plan policy for delinquent and or slow moving accounts and incorporate City policies with the company's existing policies.

FATHOM can accommodate payment plans for delinquent and slow paying accounts based upon City policies.

63. Describe how payments will be credited to the City.

In terms of customer payments made to FATHOM on behalf of the City, our best practice sets up unique customer and account numbers for each city/municipal customer. The unique customer and account numbers are associated with a specific city/municipality, such as the City of Morro Bay.

All payments made by customers are required to reference the customer's respective customer and account numbers. Generally, through automated electronic banking methods, FATHOM identifies which customer a payment comes from. As the payment originator is identified, FATHOM applies that payment against the respective customer's account in the billing system. Following receipt of a customer payment, such funds would be remitted to the City. At any time, FATHOM is able to determine how much money has been received from a specific city/municipality's customers and how much will need to be remitted to the city/municipality.

64. Describe how you handle the coordination of information into the system (new meters, route changes, customer address changes, water quality, etc.)

Customer data is managed through FATHOM CIS, location data is managed by our GIS system and meter reads and other data elements are managed by FATHOM MDM. The communication and coordination of information between these three systems is based on work flows. These work flows act at a most basic level either on a customer, a meter location, or the combination of a customer and meter location and ensure only verified information is shared to the other applications. The combination of a customer and meter location is the account and represents what is billed. This combination is created by the system and, therefore, if we manage the customer and the location data correctly we ensure an accurate bill.

65. Describe your approach to sending the City weekly cash and your policy and procedures on reconciling cash received for the City.

Remittances collected via the various methods such as lockbox, credit and debit cards, eCheck, Direct Debit ACH and Bill Pay will be deposited into a designated Wells Fargo Bank account where it can be reconciled to FATHOM and source documentation. After reconciliation to FATHOM, the funds will be transferred via ACH to a bank and account designated by the City. FATHOM uses Wells Fargo Bank's treasury services and has established automated business processes around these treasury services and would prefer to use these integrations to support efficient and cost effective service delivery for the City.

FATHOM policies and procedures ensure that payments received from the City's Customers are deposited directly into the FATHOM bank account and reconciled to the customer information system. Each day, Wells Fargo generates and provides FATHOM a payment file from their remittance management process containing detailed information of all payments processed. This file is uploaded the next business day into the customer information system and reconciled to cash amounts credited to FATHOM bank account. Once payment activity is processed and reconciled, FATHOM will transfer the funds to the City's account of choice as scheduled.

66. Describe in detail your company's policy on handling aged receivables and collection philosophy, tactics and techniques.

After exhausting all management activities related to disconnection and deposits, some aged receivables will remain. At the City's option, these receivables can be turned over to a collection agency to recover all possible revenue. The collections company can either add their collection fee to the receivable, if the City allows, or deduct their fee from the collected amount. This service can be added to our standard offering if desired.

REPORTING AND INFORMATION TECHNOLOGY

67. Describe how you will provide effective and efficient coordination and communication with the City and maintain a comprehensive list of all actions.

We recognize the importance of consistent, complete communication with our clients. FATHOM employs an online ticketing system to submit and track all client interactions including any requests, inquiries or feedback. All communications are submitted and managed with this standardized system. Consolidating it online is particularly beneficial as it provides all stakeholders understanding of accountability, current issue/item status and offers review of historical tickets for reference. Our approach minimizes risks of data loss associated with turnover.

This system also provides a centralized location where reports, meeting minutes and documents are uploaded, customer requests are submitted, training is accessible and general information is provided.

68. Provide sample collection of financial reports, customer care related reports and management reports.

Sample reports are provided in the Appendix.

69. Describe your information technology environment and how you will protect the City's and customer's data.

Information Technology Environment

The data in the FATHOM platform will be secured in a private location accessible via specific credentials to limited personnel. Access to this data once transmitted, is managed by Active Directory roles and is audited on a regular basis. Duplication of data will be limited to development, test, production and backup purposes only.

Access to data via the FATHOM applications is available to authorized accounts only. These accounts are verified as appropriate and are audited on a regular basis. The data is transmitted over 2038-Bit SHA1 certificate based encryption technologies after authentication has been acquired. There is no direct access to data outside of the FATHOM presentment applications.

Data Protection

Access to data, especially historical data, can be critical in the operation of the utility and customer satisfaction. FATHOM has established processes that expedite implementation, while maintaining the historical data. We simply believe in storing the data in the most appropriate system to improve efficiency. FATHOM CIS stores 13 months of consumption data, balances, customer information and the necessary information to execute the billing and customer care solution. The remaining historical data is stored outside the transactional customer information system. This simplifies implementation, operations and eases reporting from the historical data should it be required for bill counts, resolution of billing disputes and financial records for audits or lawsuits.

We take additional measures to protect both City and Morro Bay customer data:

- We extract, upload and transfer (in MS SQL Server) data from our platform as requested.

- The City has primary ownership of the data. FATHOM has access to and uses the data to provide FATHOM-specific services. Data transmitted to FATHOM must be delivered from an authorized account, logged into a secure FTP/HTTPS site. This site, utilizes 2048-Bit SHA1 certificate based encryption technologies to secure the transmission.

- Data transmitted from FATHOM must be accessed from an authorized account, logged into a secure FTP/HTTPS site. This site, utilizes 2048-Bit SHA1 certificate based encryption technologies to secure the transmission. Archived data is stored in a secure vault and is transported by security personnel utilizing electronic tracking technologies.

- Data is stored in secured MS-SQL databases on private storage arrays housed in a secure, tier 3 data center facility. All processing of the data is logged and remains within the secured environment.

- Network access to the data is managed by Active Directory roles and is audited on a regular basis per our Standard Operating Procedures. Building security includes retina scan, badge access systems with 24x7 security staff and restricted access to the surrounding property.

- Data access is restricted by a multi-layer firewall configuration and role-based security. Kerberos authentication and 2048-bit SHA1 encryption mechanisms provide session security. Access is provided only after identity verification and is audited on a regular basis.

70. Describe your monthly reporting on system operation for City and/or management review.

FATHOM is data-centric organization. With our utility heritage, we understand the intrinsic benefits of operations-based, data-rich monthly reporting to effectively optimize utility management.

We offer the City a standard FATHOM reporting package—the same reports we use to operate our own utilities. Additional reports can be added to our standard offering based on the City's unique requirements. Please refer to the Appendix.

TRAINING AND SUPPORT

71. Describe what training is recommended and provide a sample curriculum.

The recommend training/curriculum for our proposed solutions is described below.

Sample Training Program

AMI/FATHOM MDM

Session One: AMI Hardware

- Digital Collector Operations and Level One Troubleshooting
- Endpoint Replacement, Repair and Programming
- FATHOM Warranty Management Program

Session Two: AMI Software

- Manufacturer AMI Interface Software Review
- DC Look up and Diagnostics
- Endpoint Look up, Read, and Transmission Reports, Diagnostics

Session Three: FATHOM Meter Data Management (MDM)

- MDM User Interface
- Standard MDM Reporting for AMI
- Data Exports, Reporting, and Data Analysis
- Accessing and Navigating
- Feature Layer Selection and Definitions
- Using Selection Tools

Session Four: Work Order Management

- Accessing and Navigating
- Work Orders: Creation, Completion and Search
- Service Requests: Creation, Completion, Search and Reassignment

FATHOM CIS with Utility Billing and Customer Care
Session One: Customer Service Training

- Remittance management and cash receipting (front counter solution)
- Account inquiries
- Account establishment and termination
- Account management for disconnects and reconnects
- Account reconciliation and analysis
- Electronic work order management system for field customer service integration to customer service (Cityworks)

Session Two: Financial System Integration Process

- Reconciliation of transactions from CIS to the municipal financial system
- Audit trail and reporting package from CIS

Session Three: Utility Billing Reporting Package Training

- Security
- Reports

72. Describe all training and implementation services to be provided and detail ongoing customer support beyond initial training.

To maximize the benefits of the AMI system, FATHOM MDM and CIS with Utility Billing and Customer Care, we deliver a series of training workshops throughout the project, provide on-site support after implementation, and shadow select employees' computers/processes. Our approach ensures both short-term and long-term support to the City and that all expectations are met or exceeded.

Overview

A training schedule and personnel list will be assembled with the City. FATHOM will train City of Morro Bay personnel per the agreed-upon training schedule and, upon completion, certify that each person has both completed the training and has the basic skill sets to operate FATHOM.

The City will be provided 40 hours of supervised field training during implementation utilizing the handheld equipment to program the endpoints. Training will also include the following at a minimum: troubleshooting guidelines, installation methods, data collection, endpoint replacement and programming, meter installations, register exchanges, and any other necessary related system components.

After deployment, FATHOM Client Success Specialists will be available on-site at Go Live for a minimum of two days and then again for up to five days when the first batch of bills are generated by FATHOM to answer questions and assist with the execution of daily tasks.

Ongoing/ Long-term Support

FATHOM provides a single point of contact for all support activities post deployment. This single point of contact ensures all issues are addressed either through software updates or additional training.

We conduct quarterly review meetings with City management to document activities and review any issues. The City will be provided access to the online ticketing system as well as the FATHOM support number and email addresses to complete any support-related activities. The City can always contact Ms. Whitson directly to address any pressing issue that cannot be handled through standard support or escalate to Ms. Rodriguez or Mr. Bethke as needed.

Continuing Education

Any recurring training that is deemed necessary is arranged with the City. Depending upon the extent, we will employ one or all of the following training methods as needed: distributing enhanced training documentation; delivering WebEx demonstrations; conducting on-site session(s).

73. Detail protocol for seamlessly rolling out upgrades, updates, and enhancements into the existing system after sufficient internal quality assurance testing.

Please refer to our response to Question #47.

WARRANTY AND WARRANTY MANAGEMENT

74. Describe in detail the warranty available on each component of the proposed AMI system for both small-scale and large-scale failures. Referencing a standard warranty agreement is not an acceptable response.

Our warranty is simple. FATHOM products are guaranteed to work. We warrant that proposed solutions and products will be substantially free from errors. Beyond that, FATHOM manages the warranty program on the City's behalf.

We continually work toward getting the best warranties possible for our FATHOM customers. The equipment provided for the AMI solution has a variety of warranties and requirements for meters, registers and endpoints. Typically, meter bodies will be under warranty for a minimum of 25 years and the registers are warranted for 15 years. In addition, the data collectors and programmers are under warranty for one year and the endpoints are covered for 15 years.

FATHOM provides detailed tracking of the manufacturer's warranty obligation for each and every meter in your system. FATHOM ensures the manufacturer is held responsible for any unit failures over the life of the product.

75. Describe who is responsible for the warranty of each component of the proposed AMI system. The City prefers a single point of responsibility.

FATHOM is the single point of responsibility for warranty work. Our Warranty Management Program tracks and manages warranty replacements and the subsequent RMA process. FATHOM tracks installation dates, replacement dates, warranty work and historical failure data. As FATHOM is the single point of contact for entire FATHOM offering, we negotiate with and manage applicable vendors per their warranty requirements, while simplifying the client relationship.

We know that the size of a utility can influence response times and the level of service received by a large AMI vendor. As an end-user, you shouldn't have to jockey for position, or fight for attention and resolution. A partnership with FATHOM means you fall under our umbrella in order to gain economies of scale with AMI vendors, and, regardless of perceived size, your needs are escalated quickly and effectively. As a FATHOM customer, your issue is always on the fast track to resolution.

We recently experienced an endpoint warranty issue with one of our FATHOM clients. Based on our in-depth knowledge of the system and history with the components, we were able to effectively and quickly communicate the issue to the manufacturer who then sent field technicians on site to resolve the concerns. Our position in the market and direct involvement ensured timely support resolution and a positive outcome. In fact, in this instance the manufacturer was actually asking us for data from our analyses to troubleshoot the issue!

We are more proactive then reactive when it comes to meeting our contractual obligations. Our utility experience, the expertise of our staff, our project approach and methodologies ensure successful deployment and ongoing operations.

Ms. Whitson will execute action items brought forth by the City on a day-to-day basis and will be your main point of contact within FATHOM. She has the authority within the FATHOM organization to coordinate support from all departments: implementation, operations, IT, accounting, customer service and billing, and executive management.

In the unusual event that FATHOM, in whole or in part, does not perform in accordance with the contractual requirements, our policy is to promptly correct, modify, or improve the system, any applicable errors, or defects to ensure FATHOM complies with standards and requirements set forth in this RFP and/or the signed contract.

FINANCING OPTIONS

76. Describe any financing options you can offer for the capital portion of the project. Please do not include specific dollar amounts in this response.

Our approach to a system solution is much more than just equipment. We recognize that any delay in the implementation of FATHOM could represent significant revenue loss which cannot be recouped. We also understand, particularly given the current economic situation, that the funds necessary to implement an AMI system may not be readily available. For this reason, we offer built-in financing specifically designed for municipal entities.

This financing enables municipalities to immediately implement FATHOM while spreading the capital investment across the life of the FATHOM contract and the asset itself. In most cases, the revenue recovery and operational savings offset the capital investment within the system life cycle.

Different financing options are available. While the indicative terms presented with our pricing represent our typical financing structure, alternative structures, including interest only payments for the first year are available if desired by the City.

"FATHOM's unique financing option makes state-of-the-art technology available to a city of any size."

Dan Holler, City Administrator
City of Grass Valley

FATHOM™ Integrated Fixed-Network AMI with MDM & CIS Solution with Utility Billing and Customer Care

Functional Specification/Criteria	FATHOM Response
GEOSPATIAL AUDIT	
The geospatial audit shall identify accounts within the City's existing billing system that have incorrect locations, service types, meter sizes, or billing codes.	**Comply -** With the FATHOM Field Application, all account information is plotted on the iPad. The field technician visually verifies all information, and a photo is taken for further documentation. All discrepancies are verified by a FATHOM GIS Technician, and corrections are made to each account.
The audit shall indicate potential missing accounts and potential found revenue.	**Comply -** Any and all accounts are found, noted and a monthly value is assigned to the account based on meter size and consumption.
The results of the audit shall be based upon a field visit where GPS coordinates, photo documentation of the meter and register and documentation of the meter size will be collected.	**Comply -** Our own application is utilized on the audit to collect the required meter data, photo documentation, GPS coordinates, and any comments relation to special conditions noteworthy in the field.
GPS coordinates should have an accuracy of ± 3 feet if possible depending on satellite positioning and should be within ± 10 feet at all times.	**Comply -** The FATHOM Field Application allows technician(s) to plot the actual meter point on the parcel. Each and every point must be positioned for the audit point to be considered complete.
DATA HOSTING	
The entire solution shall be delivered to the City via the web and shall be operational on the existing City's inventory of computers and Internet connections.	
The system shall support multiple users through authenticated logins via client workstations throughout the City's office network.	**Comply -** Our response in Question #14 has additional details.
Solution for hosting the information shall be robust.	
Solution must reside in a minimum Tier 3 Data Center.	
Disaster recovery planning shall be submitted as part of the proposal and all safe guards and security systems to ensure collected data and funds are protected should be identified.	**Comply -** Our disaster recovery plan and associated data protection policies provide for a comprehensive strategy to ensure business continuity. These are comprehensive strategies developed by an experienced team. Combining these strategies provides protection against any inability of FATHOM to use our main office locations. Our key policies are outlined below. • Where possible and prudent, redundant hardware and connectivity is integrated into our platform and configured for automatic take-over upon the incidence of a failure. This provides protection against the more typical causes of unplanned downtime. • Databases, server configurations and file systems are backed up multiple times a day by automated array-based utilities. These backups are aggregated daily and replicated to an off-site storage system as well as written to tape. The tapes are sent to a secure off site facility to be used in worst case scenarios. The replication target is in an alternate location. This alternate location would become the primary facility in the event of a catastrophic failure of our main location. This provides protection against disasters involving complete system failures and/or the destruction of our main computing environment. • We also contract for alternate office workspaces and provide critical support staff with laptops.
System shall have automatic back-up capabilities and procedures to ensure that system and consumption data is not corrupted or lost.	**Comply.**

Functional Specification/Criteria	FATHOM Response
AMI SOFTWARE	
Software must be provided to perform the following functions: • Operate the control computer that interfaces with AMI system components to obtain meter readings. • Manage the database of meter readings and other related information about the meters and the AMI system. • Interface and integrate with the MDM software.	**Comply.**
The Software must be capable of handling multiple utility reads simultaneously and separating commercial accounts from residential accounts.	**Comply -** Different options exist to achieve this in the NCC and software components. We will discuss with the City and decide which option is ultimately the most preferable.
At a minimum, the AMI software will provide the following pieces of data: • Customer account number. • Customer address. • Meter serial number. • Date of system integration. • System meter read history. • Endpoint I.D. number.	**Comply.**
MDM SOFTWARE	
MDM software must be provided to perform the following functions: • Manage the database of meter reading and other related information about the meters and the AMI system. • Manage and process data from multiple meter, AMR and/or AMI manufacturers concurrently. • Perform meter and network analytics in real time. • Set and deliver user-defined alerts. • Interface and integrate with the proposed CIS.	**Comply.**
The MDM software must be geospatial and include a map view of the meter infrastructure.	**Comply.**
The MDM must also have a robust reporting engine.	**Comply.**
UTILITY BILLING	
The utility billing must be able to provide the following: Monthly bills must be mailed within five working days of meter reading and in accordance with the actual meter readings and prevailing usage tariffs/rates. Customers' bills will be printed on billing stock with the "City of Morro Bay" logo printed at top of bill.	**Comply.**
Customers must be able to review bills online, review history of use, payment history and consumption for up to 60 months when the system is fully implemented.	**Comply -** The system will have the capability of presenting at least 60 months of data. The historical data from the existing system will include 12 months of data as described below.
The proposed solution must offer usage history of existing customers and billing information for the previous 12 months as part of the initial setup.	**Comply -** The historical data from the existing system will include 12 months of data and will be limited to consumption history. It is our recommendation that balances not be carried over for improved customer service and to simply financial audits.
Customers must be able to pay the bills online or set up automatic bill payments if they wish and the Proposer shall support this service and train City staff to provide such service. For customers using online bill pay and automatic bill pay, the Proposer shall send an e-mail to customers each time a bill is available for viewing and payment.	**Comply.**

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Functional Specification/Criteria	FATHOM Response
Utility account information is confidential, so the customer's utility bills and payment information must be secure at all times. Unauthorized users shall not be able to access utility account data, bank account and credit card numbers, and other payment information.	**Comply.**
The proposed utility billing system and operation must provide the ability to charge special fees and/or penalties relating to customers whose checks or automatic bill payment or online payment are rejected, and add these fees to the customer's account in addition to the original payment amount.	**Comply.**
The proposed system must handle delinquent customers and the collection of outstanding utility bills.	**Comply.**
It is required that the Proposer establishes a process and verifies the addresses by checking the USPS change of address database every month and report all address and service changes to the City on a monthly basis.	**Comply.**
It is required that the Proposer establishes a process and verifies the addresses by checking the USPS change of address database every month and report all address and service changes to the City on a monthly basis.	**Comply.**
As part of the utility billing system, the Proposer shall have the ability to insert notices (i.e. newsletters, reports) provided by the City to customers.	**Comply.**
SYSTEM MAINTENANCE	
Supply information on required or optional maintenance programs beyond the warranty period for both hardware and software.	**Comply -** Additional information on our warranties can be found in our responses to Questions #74 and 75.
Features of those programs shall also be included with any additional charges such as hourly rate for on-site and/or remote support.	
The location of support staff, response times and procedures for obtaining such support shall be stated.	**Comply.**
REPORTING	
Reporting shall be generated and delivered to the City in PDF and excel formats and include items required to operate a utility. Examples include collection and financial reports by geographical areas, by account, by service, largest users, aging reports, delinquencies, type of customer inquiries, complaint tracking, service level reporting, meter reading edits, along with number and type of service orders issues.	**Comply -** FATHOM MDM and data analytics are the back-end for developing these reports. We can add reports as required by the City.
ENDPOINT (TRANSMITTER)	
Housing: The endpoints will be housed in a molded plastic housing, hermetically sealed and resistant to rain, moisture and temperature changes from -30 to +70 degrees C. The enclosure must house the complete unit, which includes electronics, battery compartment, antenna and wire connections. The battery for the endpoint may be internal or external.	**Comply.**
Battery Life: The endpoints shall have a permanently installed non-field replaceable battery with twenty (20) year life cycle expectancy.	**Comply.**
Maintenance: The endpoints shall be maintenance free. After initial installation, endpoint will continue to operate at optimal levels for the entire life of the product.	**Comply.**

FATHOM™ Integrated Fixed-Network AMI with MDM & CIS Solution with Utility Billing and Customer Care

Functional Specification/Criteria	FATHOM Response
Read Frequency: The endpoints shall contain a radio that transmits a brief message containing the endpoint identification number and port number, the meter reading, and tamper flags at programmed intervals. The water endpoints shall provide top-of-the-hour, time synchronized hourly reads (and, for short durations, fifteen (15) minute reads) to meet high interval reading requirements.	**Comply.**
Diagnostic Information: Endpoints shall provide diagnostic information, such as battery voltage, and tamper flags with every transmitted reading.	**Comply.**
Meter Compatibility/Ports: Endpoints shall be compatible with multiple makes and models of meters and shall be offered as single or dual-port units.	**Comply.**
Installation: Endpoints shall be easily installed and provide appropriate provisions to avoid installer mistakes in installation, connection to meters, and programming. Endpoints shall require little to no programming. If required, the endpoints shall be configured with a Field Programmer that will take the operator through a series of simple steps. Each step shall include error checking and verification, where appropriate. The Field Programmer shall communicate with the endpoints to confirm proper configuration and wiring.	**Comply.**
FCC Regulation: All equipment must comply with current Federal Communications Commission (FCC) requirements, which include proper labeling of any system components. The Proposer must have supporting documentation available upon request to verify compliance. The system proposed by the Proposer must operate on a dedicated licensed frequency to prevent erroneous reading errors. The Proposer must obtain said license on behalf of the City. The City will bear the direct charge of application fee only.	**Comply.**
Labeling: The endpoints shall be labeled with the Manufacturer's name, ID number, date of manufacture, and required FCC labeling.	**Comply.**
FIELD PROGRAMMER/HANDHELD (IF REQUIRED)	
The Field Programmer / Handheld unit shall be designed to operate in a harsh reading environment, resistant to dust and moisture, and be able to withstand temperature extremes from -20 degrees F to +140 degrees F.	**Comply.**
The Programmer shall contain its own software for programming, and be provided with easy instructions for operation.	**Comply.**
Main and back-up batteries must be readily available from local suppliers.	**Comply.**
Units shall be provided with any needed communications software, adapters, chargers, or accessories.	**Comply.**
All software shall be licensed to the City.	**Comply.**
DATA COLLECTOR (DCs)	
The Fixed Network shall consist of a series of Data Collector Units (DCs) located strategically throughout the City Network System. DCs must operate in temperature extreme ranges of -40° to 85° C.	**Comply.**
Power Supply: The DCs units shall be powered using either AC/battery or solar/battery to retrieve meter readings and relay them to a centralized location at City offices.	**Comply,** however our recommendation is to allow FATHOM to host the head end computer and software.

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Functional Specification/Criteria	FATHOM Response
Memory Capacity: Each DC shall have the capacity to store approximately 30 days' worth of meter readings.	**Comply.**
Diagnostic Information: The DCs shall measure and record battery strength, Radio Frequency (RF) signal strength and time and date stamp each inbound transmission. These records will be included with each transmission.	**Comply.**
Transmission Security: Data transmission between endpoints and the DCs shall be in a proprietary format and not easily deciphered by outside sources.	**Comply.**
DC Planned Network: The DC locations shall be determined by the Fixed Network AMI Proposer as part of the bid based on a propagation study performed by the Fixed Network AMI Proposer. The proposed number of DCs shall provide 100% coverage for the service territory without the need for any repeaters. No more than an additional 10% of the number of DCs will be allowed after selection of the Fixed Network AMI system Proposer.	**Comply.**
Mounting: DCs shall be capable of being mounted on roofs, utility poles, towers, etc., to collect readings from all meters in the coverage area. No special tower construction will be allowed.	**Comply.**
DC Network Redundancy: Redundancy will be incorporated into the DC placement process to accelerate the reading process and ensure all meters provide a reading. Each DC will be able to read at least one (1) square mile of coverage and support not less than one thousand (1,000) endpoint units.	**Comply -** While a typical DC will meet the requirements listed, an individual DC may or may not do so depending upon population densities and topography. Each meter within the City will be read by a minimum of 2 DCs.
Installation: DCs shall be automatically recognized and installed onto the System network. DC behaviors shall be programmable, including collection time, alarm message handling, alternative connection numbers, etc.	**Comply.**
Scalability: DC units may be added to the Fixed Network AMI System at any time without need for system reconfiguration.	**Comply.**
Electrical Isolation: All DC electronics shall be electrically isolated and protected against static discharge and indirect lightning strikes.	**Comply.**
Maintenance: After being installed, DCs shall require little to no maintenance for the life of the unit.	**Comply.**
WAN Technology: DCs shall be easily configured to utilize a variety of WAN technologies to communicate to the head end computer. DCs shall have optional backhaul communication methods such as cellular, Wi-Fi, Ethernet, IP, and fiber optic and shall be easily upgraded from one WAN technology to another.	**Comply.**
METER SPECIFICATIONS	
The meters must be compatible with the proposed AMI system.	**Comply.**
The meters shall meet or exceed all current American Water Works Associated (AWWA) standards for cold water meters.	**Comply.**
All meters shall be in conformance with NSF/ANSI International Standard 61, Annex F and Annex G with "NSF 61" stamped on the meter casing.	**Comply.**

Functional Specification/Criteria	FATHOM Response
METER/FIELD DATA	
The Proposer must provide a tool to validate information and data retained from field research. The primary purpose of this tool is to gain access to any/all missing data in a centralized database to ensure billing accuracy and find lost data.	**Comply.**
This solution must be very user-friendly and be primarily self-guided, requiring minimal to no training for field staff.	**Comply.**
Solution must provide instantaneous data syncing, as opposed to daily or weekly updates, and offer real-time data status for administrators and others as appropriate.	**Comply.**
The solution must have ability to be configured with the City-specific data points and offer data reporting capabilities.	**Comply.**
In addition, solution must include the following features: • Is secure. • Enables administrator(s) the ability to check progress via Web. • Provides different data views. • Captures meter status in real-time (verified/unverified). • Uses GPS coordinates. • Requires picture validation.	**Comply.**
INTERFACE TO BILLING SYSTEM	
The AMI system supplier shall provide the appropriate integrations to automatically transfer appropriate data to the billing and Customer Information System (CIS) in a standard, nonproprietary format (e.g., fixed field ASCII) compatible with City's existing formats.	**Comply -** FATHOM MDM provides the integration to the proposed CIS.
Each record provided to the CIS shall contain at a minimum: account number, endpoint ID number, route number, meter ID number, meter readings, date and time for each meter reading, and tamper indications. Data must be guaranteed to be accurate.	**Comply.**
REVENUE INTEGRITY	
Alarms / Tampering - The system shall contain tamper detection capability of the meter, endpoint or wiring in between and provide an immediate transfer to the NCC to allow for proper notification and reporting.	**Comply.**
System must allow for triggering of e-mail, or electronic message notification to subscribed users. Mandatory tamper detection shall include the following: • Cut wires • Equipment failures (such as meter failure)	**Comply.**
WATER CAPABILITIES	
Read Rate: The solution shall be capable of collecting data in intervals of 15 or 30 minutes as well as hourly reads.	**Comply -** FATHOM recommends hourly reading as more frequent readings may impact battery life and warranties.

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Functional Specification/Criteria	FATHOM Response
Leak Detection: The system shall monitor water consumption through the meter and indicate when there is an abnormal increase in water consumption, suggesting a leak within the customer's premise.	**Comply.**
The software must also provide meter reading management reports, usage analysis reports (leak detection, tamper detection and backflow conditions), and system management diagnostics.	
No Flow Detection: The system (either through reports or alarms from the endpoint) shall indicate when there is an extended period of no flow or a minimum flow through the meter.	
High Flow Detection: The system shall provide a report of accounts with abnormally high consumption during any billing period, suggesting a continuous flow condition.	
Time Synchronization: The system shall provide time synchronized meter reads that allow the City to obtain a snapshot of water consumption. Describe how the system maintains time synchronization across the network.	**Comply.**

SYSTEM DIAGNOSTICS

System diagnostics shall be collected at all levels and transferred on to the NCC where several types of diagnostic reports shall be produced. Such reports shall indicate problems ranging from battery voltage to failure to recognize a proper communication with the meter.	**Comply.**

FINANCING

A financing option shall be offered for the project assuming the City will pay all fees on an account per month basis starting when the project has been accepted and passes a trials agenda. The financing collateral shall be the assets installed as part of the project or as agreed to by the City. A pledge of taxes shall not be allowed as collateral.	**Comply -** The City will have the ability to control disbursements from the escrow account for implementation services in accordance to milestones and criteria established during contracting. Many options are available for repayment of financed funds, including annual or semiannual payments as well as deferred payments. These options can be discussed during contracting.

The following pricing includes all costs to successfully perform the scope of work outlined. We recognize that with the geospatial audits, significant decisions regarding the direction of the project will be determined as the project progresses. FATHOM will work in good faith with the City to identify and quantify the financial impacts of changes to the scope.

Implementation

Line Item	Description	Fee ($)
1	AMI Equipment	$2,408,628
2	AMI Software	*included*
3	AMI Installation	*included*
4	MDM Configuration	*included*
5	Project Management *Includes FATHOM Revenue Assurance Audit, Project Management, Exchange Management, Customer Communication Campaigns, Integrations, and Training*	$781,229
6	CIS System Configuration	*included*
	Total Implementation Fee (Lump Sum)	**$3,189,857**
	Total Implementation Fee – Financed **(per account per month based on 5,424 accounts)**	**$4.25**

Financing is subject to certain conditions including but not limited to underwriting approval and mutually acceptable documentation. As such, the financed fee per account per month is only an estimate.

Recurring Services

Line Item	Description	Fee ($)*
1	AMI Data Hosting Fee	*included*
2	Required AMI Maintenance Fees	$0
3	Optional AMI Maintenance Fees	$0
4	MDM Annual Fee	$48,816
5	Customer Care Services	*included*
6	Billing Service (assuming 5,424 a cbh\`mbilled accounts per year) *Includes Bill Calculation, Bill Print, Bill Mailing, Remittance Management, CIS Work Orders, IVR, and Customer Portal with Online Payment Options*	$26%*) (
7	Print/Mail Service including Postage (assuming 5,424 a cbh\`mbilled UW\i bhg per year)	*included*
8	Credit Service (assuming 5,424 a cbh\`mbilled accounts per year)	*included*
9	CIS Licenses – 5 seats	$0
10	Additional CIS Licenses per Seat	$0
11	Required CIS Maintenance Fees	$0
12	Optional CIS Maintenance Fees	$0
13	Other Fees – Please Describe	$0
	Total Yearly Recurring Fees $	**31,(+$**
	Total Recurring Fees (per account per month based on 5,424 accounts)	**$4.++**

*Yearly fees above are based on 5,424 managed accounts receiving one bill per month. Actual fees will vary based on the total number of managed accounts and will be adjusted and billed on a monthly basis at the rate of $4.++ per managed account per month. Recurring fees will adjust with CPI.

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Staff Report

TO: **Public Works Advisory Board**   **DATE: June 11, 2015**

FROM: **Damaris Hanson – Engineering Technician IV**

SUBJECT: **Water Conservation strategies and proposed rebates**

RECOMMENDATION
Review the City's current strategies and the proposed rebates for water conservation and provide any comments to staff that will be forwarded to the City Council for their consideration regarding and adoption of these water conservation rebates.

FISCAL IMPACT
The cost of implementing the rebates is dependent on the number of participants. The rebates will be available as funding is available. The WEU In-Lieu fee and $25,000 in the water fund is budgeted for water conservation activities will be used to support this program.

BACKGROUND & DISCUSSION
Historic overall water usage for Morro Bay has changed from the highest per capita per day usage in 1970 of 193 to 103 in 2014. Morro Bay resident have been in a conservation mode for some time and currently for the month of May our per capita water usage per day is 94 gallons per person per day. The overall historic citywide water usage from 2007 to current is included in Attachment 1.

On January 17, 2014 Governor Brown first declared a State of Emergency throughout the State of California due to severe drought conditions. On January 28, 2014 the City of Morro Bay increased it level of water conservation from moderately restricted to severely restricted water supply conditions, section 13.04 of the Morro Bay Municipal Code (MBMC). These restrictions include limiting the use of outdoor water use to two days a week and limits the times outdoor water use is allowed, among other restrictions. The City distributed education materials to all water customers of these restrictions and provided notices to restaurants to only serve water upon request and to hotels the city provided a card with tips on ways to help their customers to save water during their stay.

On April 25, 2014 Governor Brown issued a second executive order to redouble drought actions, included in the executive order was a directive for the State Water Resources Control Board (SWRCB) to issue emergency water conservation regulations for urban water use and for California's to cut their water use by 20% compared to their 2013 water use. All urban water

Prepared By: ___DH___	Dept Review: __ RL___
City Manager Review: _____	
City Attorney Review: _____	

suppliers are now required to report on our monthly usage each month compared to the monthly usage in the same month of 2013. On May 13, 2014 the City of Morro Bay declared a local water emergency, due to State Water Project deliveries of 35% or less.

On April 1, 2015 Governor Brown issued another executive order mandating urban water conservation of 25% compared to the 2013 usage among other elements. On May 5, 2015 the SWRQB adopted an emergency conservation regulation in accordance with the Governor's directive. The provisions of the emergency regulations went into effect on May 18, 2015. The SWRCB created nine tiers of increasing levels (attachment 2) for the water conservation savings for each urban water suppliers. This approach made higher water users reduce a higher percentage and urban water suppliers who have been conserving water for some time reduce by a lower percentage. The basis used to set the tiers was an average of July, August and September residential water usage for 2013. Morro Bay residents used 70.0 gallons per capita per day (GPCD) for residential customers on average during this timeframe. Therefore the City of Morro Bay is in tier 3 and is mandated to reduce water overall consumption by 12%. This equates to an average water consumption of 61.6 GPCD for our residential customers.

The table below shows Morro Bay's percent reduction for total water production compared to percent reduction in residential gallons per person per day. Because, on average, our residential consumption is nearly 70% of our total water consumption, in order for the City overall usage to meet the mandatory 12% reduction our residential consumption must decrease more than 12%. The State uses the percent usage for total water production to determine if we meet our mandatory requirements. The commercial consumption is only approximately 22% and is primarily tourist based. Therefore with tourist season approaching it will be difficult for these facilities to reduce their consumption. City facility is approximately 4% of total consumption and schools represent approximately 4% total consumption as well.

Month	% Use reduction (Production)	% Use reduction (Residential)
Jun-14	-6	-6
Jul-14	-10	-13.5
Aug-14	-12	-12.3
Sep-14	-10	-9
Oct-14	-13	-15
Nov-15	-19	-22
Dec-14	-22	-30
Jan-15	-3	-8
Feb-15	-4	-8
Mar-15	-4	+19
Apr-15	+2	-5
May-15	-23	-28
Average	**10%**	**12%**

Current Emergency Conservation Regulation
Prohibited for Everyone
- Using potable water to irrigate ornamental turf on public street medians *(Morro Bay has eliminated or severely reduced irrigation on all municipal ornamental turf)*

- Using potable water to irrigate landscapes of new homes & buildings inconsistent with California Building Standards Commission (CBSC) & Department of Housing and Community Development (DHCD) requirements

- Using outdoor irrigation during & 48 hours following measurable precipitation

- Using potable water in decorative water features that do not recirculate the water

- Using hoses with no shutoff nozzles to wash cars

- Runoff when irrigating with potable water

- Using potable water to wash sidewalks & driveways

Required for Water Suppliers
- Achieve designated conservation standard (4%-36%) *(Morro Bay is 12%)*

- Notify customers about leaks that are within the customer's control

- Report on water use, compliance & enforcement

Required for Business
- Hotels & motels must provide guests with the option of not having towels & linens laundered daily

- Restaurants & other food service establishments can only serve water to customers on request

- *The City in providing the tourism industry with water conservation educational materials such as menu stickers, bed cards, mirror clings, etc.*

Proposed Incentives
The City is not meeting the mandated overall citywide percent reduction of 12%, therefor looking into offering rebates or incentives to help reduce the amount of outdoor water use. The City currently offers a toilet rebate and a washing machine rebate. Staff is proposing to offer several more rebates; Cash for grass, irrigation retrofits, SMART irrigation controller and a rain barrel rebate (attachment 3).   These rebates are proposed to be in effect on the city council adoption date. Therefore turf that is already dead and or removed before the adoption date would not be eligible for the rebate. Also only one rebate is allowed per household.

Current	Proposed	Proposed
Toilets	**Cash for Grass**	**Irrigation retrofit**
Replace an existing 3 gallon or greater toilet with a dual flush or less than 1 gallon per flush and receive $100	Replace existing irrigated turf with drought tolerant plants, $0.50 per ft^2 minimum $100 (200ft^2) max $500 (1,000 ft^2)	Replace existing overhead sprinklers with drip irrigation receive $0.25 per ft^2 of overhead sprinkler area removed. Minimum of $25 (100 ft^2) maximum of $100 (400 ft^2)
Washing Machine	**SMART irrigation controller**	**Rain Barrel**
Replace a washing machine with a Resource-Efficient ENERGY STAR washer and receive $100	Install a EPA Water Sense irrigation controller and receive $100	Install a new rain barrel and receive $50.

Staff is currently in the process of developing new education material for the restaurants and hotels. The City will be providing table tents for restaurant table and/or a sticker for the menu that state water will only be served upon request. The hotels will be provided a mirror cling with info about reusing their towels and a card for the beds about reusing their sheets (attachment 4).

ATTACHMENTS
1. Historic Citywide Water Usage
2. Nine tiers for water conservation savings
3. Proposed rebates
4. Hotel and restaurant education materials

Morro Bay Utility Model
WATER USAGE

Supplier Name	Total Water Production (Gallons)*		Total Water Saved* (Jun-14 - Apr-15, compared to 2013, Gallons)	Total Percent Saved* (Jun-14 - Apr-15, compared to 2013)	Jul-Sep 2014 R-GPCD	Tier	Conservation Standard	Estimated Savings* (Gallons)
	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Adelanto City of	1,305,374,584	1,199,322,394	106,052,190	8%	108.5	5	20%	261,074,917
Alameda County Water Dist.	12,951,100,000	10,376,900,000	2,574,200,000	20%	88.3	4	16%	2,072,176,000
Alco Water Service	1,363,066,000	1,236,129,000	126,937,000	9%	124.2	6	24%	327,135,840
Alhambra City of	3,137,493,050	2,844,265,868	293,227,182	9%	118.3	6	24%	752,998,332
Amador Water Agency	1,038,630,000	879,580,000	159,050,000	15%	112.9	6	24%	249,271,200
American Canyon, City of	1,096,815,903	955,396,384	141,419,519	13%	96.2	5	20%	219,363,181
Anaheim City of	19,700,651,425	19,210,896,730	489,754,695	2%	108.6	5	20%	3,940,130,285
Anderson, City of	631,812,000	550,226,000	81,586,000	13%	260.8	9	36%	227,452,320
Antioch City of	5,531,313,000	4,796,329,000	734,984,000	13%	141.9	7	28%	1,548,767,640
Apple Valley Ranchos Water Co.	3,897,679,044	3,753,242,930	144,436,114	4%	159.8	7	28%	1,091,350,132
Arcadia City of	5,208,089,875	4,798,364,290	409,725,584	8%	318.5	9	36%	1,874,912,355
Arcata City of	596,417,000	593,535,000	2,882,000	0%	43.5	1	4%	23,856,680
Arroyo Grande City of	938,061,088	787,615,484	150,445,604	16%	132.2	7	28%	262,657,105
Arvin Community Services Dist.	875,790,000	795,906,000	79,884,000	9%	157.9	7	28%	245,221,200
Atascadero Mutual Water Co.	1,491,000,000	1,238,900,000	252,100,000	17%	163.0	7	28%	417,480,000
Atwater City of	3,151,504,024	2,344,836,713	806,667,311	26%	308.0	9	36%	1,134,541,449
Azusa City of	6,228,474,265	5,616,757,776	611,716,488	10%	97.3	5	20%	1,245,694,853
Bakersfield City of	13,262,084,321	12,212,384,165	1,049,700,156	8%	279.9	9	36%	4,774,350,356
Bakman Water Co.	1,218,024,534	1,075,816,592	142,207,942	12%	302.2	9	36%	438,488,832
Banning City of	2,621,468,213	2,412,529,020	208,939,194	8%	179.4	8	32%	838,869,828
Beaumont-Cherry Valley Water Dist.	3,768,517,372	3,710,727,622	57,789,751	2%	269.7	9	36%	1,356,666,254
Bella Vista Water Dist.	3,988,421,466	2,143,124,835	1,845,296,631	46%	386.3	9	36%	1,435,831,728
Bellflower-Somerset Mutual Water Co.	1,637,264,282	1,530,149,423	107,114,859	7%	96.1	5	20%	327,452,856
Benicia City of	1,882,020,087	1,444,140,939	437,879,148	23%	105.6	5	20%	376,404,017
Beverly Hills City of	3,603,721,272	3,492,931,787	110,789,485	3%	208.9	8	32%	1,153,190,807
Big Bear City Community Services Dist.	320,289,143	300,461,084	19,828,059	6%	89.8	4	16%	51,246,263
Blythe City of	973,540,000	961,100,000	12,440,000	1%	185.8	8	32%	311,532,800
Brawley City of	2,508,900,000	1,441,010,000	1,067,890,000	43%	179.5	8	32%	802,848,000
Brea City of	3,407,754,224	3,309,021,241	98,732,982	3%	125.9	6	24%	817,861,014
Brentwood City of	3,595,210,000	3,133,883,000	461,327,000	13%	174.8	8	32%	1,150,467,200
Buena Park City of	4,514,019,818	4,153,953,991	360,065,827	8%	107.0	5	20%	902,803,964

Data current as of 6/11/15.

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Supplier Name	Total Water Production (Gallons)*		Total Water Saved* (Jun-14 - Apr-15, compared to 2013, Gallons)	Total Percent Saved* (Jun-14 - Apr-15, compared to 2013)	Jul-Sep 2014 R-GPCD	Tier	Conservation Standard	Estimated Savings* (Gallons)
	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Burbank City of	5,693,048,037	5,201,566,329	491,481,707	9%	128.2	6	24%	1,366,331,529
Burlingame City of	1,424,474,045	1,263,113,566	161,360,478	11%	90.4	4	16%	227,915,847
Calaveras County Water Dist.	1,705,365,000	1,386,693,000	318,672,000	19%	82.7	4	16%	272,858,400
Calexico City of	1,865,700,000	1,731,670,000	134,030,000	7%	104.6	5	20%	373,140,000
California City City of	1,387,592,683	1,476,716,306	-89,123,624	-6%	307.0	9	36%	499,533,366
California Water Service Co. Antelope Valley	260,941,823	243,052,579	17,889,243	7%	297.0	9	36%	93,939,056
California Water Service Co. Bakersfield	22,192,241,776	19,923,077,609	2,269,164,167	10%	197.6	8	32%	7,101,517,368
California Water Service Co. Bear Gulch	4,286,151,915	3,811,875,163	474,276,752	11%	252.5	9	36%	1,543,014,690
California Water Service Co. Chico Dist.	7,986,748,816	6,700,482,893	1,286,265,923	16%	210.4	8	32%	2,555,759,621
California Water Service Co. Dixon, City of	453,552,601	409,464,903	44,087,698	10%	144.3	7	28%	126,994,728
California Water Service Co. Dominguez	10,120,619,471	10,075,228,367	45,391,104	0%	83.7	4	16%	1,619,299,115
California Water Service Co. East Los Angeles	4,849,549,033	4,621,094,597	228,454,435	5%	51.4	2	8%	387,963,923
California Water Service Co. Hermosa/Redondo	3,641,357,112	3,588,112,988	53,244,123	1%	96.4	5	20%	728,271,422
California Water Service Co. Kern River Valley	261,202,504	234,971,464	26,231,040	10%	148.9	7	28%	73,136,701
California Water Service Co. King City	520,547,655	482,194,942	38,352,713	7%	67.7	3	12%	62,465,719
California Water Service Co. Livermore	3,328,637,497	2,243,812,926	1,084,824,571	33%	120.5	6	24%	798,872,999
California Water Service Co. Los Altos/Suburban	4,436,532,349	3,728,326,857	708,205,491	16%	173.8	8	32%	1,419,690,352
California Water Service Co. Marysville	672,818,026	580,048,125	92,769,901	14%	125.5	6	24%	161,476,326
California Water Service Co. Mid Peninsula	4,719,794,994	4,262,951,294	456,843,701	10%	87.4	4	16%	755,167,199
California Water Service Co. Oroville	970,581,060	776,992,728	193,588,333	20%	131.6	7	28%	271,762,697
California Water Service Co. Palos Verdes	6,242,433,542	6,008,439,633	233,993,910	4%	255.4	9	36%	2,247,276,075
California Water Service Co. Redwood Valley	129,656,283	97,234,066	32,422,217	25%	93.3	4	16%	20,745,005
California Water Service Co. Salinas Dist.	5,566,128,906	4,860,660,566	705,468,339	13%	86.0	4	16%	890,580,625
California Water Service Co. Selma	1,783,287,105	1,458,869,424	324,417,681	18%	189.2	8	32%	570,651,873
California Water Service Co. South San Francisco	2,506,905,368	2,300,706,585	206,198,783	8%	48.8	2	8%	200,552,429
California Water Service Co. Stockton	8,103,696,893	7,455,773,916	647,922,977	8%	97.6	5	20%	1,620,739,379
California Water Service Co. Visalia	9,539,105,015	8,364,508,376	1,174,596,639	12%	191.7	8	32%	3,052,513,605
California Water Service Co. Westlake	2,486,572,239	2,380,018,823	106,553,417	4%	336.7	9	36%	895,166,006
California Water Service Co. Willows	435,239,751	371,568,382	63,671,369	15%	168.6	7	28%	121,867,130
California-American Water Co. Los Angeles Dist.	6,673,961,846	6,148,933,734	525,028,112	8%	156.8	7	28%	1,868,709,317
California-American Water Co. Monterey Dist.	3,521,792,447	3,132,501,006	389,291,441	11%	56.0	2	8%	281,743,396

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	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
California-American Water Co. Sacramento Dist.	10,442,730,124	8,534,759,229	1,907,970,895	18%	107.8	5	20%	2,088,546,025
California-American Water Co. San Diego Dist.	3,392,615,166	3,120,408,660	272,206,507	8%	51.9	2	8%	271,409,213
California-American Water Ventura Dist.	5,232,968,631	4,776,170,550	456,798,081	9%	184.6	8	32%	1,674,549,962
Camarillo City of	2,854,344,453	2,472,853,894	381,490,558	13%	107.5	5	20%	570,868,891
Cambria Community Services Dist.	216,590,185	130,334,054	86,256,131	40%	54.4	2	8%	17,327,215
Camrosa Water Dist.	2,961,559,348	2,571,635,754	389,923,593	13%	183.3	8	32%	947,698,991
Carlsbad Municipal Water Dist.	5,174,846,512	5,111,338,069	63,508,443	1%	138.6	7	28%	1,448,957,023
Carmichael Water Dist.	3,018,800,000	2,451,960,000	566,840,000	19%	242.5	9	36%	1,086,768,000
Carpinteria Valley Water Dist.	1,388,925,415	1,262,853,498	126,071,917	9%	98.2	5	20%	277,785,083
Casitas Municipal Water Dist.	1,468,286,530	1,204,021,023	264,265,507	18%	183.0	8	32%	469,851,690
Castaic Lake Water Agency Santa Clarita Water Division	8,735,099,204	7,594,293,358	1,140,805,846	13%	174.8	8	32%	2,795,231,745
Central Coast Water Authority	78,591,829	72,169,607	6,422,222	8%	72.7	3	12%	9,431,019
Ceres City of	2,329,703,000	2,208,542,000	121,161,000	5%	166.3	7	28%	652,316,840
Cerritos City of	2,662,215,934	2,375,114,759	287,101,175	11%	153.6	7	28%	745,420,462
Chino City of	4,686,346,345	4,494,051,643	192,294,703	4%	126.7	6	24%	1,124,723,123
Chino Hills City of	4,539,911,300	4,308,161,835	231,749,465	5%	157.8	7	28%	1,271,175,164
Citrus Heights Water Dist.	4,326,003,545	3,508,116,463	817,887,082	19%	201.4	8	32%	1,384,321,134
City of Big Bear Lake, Dept of Water & Power	713,470,000	673,090,000	40,380,000	6%	80.8	4	16%	114,155,200
City of Newman Water Department	689,049,000	550,457,000	138,592,000	20%	129.2	6	24%	165,371,760
Clovis City of	7,926,572,000	7,168,421,000	758,151,000	10%	235.2	9	36%	2,853,565,920
Coachella City of	1,782,100,000	1,667,500,000	114,600,000	6%	125.5	6	24%	427,704,000
Coachella Valley Water Dist.	33,882,780,838	32,204,059,456	1,678,721,382	5%	288.6	9	36%	12,197,801,102
Coastside County Water Dist.	676,480,000	622,200,000	54,280,000	8%	61.9	2	8%	54,118,400
Colton, City of	3,073,691,341	2,961,533,279	112,158,061	4%	109.8	5	20%	614,738,268
Compton City of	2,264,906,797	2,224,761,094	40,145,704	2%	63.6	2	8%	181,192,544
Contra Costa Water Dist.	10,103,349,346	8,661,782,633	1,441,566,713	14%	139.9	7	28%	2,828,937,817
Corcoran, City of	1,497,336,000	1,217,235,000	280,101,000	19%	223.7	9	36%	539,040,960
Corona City of	10,429,360,000	9,920,790,000	508,570,000	5%	144.7	7	28%	2,920,220,800
Covina City of	1,801,769,397	1,661,816,210	139,953,188	8%	154.7	7	28%	504,495,431
Crescent City City of	695,570,000	800,730,000	-105,160,000	-15%	94.5	4	16%	111,291,200
Crescenta Valley Water Dist.	1,435,193,658	1,258,542,547	176,651,110	12%	109.4	5	20%	287,038,732

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Supplier Name	Total Water Production (Gallons)*		Total Water Saved* (Jun-14 - Apr-15, compared to 2013, Gallons)	Total Percent Saved* (Jun-14 - Apr-15, compared to 2013)	Jul-Sep 2014 R-GPCD	Tier	Conservation Standard	Estimated Savings* (Gallons)
	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Crestline Village Water Dist.	223,116,607	199,548,333	23,568,274	11%	60.4	2	8%	17,849,329
Cucamonga Valley Water Dist.	15,485,973,717	14,941,614,469	544,359,248	4%	184.2	8	32%	4,955,511,589
Daly City City of	2,092,192,472	1,796,529,428	295,663,044	14%	58.8	2	8%	167,375,398
Davis City of	3,601,300,000	2,986,900,000	614,400,000	17%	143.9	7	28%	1,008,364,000
Del Oro Water Co.	419,693,049	352,142,462	67,550,587	16%	116.7	6	24%	100,726,332
Delano City of	2,854,929,000	2,682,067,000	172,862,000	6%	119.4	6	24%	685,182,960
Desert Water Agency	10,315,735,399	9,699,183,653	616,551,746	6%	416.0	9	36%	3,713,664,744
Diablo Water Dist.	1,784,656,000	1,595,722,000	188,934,000	11%	147.7	7	28%	499,703,680
Dinuba City of	1,546,550,000	1,338,020,000	208,530,000	13%	172.3	8	32%	494,896,000
Discovery Bay Community Services Dist.	1,154,000,000	956,000,000	198,000,000	17%	189.6	8	32%	369,280,000
Downey City of	4,949,536,543	4,638,677,540	310,859,003	6%	106.9	5	20%	989,907,309
Dublin San Ramon Services Dist.	3,304,333,000	2,345,270,000	959,063,000	29%	75.9	3	12%	396,519,960
East Bay Municipal Utilities Dist.	62,735,500,000	55,234,600,000	7,500,900,000	12%	94.2	4	16%	10,037,680,000
East Niles Community Service Dist.	2,955,798,294	2,627,991,759	327,806,536	11%	271.8	9	36%	1,064,087,386
East Orange County Water Dist.	297,730,449	270,880,291	26,850,158	9%	277.6	9	36%	107,182,962
East Palo Alto, City of	565,809,026	500,638,531	65,170,495	12%	58.9	2	8%	45,264,722
East Valley Water Dist.	6,036,409,942	5,282,538,041	753,871,901	12%	169.4	7	28%	1,690,194,784
Eastern Municipal Water Dist.	26,427,528,284	25,572,168,288	855,359,996	3%	130.7	7	28%	7,399,707,920
El Centro City of	2,401,213,000	2,293,244,000	107,969,000	4%	119.5	6	24%	576,291,120
El Dorado Irrigation Dist.	11,451,396,699	8,760,189,763	2,691,206,936	24%	166.2	7	28%	3,206,391,076
El Monte City of	700,390,000	680,230,000	20,160,000	3%	56.0	2	8%	56,031,200
El Segundo City of	2,016,540,093	2,164,055,938	-147,515,844	-7%	97.9	5	20%	403,308,019
El Toro Water Dist.	2,839,795,186	2,687,296,718	152,498,468	5%	119.9	6	24%	681,550,845
Elk Grove Water Service	2,293,563,199	1,879,595,715	413,967,484	18%	145.3	7	28%	642,197,696
Elsinore Valley Municipal Water Dist.	7,574,057,984	7,521,237,468	52,820,516	1%	146.3	7	28%	2,120,736,236
Escondido City of	7,175,645,158	6,658,735,569	516,909,589	7%	103.6	5	20%	1,435,129,032
Estero Municipal Improvement Dist.	1,379,855,875	1,333,427,283	46,428,592	3%	72.8	3	12%	165,582,705
Eureka City of	1,031,862,000	954,959,000	76,903,000	7%	75.2	1	4%	41,274,480
Exeter City of	724,252,481	630,309,608	93,942,873	13%	224.9	9	36%	260,730,893
Fair Oaks Water Dist.	3,557,919,595	2,834,614,149	723,305,447	20%	274.1	9	36%	1,280,851,054
Fairfield City of	6,493,000,000	5,769,000,000	724,000,000	11%	106.7	5	20%	1,298,600,000

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Supplier Name	Total Water Production (Gallons)*		Total Water Saved* (Jun-14 - Apr-15, compared to 2013, Gallons)	Total Percent Saved* (Jun-14 - Apr-15, compared to 2013)	Jul-Sep 2014 R-GPCD	Tier	Conservation Standard	Estimated Savings* (Gallons)
	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Fallbrook Public Utility Dist.	3,961,701,649	3,651,491,091	310,210,559	8%	217.3	9	36%	1,426,212,594
Fillmore City of	651,874,420	602,299,000	49,575,420	8%	165.6	7	28%	182,524,838
Folsom City of	6,467,266,852	5,439,759,017	1,027,507,836	16%	213.7	8	32%	2,069,525,393
Fortuna City of	373,908,000	336,986,000	36,922,000	10%	121.2	6	24%	89,737,920
Fountain Valley City of	2,956,942,033	2,733,424,246	223,517,786	8%	100.2	5	20%	591,388,407
Fresno City of	42,399,035,784	36,751,784,030	5,647,251,754	13%	146.4	7	28%	11,871,730,020
Fruitridge Vista Water Co.	1,216,266,379	960,673,500	255,592,879	21%	238.3	9	36%	437,855,896
Fullerton City of	8,706,091,910	8,419,078,714	287,013,195	3%	136.8	7	28%	2,437,705,735
Galt City of	1,568,567,000	1,247,346,000	321,221,000	20%	207.2	8	32%	501,941,440
Garden Grove City of	7,901,538,668	7,534,564,791	366,973,877	5%	98.3	5	20%	1,580,307,734
Georgetown Divide Public Utilities Dist.	587,989,000	470,733,000	117,256,000	20%	170.4	8	32%	188,156,480
Gilroy City of	2,776,446,000	2,359,991,000	416,455,000	15%	117.6	6	24%	666,347,040
Glendale City of	8,233,441,156	7,649,121,119	584,320,037	7%	107.1	5	20%	1,646,688,231
Glendora City of	3,717,814,406	3,575,297,613	142,516,793	4%	242.0	9	36%	1,338,413,186
Golden State Water Co. Artesia	1,703,681,601	1,634,047,151	69,634,450	4%	83.4	4	16%	272,589,056
Golden State Water Co. Barstow	1,911,086,034	1,724,666,433	186,419,601	10%	125.4	6	24%	458,660,648
Golden State Water Co. Bay Point	613,219,800	542,803,307	70,416,493	11%	69.3	3	12%	73,586,376
Golden State Water Co. Bell-Bell Gardens	1,556,624,852	1,468,612,381	88,012,470	6%	60.8	2	8%	124,529,988
Golden State Water Co. Claremont	3,426,490,681	3,098,814,486	327,676,195	10%	213.2	8	32%	1,096,477,018
Golden State Water Co. Cordova	4,777,144,846	4,076,759,788	700,385,057	15%	224.5	9	36%	1,719,772,144
Golden State Water Co. Cowan Heights	850,081,203	825,512,005	24,569,198	3%	401.6	9	36%	306,029,233
Golden State Water Co. Culver City	1,718,703,352	1,623,391,809	95,311,542	6%	84.8	4	16%	274,992,536
Golden State Water Co. Florence Graham	1,522,996,985	1,488,098,297	34,898,688	2%	59.7	2	8%	121,839,759
Golden State Water Co. Norwalk	1,470,209,053	1,363,916,318	106,292,735	7%	72.2	3	12%	176,425,086
Golden State Water Co. Ojai	676,402,392	579,494,178	96,908,214	14%	261.1	9	36%	243,504,861
Golden State Water Co. Orcutt	2,350,529,269	2,043,674,980	306,854,289	13%	199.8	8	32%	752,169,366
Golden State Water Co. Placentia	2,254,794,119	2,127,940,159	126,853,961	6%	119.0	6	24%	541,150,589
Golden State Water Co. S Arcadia	1,085,639,199	1,009,650,647	75,988,553	7%	118.5	6	24%	260,553,408
Golden State Water Co. S San Gabriel	806,417,112	769,074,538	37,342,574	5%	73.6	3	12%	96,770,053
Golden State Water Co. San Dimas	3,655,433,893	3,514,470,566	140,963,327	4%	159.0	7	28%	1,023,521,490
Golden State Water Co. Simi Valley	2,203,081,498	1,966,154,925	236,926,573	11%	129.8	6	24%	528,739,560

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Supplier Name	Total Water Production (Gallons)*		Total Water Saved* (Jun-14 - Apr-15, compared to 2013, Gallons)	Total Percent Saved* (Jun-14 - Apr-15, compared to 2013)	Jul-Sep 2014 R-GPCD	Tier	Conservation Standard	Estimated Savings* (Gallons)
	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Golden State Water Co. Southwest	8,881,667,175	8,394,388,952	487,278,224	5%	68.2	3	12%	1,065,800,061
Golden State Water Co. West Orange	4,855,707,625	4,596,492,814	259,214,810	5%	94.2	4	16%	776,913,220
Goleta Water Dist.	4,212,607,248	3,721,874,999	490,732,249	12%	65.5	3	12%	505,512,870
Great Oaks Water Co. Incorporated	3,250,717,297	2,706,624,270	544,093,027	17%	104.2	5	20%	650,143,459
Greenfield, City of	587,444,953	510,446,260	76,998,692	13%	82.9	4	16%	93,991,192
Groveland Community Services Dist.	146,323,760	113,573,359	32,750,401	22%	127.5	6	24%	35,117,702
Grover Beach City of	430,974,356	275,611,654	155,362,702	36%	62.1	2	8%	34,477,948
Hanford City of	3,936,078,340	3,487,402,915	448,675,425	11%	160.0	7	28%	1,102,101,935
Hawthorne City of	1,294,509,964	1,357,073,438	-62,563,474	-5%	86.7	4	16%	207,121,594
Hayward City of	5,190,453,444	4,702,678,691	487,774,753	9%	62.1	2	8%	415,236,276
Healdsburg City of	617,162,744	515,606,348	101,556,396	16%	128.2	6	24%	148,119,059
Helix Water Dist.	10,154,116,998	9,682,218,961	471,898,037	5%	103.6	5	20%	2,030,823,400
Hemet City of	1,331,279,039	1,254,782,158	76,496,881	6%	192.6	8	32%	426,009,293
Hesperia Water Dist. City of	4,400,297,670	4,204,786,814	195,510,856	4%	174.6	8	32%	1,408,095,254
Hi-Desert Water Dist.	895,521,184	879,603,342	15,917,842	2%	90.3	4	16%	143,283,389
Hillsborough Town of	1,156,360,395	891,403,387	264,957,008	23%	324.5	9	36%	416,289,742
Hollister City of	973,687,030	890,635,676	83,051,354	9%	104.4	5	20%	194,737,406
Humboldt Bay Municipal Water Dist.	162,256,000	179,790,000	-17,534,000	-11%	132.1	1	4%	6,490,240
Humboldt Community Service Dist.	726,118,307	683,391,000	42,727,307	6%	117.9	1	4%	29,044,732
Huntington Beach City of	9,054,987,549	8,573,737,577	481,249,973	5%	109.0	5	20%	1,810,997,510
Huntington Park City of	1,413,869,342	1,365,317,479	48,551,863	3%	51.9	2	8%	113,109,547
Imperial, City of	829,833,000	804,708,000	25,125,000	3%	127.6	6	24%	199,159,920
Indian Wells Valley Water Dist.	2,202,474,000	2,062,854,458	139,619,542	6%	240.8	9	36%	792,890,640
Indio City of	6,424,800,000	6,031,700,000	393,100,000	6%	186.6	8	32%	2,055,936,000
Inglewood City of	3,001,587,794	2,778,934,578	222,653,216	7%	65.1	3	12%	360,190,535
Irvine Ranch Water Dist.	18,637,724,070	18,151,814,422	485,909,648	3%	91.7	4	16%	2,982,035,851
Joshua Basin Water Dist.	497,996,129	456,658,291	41,337,838	8%	135.3	7	28%	139,438,916
Jurupa Community Service Dist.	7,839,488,084	7,295,522,465	543,965,619	7%	155.5	7	28%	2,195,056,664
Kerman, City of	1,008,086,000	898,443,000	109,643,000	11%	192.7	8	32%	322,587,520
Kingsburg, City of	1,213,618,000	971,682,000	241,936,000	20%	332.7	9	36%	436,902,480
La Habra City of Public Works	2,874,579,826	3,020,642,728	-146,062,902	-5%	137.5	7	28%	804,882,351

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	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
La Palma City of	658,623,938	600,039,110	58,584,828	9%	96.1	5	20%	131,724,788
La Verne City of	2,495,999,121	2,337,861,143	158,137,978	6%	176.5	8	32%	798,719,719
Laguna Beach County Water Dist.	1,050,251,734	1,046,136,231	4,115,504	0%	121.0	6	24%	252,060,416
Lake Arrowhead Community Services Dist.	488,350,275	433,102,166	55,248,109	11%	81.5	4	16%	78,136,044
Lake Hemet Municipal Water Dist.	3,445,064,212	2,838,081,208	606,983,004	18%	150.5	7	28%	964,617,979
Lakeside Water Dist.	1,230,470,383	1,165,309,873	65,160,510	5%	109.2	5	20%	246,094,077
Lakewood City of	2,494,552,341	2,237,758,607	256,793,734	10%	105.0	5	20%	498,910,468
Lamont Public Utility Dist.	1,181,609,000	1,089,923,000	91,686,000	8%	163.9	7	28%	330,850,520
Las Virgenes Municipal Water Dist.	7,039,368,377	6,581,547,123	457,821,255	7%	318.4	9	36%	2,534,172,616
Lathrop, City of	1,365,510,000	1,174,500,000	191,010,000	14%	100.5	5	20%	273,102,000
Lee Lake Water Dist.	892,399,792	887,033,267	5,366,525	1%	182.3	8	32%	285,567,933
Lemoore City of	2,348,262,000	2,128,466,000	219,796,000	9%	198.9	8	32%	751,443,840
Lincoln City of	3,154,800,000	2,637,000,000	517,800,000	16%	193.4	8	32%	1,009,536,000
Lincoln Avenue Water Co.	740,158,482	660,331,400	79,827,083	11%	137.2	7	28%	207,244,375
Linda County Water Dist.	1,143,891,000	1,034,145,000	109,746,000	10%	211.0	8	32%	366,045,120
Livermore City of Division of Water Resources	1,956,412,000	1,431,081,000	525,331,000	27%	100.0	5	20%	391,282,400
Livingston City of	2,262,462,000	2,207,873,000	54,589,000	2%	204.2	8	32%	723,987,840
Lodi City of Public Works Department	4,866,930,000	4,747,420,000	119,510,000	2%	210.3	8	32%	1,557,417,600
Loma Linda City of	1,640,388,220	1,597,007,293	43,380,926	3%	173.2	8	32%	524,924,230
Lomita City of	715,009,269	658,001,562	57,007,707	8%	98.3	5	20%	143,001,854
Lompoc City of	1,503,700,000	1,334,400,000	169,300,000	11%	76.6	3	12%	180,444,000
Long Beach City of	17,833,522,748	16,867,047,416	966,475,332	5%	83.8	4	16%	2,853,363,640
Los Angeles County Public Works Waterworks Dist. 29	2,441,278,891	2,446,166,662	-4,887,771	0%	325.2	9	36%	878,860,401
Los Angeles County Public Works Waterworks Dist. 40	15,365,041,780	14,090,793,258	1,274,248,522	8%	205.5	8	32%	4,916,813,370
Los Angeles Department of Water and Power	166,967,574,601	154,530,151,483	12,437,423,117	7%	90.0	4	16%	26,714,811,936
Los Banos, City of	2,464,738,000	2,258,734,000	206,004,000	8%	165.4	7	28%	690,126,640
Lynwood City of	1,563,180,983	1,532,847,473	30,333,509	2%	86.3	4	16%	250,108,957
Madera City of	2,738,988,000	2,597,036,000	141,952,000	5%	157.3	7	28%	766,916,640
Madera County	1,221,815,907	913,687,783	308,128,124	25%	328.1	9	36%	439,853,727
Mammoth Community Water Dist.	578,268,000	511,095,000	67,173,000	12%	102.9	5	20%	115,653,600
Manhattan Beach City of	1,643,386,053	1,533,590,415	109,795,638	7%	103.2	5	20%	328,677,211

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	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Manteca City of	4,630,819,000	3,813,359,000	817,460,000	18%	172.1	8	32%	1,481,862,080
Marin Municipal Water Dist.	8,213,150,388	7,173,026,116	1,040,124,272	13%	107.4	5	20%	1,642,630,078
Marina Coast Water Dist.	1,296,924,523	1,140,698,315	156,226,208	12%	76.5	3	12%	155,630,943
Martinez City of	1,157,625,351	1,016,966,151	140,659,200	12%	95.5	5	20%	231,525,070
McKinleyville Community Service Dist.	413,901,000	365,325,000	48,576,000	12%	74.6	1	4%	16,556,040
Menlo Park City of	1,221,541,153	911,750,400	309,790,753	25%	88.6	4	16%	195,446,585
Merced City of	8,014,940,000	7,168,120,000	846,820,000	11%	298.8	9	36%	2,885,378,400
Mesa Water Dist.	5,459,966,511	5,205,802,398	254,164,113	5%	99.0	5	20%	1,091,993,302
Mid-Peninsula Water Dist.	993,679,293	858,282,639	135,396,655	14%	101.4	5	20%	198,735,859
Millbrae City of	779,066,182	706,189,465	72,876,717	9%	89.2	4	16%	124,650,589
Milpitas City of	2,949,713,953	2,629,380,156	320,333,797	11%	72.3	3	12%	353,965,674
Mission Springs Water Dist.	2,497,931,420	2,382,938,452	114,992,969	5%	160.0	7	28%	699,420,798
Modesto, City of	18,266,991,878	16,153,730,548	2,113,261,330	12%	245.9	9	36%	6,576,117,076
Monrovia City of	2,362,933,000	2,139,445,000	223,488,000	9%	154.6	7	28%	661,621,240
Monte Vista Water Dist.	2,973,785,293	2,826,875,177	146,910,116	5%	125.0	6	24%	713,708,470
Montebello Land and Water Co.	1,041,382,059	956,729,116	84,652,942	8%	80.5	4	16%	166,621,129
Montecito Water Dist.	1,978,569,865	1,072,051,195	906,518,670	46%	197.4	8	32%	633,142,357
Monterey Park City of	2,668,010,000	2,566,780,000	101,230,000	4%	99.9	5	20%	533,602,000
Morgan Hill City of	2,505,975,000	1,934,710,000	571,265,000	23%	136.5	7	28%	701,673,000
Morro Bay City of	377,041,784	340,493,207	36,548,577	10%	70.0	3	12%	45,245,014
Moulton Niguel Water Dist.	8,589,961,719	8,279,790,263	310,171,456	4%	99.1	5	20%	1,717,992,344
Mountain View City of	3,557,320,029	3,022,923,688	534,396,340	15%	82.5	4	16%	569,171,205
Myoma Dunes Mutual Water Co.	971,705,586	899,636,436	72,069,150	7%	612.5	9	36%	349,814,011
Napa City of	4,289,834,036	3,817,349,467	472,484,569	11%	109.2	5	20%	857,966,807
Nevada Irrigation Dist.	3,148,554,000	2,685,617,000	462,937,000	15%	267.7	9	36%	1,133,479,440
Newhall County Water Dist.	3,112,272,150	2,767,420,326	344,851,824	11%	166.5	7	28%	871,436,202
Newport Beach City of	4,856,815,519	4,566,481,898	290,333,621	6%	137.8	7	28%	1,359,908,345
Nipomo Community Services Dist.	798,693,003	643,058,596	155,634,407	19%	165.4	7	28%	223,634,041
Norco City of	2,384,906,594	2,243,900,906	141,005,688	6%	224.3	9	36%	858,566,374
North Coast County Water Dist.	942,985,309	841,531,512	101,453,797	11%	59.5	2	8%	75,438,825
North Marin Water Dist.	2,908,000,000	2,404,810,000	503,190,000	17%	129.1	6	24%	697,920,000

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	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
North Tahoe Public Utility Dist.	402,179,000	373,723,000	28,456,000	7%	161.3	7	28%	112,610,120
Norwalk City of	669,896,000	634,800,000	35,096,000	5%	98.7	5	20%	133,979,200
Oakdale City of	1,703,000,000	1,319,000,000	384,000,000	23%	213.2	8	32%	544,960,000
Oceanside City of	8,436,032,764	8,208,425,542	227,607,222	3%	105.1	5	20%	1,687,206,553
Oildale Mutual Water Co.	2,942,438,386	2,728,679,850	213,758,536	7%	306.4	9	36%	1,059,277,819
Olivehurst Public Utility Dist.	1,342,441,529	1,113,245,393	229,196,137	17%	256.0	9	36%	483,278,951
Olivenhain Municipal Water Dist.	6,169,475,408	6,199,453,739	-29,978,331	0%	192.3	8	32%	1,974,232,131
Ontario City of	10,551,069,206	10,190,677,528	360,391,678	3%	126.9	6	24%	2,532,256,610
Orange City of	9,367,739,749	9,012,887,545	354,852,204	4%	148.7	7	28%	2,622,967,130
Orange Vale Water Co.	1,510,155,180	1,162,197,992	347,957,188	23%	332.3	9	36%	543,655,865
Orchard Dale Water Dist.	699,277,162	660,174,991	39,102,171	6%	78.4	3	12%	83,913,259
Otay Water Dist.	9,617,895,890	9,466,505,317	151,390,573	2%	107.1	5	20%	1,923,579,178
Oxnard City of	7,139,254,874	6,352,698,407	786,556,467	11%	66.6	3	12%	856,710,585
Padre Dam Municipal Water Dist.	3,430,303,142	3,295,042,215	135,260,927	4%	109.4	5	20%	686,060,628
Palmdale Water Dist.	5,786,029,756	5,446,581,118	339,448,639	6%	187.2	8	32%	1,851,529,522
Palo Alto City of	3,890,887,480	3,271,754,057	619,133,423	16%	116.8	6	24%	933,812,995
Paradise Irrigation Dist.	1,939,400,000	1,561,300,000	378,100,000	19%	240.8	9	36%	698,184,000
Paramount City of	1,951,230,930	1,965,200,181	-13,969,251	-1%	67.0	3	12%	234,147,712
Park Water Co.	3,428,820,518	3,144,622,679	284,197,839	8%	55.6	2	8%	274,305,641
Pasadena City of	9,837,233,002	9,096,165,394	741,067,608	8%	139.0	7	28%	2,754,425,241
Paso Robles City of	2,041,453,000	1,799,161,000	242,292,000	12%	146.0	7	28%	571,606,840
Patterson City of	1,239,109,056	1,117,682,864	121,426,192	10%	148.3	7	28%	346,950,536
Perris, City of	525,545,238	519,901,491	5,643,747	1%	111.9	6	24%	126,130,857
Petaluma City of	2,844,748,052	2,480,660,696	364,087,356	13%	92.4	4	16%	455,159,688
Phelan Pinon Hills Community Services Dist.	704,842,705	742,918,444	-38,075,739	-5%	181.6	8	32%	225,549,666
Pico Rivera City of	1,506,085,296	1,350,328,313	155,756,982	10%	83.7	4	16%	240,973,647
Pico Water Dist.	1,197,613,141	1,117,583,986	80,029,155	7%	119.0	6	24%	287,427,154
Pinedale County Water Dist.	396,103,624	332,860,132	63,243,492	16%	247.0	9	36%	142,597,305
Pismo Beach City of	626,367,906	554,377,550	71,990,356	11%	113.1	6	24%	150,328,297
Pittsburg City of	2,973,449,000	2,679,223,000	294,226,000	10%	100.3	5	20%	594,689,800
Placer County Water Agency	8,922,583,557	7,521,434,183	1,401,149,374	16%	207.2	8	32%	2,855,226,738

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Pleasanton City of	5,292,522,000	3,675,926,000	1,616,596,000	31%	119.8	6	24%	1,270,205,280
Pomona City of	6,825,886,815	6,527,726,894	298,159,921	4%	95.9	5	20%	1,365,177,363
Port Hueneme City of	651,080,478	603,023,909	48,056,568	7%	63.5	2	8%	52,086,438
Porterville City of	3,853,981,900	3,489,528,400	364,453,500	9%	175.3	8	32%	1,233,274,208
Poway City of	3,557,743,635	3,429,358,173	128,385,462	4%	201.7	8	32%	1,138,477,963
Quartz Hill Water Dist.	1,668,235,483	1,533,349,284	134,886,198	8%	327.0	9	36%	600,564,774
Rainbow Municipal Water Dist.	5,071,779,706	4,882,101,590	189,678,116	4%	243.0	9	36%	1,825,840,694
Ramona Municipal Water Dist.	1,505,586,743	1,460,580,144	45,006,599	3%	165.9	7	28%	421,564,288
Rancho California Water Dist.	19,587,255,128	19,450,723,380	136,531,748	1%	248.0	9	36%	7,051,411,846
Red Bluff City of	1,116,093,249	917,691,212	198,402,037	18%	294.5	9	36%	401,793,570
Redding City of	8,252,320,000	6,928,410,000	1,323,910,000	16%	253.7	9	36%	2,970,835,200
Redlands City of	8,328,860,230	8,028,783,650	300,076,579	4%	274.5	9	36%	2,998,389,683
Redwood City City of	3,101,576,727	2,649,893,984	451,682,743	15%	63.4	2	8%	248,126,138
Reedley City of	1,543,360,000	1,302,690,000	240,670,000	16%	126.9	6	24%	370,406,400
Rialto City of	3,060,885,380	2,954,996,700	105,888,680	3%	132.2	7	28%	857,047,906
Rincon Del Diablo Municipal Water Dist.	2,101,090,001	1,825,745,545	275,344,456	13%	179.2	8	32%	672,348,800
Rio Linda - Elverta Community Water Dist.	888,321,567	722,134,126	166,187,441	19%	278.1	9	36%	319,795,764
Rio Vista, city of	747,344,000	718,684,000	28,660,000	4%	260.9	9	36%	269,043,840
Ripon City of	1,403,092,000	1,195,195,000	207,897,000	15%	257.2	9	36%	505,113,120
Riverbank City of	1,061,377,845	855,712,500	205,665,345	19%	191.4	8	32%	339,640,910
Riverside City of	20,905,324,151	19,253,909,119	1,651,415,032	8%	135.3	7	28%	5,853,490,762
Riverside Highland Water Co.	1,161,790,678	1,059,082,308	102,708,370	9%	253.9	9	36%	418,244,644
Rohnert Park City of	1,513,000,000	1,348,000,000	165,000,000	11%	81.0	4	16%	242,080,000
Rosamond Community Service Dist.	853,700,000	828,800,000	24,900,000	3%	158.3	7	28%	239,036,000
Roseville City of	9,925,499,637	8,070,492,633	1,855,007,004	19%	145.1	7	28%	2,779,139,898
Rowland Water Dist.	3,431,150,356	3,339,292,839	91,857,517	3%	99.3	5	20%	686,230,071
Rubidoux Community Service Dist.	1,677,500,000	1,608,780,000	68,720,000	4%	158.0	7	28%	469,700,000
Rubio Canyon Land and Water Association	667,669,574	606,735,357	60,934,217	9%	220.8	9	36%	240,361,047
Sacramento City of	34,191,000,000	27,700,000,000	6,491,000,000	19%	146.4	7	28%	9,573,480,000
Sacramento County Water Agency	11,887,758,415	9,882,037,891	2,005,720,524	17%	172.1	8	32%	3,804,082,693
Sacramento Suburban Water Dist.	11,251,300,000	9,659,796,000	1,591,504,000	14%	181.9	8	32%	3,600,416,000

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	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
San Bernardino City of	13,398,559,048	12,327,776,393	1,070,782,655	8%	131.1	7	28%	3,751,596,533
San Bernardino County Service Area 64	922,684,159	843,573,950	79,110,209	9%	190.4	8	32%	295,258,931
San Bernardino County Service Area 70	552,751,551	510,495,138	42,256,413	8%	139.9	7	28%	154,770,434
San Bruno City of	1,139,644,426	1,006,056,561	133,587,865	12%	55.7	2	8%	91,171,554
San Buenaventura City of	5,240,248,152	4,621,951,586	618,296,566	12%	91.3	4	16%	838,439,704
San Clemente City of	2,733,437,281	2,824,773,436	-91,336,155	-3%	118.3	6	24%	656,024,947
San Diego City of	56,880,266,661	55,998,740,795	881,525,865	2%	82.0	4	16%	9,100,842,666
San Dieguito Water Dist.	1,962,342,464	1,963,189,677	-847,214	0%	148.3	7	28%	549,455,890
San Fernando City of	1,011,768,681	937,800,407	73,968,274	7%	120.3	6	24%	242,824,483
San Francisco Public Utilities Commission	24,705,700,000	22,716,530,000	1,989,170,000	8%	45.4	2	8%	1,976,456,000
San Gabriel County Water Dist.	1,945,981,464	1,787,519,915	158,461,549	8%	102.9	5	20%	389,196,293
San Gabriel Valley Fontana Water Co.	13,065,012,966	12,327,285,335	737,727,631	6%	142.9	7	28%	3,658,203,630
San Gabriel Valley Water Co.	11,569,680,767	10,929,382,713	640,298,054	6%	88.3	4	16%	1,851,148,923
San Jacinto City of	901,891,075	784,335,460	117,555,616	13%	176.1	8	32%	288,605,144
San Jose City of	6,352,000,000	5,581,000,000	771,000,000	12%	96.0	5	20%	1,270,400,000
San Jose Water Co.	43,033,000,000	37,404,300,000	5,628,700,000	13%	105.7	5	20%	8,606,600,000
San Juan Capistrano City of	2,470,475,179	2,364,234,580	106,240,599	4%	133.3	7	28%	691,733,050
San Juan Water Dist.	4,311,887,661	3,325,437,636	986,450,025	23%	476.9	9	36%	1,552,279,558
San Lorenzo Valley Water Dist.	507,390,763	409,795,901	97,594,862	19%	77.9	3	12%	60,886,892
San Luis Obispo City of	1,677,629,779	1,542,258,063	135,371,717	8%	69.9	3	12%	201,315,574
Sanger City of	1,843,385,000	1,699,422,000	143,963,000	8%	153.6	7	28%	516,147,800
Santa Ana City of	11,728,663,678	11,256,244,279	472,419,399	4%	78.3	3	12%	1,407,439,641
Santa Barbara City of	4,324,012,593	3,386,984,454	937,028,139	22%	79.6	3	12%	518,881,511
Santa Clara City of	6,411,300,000	5,748,400,000	662,900,000	10%	88.3	4	16%	1,025,808,000
Santa Cruz City of	3,032,800,000	2,345,400,000	687,400,000	23%	47.3	2	8%	242,624,000
Santa Fe Irrigation Dist.	3,355,497,430	3,440,176,441	-84,679,010	-3%	604.6	9	36%	1,207,979,075
Santa Fe Springs City of	1,873,694,583	1,717,797,485	155,897,098	8%	80.1	4	16%	299,791,133
Santa Margarita Water Dist.	8,455,062,487	8,239,185,917	215,876,570	3%	129.4	6	24%	2,029,214,997
Santa Maria City of	4,052,940,049	3,887,407,524	165,532,525	4%	93.0	4	16%	648,470,408
Santa Monica City of	4,175,700,000	3,994,600,000	181,100,000	4%	99.2	5	20%	835,140,000
Santa Paula City of	1,471,851,345	1,297,859,717	173,991,628	12%	160.2	7	28%	412,118,377

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Supplier Name	Total Water Production (Gallons)*		Total Water Saved* (Jun-14 - Apr-15, compared to 2013, Gallons)	Total Percent Saved* (Jun-14 - Apr-15, compared to 2013)	Jul-Sep 2014 R-GPCD	Tier	Conservation Standard	Estimated Savings* (Gallons)
	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Santa Rosa City of	6,442,908,511	5,299,135,989	1,143,772,522	18%	86.7	4	16%	1,030,865,362
Scotts Valley Water Dist.	379,401,032	315,570,035	63,830,997	17%	91.6	4	16%	60,704,165
Seal Beach City of	1,090,152,242	1,041,039,915	49,112,327	5%	64.7	2	8%	87,212,179
Serrano Water Dist.	992,869,298	896,873,468	95,995,830	10%	539.0	9	36%	357,432,947
Shafter City of	1,655,000,000	1,413,000,000	242,000,000	15%	236.5	9	36%	595,800,000
Shasta Lake City of	422,441,338	323,920,100	98,521,238	23%	140.2	7	28%	118,283,575
Sierra Madre City of	682,651,593	600,712,074	81,939,519	12%	214.2	8	32%	218,448,510
Soledad, City of	711,858,400	650,261,400	61,597,000	9%	116.7	6	24%	170,846,016
Sonoma City of	693,903,872	600,296,533	93,607,339	13%	142.5	7	28%	194,293,084
Soquel Creek Water Dist.	1,259,386,000	993,042,000	266,344,000	21%	64.8	2	8%	100,750,880
South Coast Water Dist.	1,984,272,265	1,848,294,464	135,977,800	7%	121.7	6	24%	476,225,344
South Feather Water and Power Agency	1,579,400,000	1,444,000,000	135,400,000	9%	465.9	9	36%	568,584,000
South Gate City of	2,495,109,547	2,423,197,395	71,912,151	3%	70.1	3	12%	299,413,146
South Pasadena City of	1,266,584,497	1,129,726,897	136,857,599	11%	131.0	7	28%	354,643,659
South Tahoe Public Utilities Dist.	1,867,200,000	1,763,300,000	103,900,000	6%	102.8	5	20%	373,440,000
Stockton City of	10,059,940,000	8,527,540,000	1,532,400,000	15%	155.0	7	28%	2,816,783,200
Suburban Water Systems San Jose Hills	8,636,916,910	8,152,786,411	484,130,499	6%	118.7	6	24%	2,072,860,058
Suburban Water Systems Whittier/La Mirada	6,733,234,220	6,307,496,297	425,737,923	6%	141.1	7	28%	1,885,305,582
Suisun-Solano Water Authority	1,259,300,000	1,079,300,000	180,000,000	14%	150.0	7	28%	352,604,000
Sunny Slope Water Co.	1,256,603,844	1,134,651,927	121,951,917	10%	120.5	6	24%	301,584,923
Sunnyslope County Water Dist.	800,428,816	695,655,668	104,773,148	13%	144.6	7	28%	224,120,068
Sunnyvale City of	5,678,938,670	4,810,544,617	868,394,053	15%	85.2	4	16%	908,630,187
Susanville City of	897,400,000	923,100,000	-25,700,000	-3%	274.0	9	36%	323,064,000
Sweetwater Authority	6,286,710,234	5,897,721,835	388,988,399	6%	75.0	3	12%	754,405,228
Sweetwater Springs Water Dist.	247,581,914	211,444,991	36,136,923	15%	80.7	4	16%	39,613,106
Tahoe City Public Utilities Dist.	409,567,069	348,738,468	60,828,601	15%	100.9	5	20%	81,913,414
Tehachapi, City of	687,731,595	629,027,831	58,703,764	9%	143.8	7	28%	192,564,846
Thousand Oaks City of	3,733,377,555	3,342,388,427	390,989,127	10%	163.7	7	28%	1,045,345,715
Torrance City of	5,807,649,983	5,518,293,916	289,356,067	5%	97.1	5	20%	1,161,529,997
Trabuco Canyon Water Dist.	882,405,664	905,866,967	-23,461,303	-3%	158.0	7	28%	247,073,586
Tracy City of	5,327,614,984	4,183,312,130	1,144,302,854	21%	134.6	7	28%	1,491,732,195

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	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Triunfo Sanitation Dist. / Oak Park Water Service	820,624,234	715,928,170	104,696,063	13%	195.7	8	32%	262,599,755
Truckee-Donner Public Utilities Dist.	1,460,698,266	1,289,119,388	171,578,878	12%	139.4	7	28%	408,995,514
Tulare, City of	5,672,028,900	5,087,613,800	584,415,100	10%	214.8	8	32%	1,815,049,248
Tuolumne Utilities Dist.	1,647,178,963	1,171,370,710	475,808,254	29%	129.3	6	24%	395,322,951
Turlock City of	6,666,355,100	5,879,829,441	786,525,659	12%	194.0	8	32%	2,133,233,632
Tustin City of	3,607,827,000	3,477,584,184	130,242,815	4%	167.3	7	28%	1,010,191,560
Twentynine Palms Water Dist.	829,397,132	768,013,566	61,383,566	7%	130.6	7	28%	232,231,197
Ukiah City of	796,322,000	673,737,000	122,585,000	15%	108.6	5	20%	159,264,400
Upland City of	6,558,713,018	5,979,166,503	579,546,514	9%	234.9	9	36%	2,361,136,686
Vacaville City of	5,011,920,799	4,228,899,820	783,020,979	16%	199.9	8	32%	1,603,814,656
Valencia Water Co.	9,312,925,022	8,072,643,252	1,240,281,770	13%	127.0	6	24%	2,235,102,005
Vallecitos Water Dist.	5,258,003,796	4,830,845,161	427,158,636	8%	116.1	6	24%	1,261,920,911
Vallejo City of	5,279,485,000	4,806,816,000	472,669,000	9%	91.3	4	16%	844,717,600
Valley Center Municipal Water Dist.	8,181,054,022	8,121,423,211	59,630,811	1%	291.2	9	36%	2,945,179,448
Valley County Water Dist.	2,435,055,781	2,217,971,279	217,084,502	9%	81.6	4	16%	389,608,925
Valley of the Moon Water Dist.	947,224,030	771,247,967	175,976,063	19%	106.5	5	20%	189,444,806
Valley Water Co.	1,173,912,351	1,061,623,949	112,288,402	10%	400.8	9	36%	422,608,446
Vaughn Water Co.	3,770,512,391	3,498,808,929	271,703,462	7%	507.0	9	36%	1,357,384,461
Ventura County Waterworks Dist. No 1	3,581,367,864	3,143,228,035	438,139,829	12%	175.3	8	32%	1,146,037,716
Ventura County Waterworks Dist. No. 8	6,501,713,523	5,860,112,063	641,601,460	10%	156.1	7	28%	1,820,479,786
Vernon City of	2,326,334,800	2,147,367,421	178,967,379	8%	47.9	2	8%	186,106,784
Victorville Water Dist.	7,039,368,377	6,532,343,557	507,024,820	7%	155.4	7	28%	1,971,023,146
Vista Irrigation Dist.	5,718,040,841	5,571,733,550	146,307,291	3%	105.5	5	20%	1,143,608,168
Walnut Valley Water Dist.	6,160,872,930	5,823,942,555	336,930,376	5%	146.4	7	28%	1,725,044,420
Wasco City of	1,287,066,000	1,117,276,000	169,790,000	13%	231.1	9	36%	463,343,760
Watsonville City of	2,451,782,848	2,158,132,560	293,650,288	12%	100.3	5	20%	490,356,570
West Kern Water Dist.	5,401,358,873	4,657,185,901	744,172,972	14%	133.0	7	28%	1,512,380,484
West Sacramento City of	4,211,629,694	3,470,317,698	741,311,996	18%	143.0	7	28%	1,179,256,314
West Valley Water Dist.	6,044,478,801	5,716,444,169	328,034,632	5%	212.3	8	32%	1,934,233,216
Westborough Water Dist.	305,200,706	263,325,506	41,875,200	14%	40.6	2	8%	24,416,057
Western Municipal Water Dist. of Riverside	7,088,467,671	6,857,380,356	231,087,315	3%	189.2	8	32%	2,268,309,655

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Supplier Name	Total Water Production (Gallons)*		Total Water Saved* (Jun-14 - Apr-15, compared to 2013, Gallons)	Total Percent Saved* (Jun-14 - Apr-15, compared to 2013)	Jul-Sep 2014 R-GPCD	Tier	Conservation Standard	Estimated Savings* (Gallons)
	2013 (Jun - Apr)	2014/2015 (Jun-14 - Apr-15)						
Westminster City of	3,699,326,080	3,558,362,753	140,963,327	4%	98.0	5	20%	739,865,216
Whittier City of	2,501,923,100	2,519,382,220	-17,459,119	-1%	104.2	5	20%	500,384,620
Windsor, Town of	1,135,404,207	969,212,810	166,191,397	15%	93.0	4	16%	181,664,673
Winton Water & Sanitary Dist.	517,249,000	471,826,000	45,423,000	9%	228.9	9	36%	186,209,640
Woodland City of	3,506,524,220	2,899,687,095	606,837,125	17%	119.8	6	24%	841,565,813
Yorba Linda Water Dist.	6,185,738,653	5,871,888,334	313,850,319	5%	220.2	9	36%	2,226,865,915
Yreka, City of	684,120,000	596,080,000	88,040,000	13%	186.6	8	32%	218,918,400
Yuba City City of	5,012,820,000	4,300,190,000	712,630,000	14%	188.2	8	32%	1,604,102,400
Yucaipa Valley Water Dist.	3,534,170,000	3,353,039,000	181,131,000	5%	265.0	9	36%	1,272,301,200
Statewide	**1,733,750,083,993**							**413,604,153,459**

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Tier	R-GPCD Range		# of Suppliers in Range	Conservation Standard
	From	To		
1			5	4%
2	0	64.99	27	8%
3	65	79.99	23	12%
4	80	94.99	42	16%
5	95	109.99	61	20%
6	110	129.99	44	24%
7	130	169.99	81	28%
8	170	214.99	61	32%
9	215	612.00	67	36%

Estimated Water Savings (acre-feet)	1,269,303
Estimated Water Savings (%)	24%

Supplier Name	Revised Standard	Original Standard	Data Revision Justification
Arcata City of	4%	8%	Meets qualifications outlined in California Code of Regulations, title 23, section 865, subdivision (c)(2).
Benicia City of	20%	28%	Revised PRU appears reasonable based on supplier's annual production and residential data for 2013/2014.
Beverly Hills City of	32%	36%	Revised population and PRU based on current data and appear reasonable.
Big Bear City Community Services District	16%	24%	Revised population uses SWRCB approved method. PRU changed to account for water required to protect environment/endangered spiecies.
Buena Park City of	20%	24%	Original PRU included institutional use, which was subsequently removed. New PRU is consistent with suppliers reporting to DWR. No changes to population were made.
Burbank City of	24%	28%	Revised population data is consistent with DOF population estimates and Revised PRU is reasonably consistent with use patterns contained in the City's 2010 UWMP.
Calaveras County Water District	16%	32%	Total production was modified to exclude wholesale water. Revised PRU and population accounts for seasonal population increases based on information the supplier collected from local tourism authorities and studies conducted in the Lake Tahoe region.
Camrosa Water District	32%	36%	Updated population to account for customers outside of the City Boundary, but within the service area. University population was also included and University water use was moved from the CII sector to the residential sector accordingly. These changes reduced PRU and R-GPCD.
Casitas Municipal Water District	32%	36%	PRU appears reasonable with respect to the district's 2010 UWMP. 2014 and 2013 data resubmitted to correct total water production.
City of Big Bear Lake, Dept of Water & Power	16%	12%	Revised production subtracted water supplied to another water supplier. Revision appears reasonable.
Corona City of	28%	32%	7/14 PRU was incorrectly reported as 100%. New PRU is similar to surrounding months. Population did not account for unincorporated areas outside of City, but within service area or growth since 2010. New population aligns with census data.
Crestline Village Water District	8%	16%	Revised PRU accounts for transient population. Calculation appears reasonable.
Del Oro Water Company	24%	28%	Revised PRU appears accurate based on raw data provided by supplier. Original PRU used total billed water as the denomenator instead of total water produced.
Discovery Bay Community Services District	32%	36%	Engineering firm conducted an analysis of the district. Revised PRU based on firm's assessment and appears reasonable.
Dublin San Ramon Services District	12%	16%	Primary change was updated population for the month of 7/14, which was originally left as the default value, minor changes to PRU appear reasonable based on 2010 UWMP use patterns.
El Monte City of	8%	20%	Revised PRU appears reasonable based on supplier billing. The need for future adjustments were noted in the original submission.

Supplier Name	Revised Standard	Original Standard	Data Revision Justification
Elk Grove Water Service	28%	32%	Original population did not account for portions of the service are not within the city boundary. PRU was adjusted from estimates to actual data. New population appears to align with the suppliers' 2010 UWMP. Revised population determined using SWRCB suggested methodology.
Eureka City of	4%	24%	Meets qualifications outlined in California Code of Regulations, title 23, section 865, subdivision (c)(2)
Garden Grove City of	20%	28%	The decrease in the percent residential use is due to previously using the number of residential accounts to calculate the percent residential use instead of the volume of water used by the residential accounts. The City also revised the calculations for monthly volume of water used by residential accounts for more accuracy due to the bi-monthly billing cycles. The population was revised to match the City's UWMP. Garden Grove's Total Monthly Water Production was adjusted to remove IPR.
Georgetown Divide Public Utilities District	32%	36%	Revised PRU appears reasonable based on supplier billing data. Original submission of 100% was not accurate.
Golden State Water Company Claremont	32%	36%	Updated population used an accepted SWRCB methodology. Revised PRU used actual 2014 data rather than estimates.
Golden State Water Company West Orange	16%	20%	Supplier population was reduced. PRU was also reduced to a level that is reasonable consistent to use patterns reported in the Suppliers 2010 UWMP.
Healdsburg City of	24%	28%	Revised production accounts for wholesale water. Revised PRU uses actual billing data instead of estimates. Population updated based on current census numbers.
Humboldt Bay Municipal Water District	4%	28%	Meets qualifications outlined in California Code of Regulations, title 23, section 865, subdivision (c)(2).
Humboldt Community Service Dist.	4%	24%	Meets qualifications outlined in California Code of Regulations, title 23, section 865, subdivision (c)(2).
Huntington Park City of	8%	12%	Original PRU based on number of connections not residential consumption. Revised data accurately presents new PRU.
Imperial, City of	24%	32%	Revised PRU appears adequate with respect to the revised PRU and information in the City's 2010 UWMP.
Indio City of	32%	36%	Population was revised to match DOF 2014 numbers plus an additional 5% for the areas outside of the municipal boundaries.
Kerman, City of	32%	36%	Revised population based on census data. Revised PRU appears reasonable based on supplier data.
La Palma City of	20%	28%	Revised PRU appears resonable with respect to the city's UWMP. Population update from DOF.
Lakeside Water District	24%	20%	Revised population in accordance with UWMP projections.
Lamont Public Utility District	28%	32%	Revision to PRU to account for migrant population during April through November and the use of billing data rather than estimates appears reasonable..

Supplier Name	Revised Standard	Original Standard	Data Revision Justification
Lincoln City of	32%	36%	Revised population data is consistent with DOF population estimates and revised PRU accounts for the system's high leaks.
Lodi City of Public Works Department	32%	36%	PRU updated to reflect 2014 information and waterloss. Original PRU used 2012 estimates.
Loma Linda City of	32%	36%	Revised PRU appears reasonable with respect to the City's 2010 UWMP
Los Banos, City of	28%	36%	Revised PRU based on actual residential use versus estimates.
Madera City of	28%	32%	Revised population data is consistent with DOF population estimates; revised production totals account for water sold to Madera County under emergency circumstances.
Manhattan Beach City of	20%	24%	PRU revised to account for accurate residential consumption. Original PRU used residenial connections not consumption.
McKinleyville Community Service District	4%	16%	Meets qualifications outlined in California Code of Regulations, title 23, section 865, subdivision (c)(2)
Mission Springs Water District	28%	32%	Revised PRU appears accurate and aligns with details in the District's 2011 UWMP.
Montecito Water District	32%	36%	Revised production totals removed nonpotable water. Revised PRU appears resaonable when compared with the District's 2010 USBR WMP.
Napa City of	20%	24%	Population change is comparable with 2010 UWMP. PRU reduction was nominal and based upon lost water due to an earthquake event causing non-residential water loss.
Oakdale City of	36%	36%	Revised population appears legitimate (minor changes between 200 and 600 depending on the month).
Olivenhain Municipal Water District	32%	36%	Population estimates updated based on analyses conducted by DOF and documented by the supplier.
Orchard Dale Water District	12%	24%	Revised PRU appears reasonable with respect to the District's 2010 UWMP. Revised population appears consistent with Census data.
Padre Dam Municipal Water District	20%	24%	PRU corrected. Original data came from 2014 EAR, which contained incorrect information on residential volumes.
Port Hueneme City of	8%	12%	Revised PRU appears resonable with respect to the city's 2010 UWMP
Sacramento Suburban Water District	32%	36%	Original PRU included non-revenue water and CII water. New PRU aligns with 2010 UWMP.
San Bernardino County Service Area 64	32%	36%	Revised PRU appears reasonable and in line with supplier's 2010 UWMP.
San Bernardino County Service Area 70	28%	32%	Revised PRU appears reasonable and in line with supplier's 2010 UWMP.
San Clemente City of	24%	28%	Revised PRU removed commercial irrigation.
Santa Barbara City of	16%	16%	Total monthly production figures revised to include potable water used with recycled water for ag and other customers.

Supplier Name	Revised Standard	Original Standard	Data Revision Justification
Santa Margarita Water District	28%	24%	Original PRU calculation was incorrect. Revised PRU appears reasonable and aligns with the district's 2010 uwmp.
Shasta Lake City of	28%	32%	PRU was originally reported incorrectly as 100. Revised PRU appears resonable with respect to the city's 2010 UWMP.
South Tahoe Public Utilities District	20%	28%	Revised PRU accounts for seasonal population increases as supported by various reports/studies collected by the supplier.
Torrance City of	20%	24%	Updates to population and PRU are consistent with the city's 2010 UWMP and similar un-revised months.
Trabuco Canyon Water District	28%	32%	Revised porduction subtracted backwash water. Population updated based on SWRCB approved methodology. Revised PRU appears reasonable based on supplier audit.
Vernon City of	8%	12%	Corrected production totals. Original totals had an error.
Vista Irrigation District	20%	24%	Original reports did not include non-revenue water in TMP, which resulted in revised PRU. No changes to population were made.

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PUBLIC WORKS DEPARTMENT
955 Shasta Avenue
Morro Bay, CA 93442

CASH FOR GRASS – EXISTING HOME CONVERSIONS
REBATE PROGRAM

This program is subject to change without notice and is subject to the availability of funding.

Program Goal:
To encourage a permanent reduction in the amount of water used for landscaping – to save water long term.

Background:
The City's Cash for Grass Program helps property owners convert water-thirsty grass to a water efficient landscape. The City will rebate water customers based on the schedule below. Terms and conditions and frequently asked questions are also listed below.

<u>Rebate Amount for Lawn Conversions</u>

Rebate Amount	Minimum Rebate Amount	Maximum Rebate Amount
$0.50 per ft² of grass removed	$100 (at least 200 ft² of grass removed)	$500 (1,000 ft² or more of grass removed)

How to Participate:
- Read, complete, and submit the "Cash for Grass" application (applications can be found online at www.morro-bay.ca.us /water conservation under "Water Conservation Rebate Programs", or can be picked-up at Public Works office).
- Arrange onsite pre-grass removal verification by calling Damaris Hanson at 772-6265.
- Arrange a post-grass removal and project inspection verification by calling 772-6265.
- Please allow up to thirty (30) days for the rebate check to arrive after your post verification appointment.

NOTE: The City of Morro Bay does not warrant or assume any liability for the design, manufacture, installation or operation of any item obtained under this program.

Terms and Conditions:
As indicated above, the rebate for removal is based on square footage of turf removed. Under this program, turf must be replaced with drought tolerant plants or mulch and sprinklers, if replaced, must be replaced with drip irrigation and mulch. Rebates are "first come, first served". The number of rebates is limited based upon program budget. Only one rebate will be issued per household address. The City of Morro Bay reserves the right to terminate this program at any time, for any reason. Please read on for complete terms of the program.

1. Areas to be converted must receive their water from the City of Morro Bay.

2. The applicant's utility account must be in good standing.

3. Areas to be converted must be maintained lawn with a dedicated irrigation system. Dead lawns will not be eligible for a rebate.

4. At least 200 square feet of lawn must be converted.

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5. The watering system to be installed, if any, must be an automatic low volume drip irrigation system equipped with a pressure regulator, filter, and emitters. The system must be free of leaks and malfunctions. Each drip emitter must be rated at less than twenty (20) gallons per hour (gph). If part of a lawn is converted, the sprinkler system must be properly modified to provide adequate coverage to the remaining lawn without spraying the converted area (narrow lawn areas often waste water and should be avoided).

6. The converted area must be completely covered by a 2-3" layer of mulch permeable to both air and water. Common mulching materials include rock, bark, wood chips, un-grouted flagstone or pavers and artificial turf manufactured to be permeable. Living groundcovers qualify as mulch provided the individual plants are installed at sufficient density to assure one hundred percent (100%) plant cover. If a weed barrier is used beneath the mulch, it must be manufactured to be permeable to both air and water. If artificial turf is to be used in any part of the conversion, the product installed must be permeable to water and air and must be non-flammable. Only polyethylene and nylon artificial turf products eligible for rebate – patio carpet and/or Astroturf are ineligible. Product installed must have a minimum five (5) year manufacturer warranty. Artificial turf must not encroach upon living plants/trees and must end at least three inches (3") from the base of any plant/tree.

7. The Cash for Grass Rebate Application must be submitted to the City of Morro Bay and the applicant must participate in a pre-conversion site review conducted by the City prior to the removal of any lawn. Conversions that are initiated without the City's approval are ineligible.

8. Conversions must be completed within six (6) months following receipt of the City's executed application. Once the City receives notice of conversion project completion, any wait time for the City's final inspection shall not be counted against this six-month period of time. The converted area must remain in compliance with all program terms and conditions for a period of five (5) years following receipt of the rebate. An applicant may be required to refund the entire rebate, or a portion thereof, if rebate program terms and conditions are violated. Notwithstanding the foregoing, this requirement is void upon transfer of ownership.

9. Rebate payments will be issued only to the property owner of record or to that property owner's legally appointed representative and, assuming program compliance, will be issued within thirty (30) to sixty (60) days following the City's final inspection.

10. Once the City is notified of a conversion project's completion, the City will conduct an inspection to verify program compliance. If the conversion fails inspection, the applicant will be permitted to bring the conversion project into compliance with the program terms and conditions for a period of sixty (60) days or the remainder of the six-month period, whichever is greater.

11. The City enforces only the terms and conditions of this application. The applicant is solely responsible for complying with any and all laws, regulations, policies, conditions, covenants and restrictions that may apply and for any and all liabilities arising out of a conversion project. Applicants are encouraged to consult any applicable covenants, conditions and restrictions ("CC&Rs") or neighborhood Homeowner's Association ("HOA") regulations that may apply to an anticipated conversion project prior to submitting an application with the City. Applicants must also comply with all state and local laws relating to landscape maintenance. The quality, maintenance and appearance of the conversion are the exclusive responsibility of the applicant.

12. Upon completion and continuing for the term of the application, converted areas must contain enough plants to create at least fifty percent (50%) living plant cover when the plants are fully grown.

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13. Applications are available at Morro Bay Public Works Department 955 Shasta Ave. or online at
www.morro-bay.ca.us
Applications will only be accepted in-person, by mail, or e-mail. Applications should be turned in or mailed to:
CITY OF MORRO BAY, PUBLIC WORKS DEPARTMENT, ATTN: DAMARIS HANSON, 955 SHASTA AVE., MORRO
BAY, CA, 93442

Email: DHANSON@MORRO-BAY.CA.US

For further information, please contact the Public Works Department at 772-6261.

The number of rebates is limited. Only one rebate will be issued per household. For questions about this
rebate program, please contact the Public Works Department at 772-6261.

Frequently Asked Questions:

1. What plants can I use in my water-efficient landscape? The Cash for Grass Rebate Program does not
require particular plants, only that when fully mature, the plants cover at least fifty percent (50%) of the
converted area. An applicant can use any plants to meet this requirement, but the City highly encourages the
use of drought tolerant and native species. An applicant should also consider keeping any existing trees since
they provide shade to one's home and landscape. Several websites provide excellent landscaping options:

   a) www.CaliforniaNativePlants.com
   b) www.slocounty.ca.gov/Assets/PL/environmental/Approved+Plants+(Excel+Format).xls
   c) http://www.slowaterwiselandscaping.com

2. Can I receive credit for replacing my lawn with artificial turf? The latest generation of synthetic turf is a
grass-like surface covering that replicates lush natural grass in appearance and function. The City will accept
artificial turf (as outlined and defined in the program's terms and conditions) as a substitute for irrigated
lawn. Any artificial turf must be permeable (allowing both air and water to pass through freely) and must
meet all other program terms and conditions including, but not limited to, compliance with installation
standards. If artificial turf is to be used the product installed must be permeable to water and air and must be
non-flammable. Only polyethylene and nylon artificial turf products eligible for rebate – patio carpet and/or
Astroturf are ineligible. Product installed must have a minimum five (5) year manufacturer warranty.
Artificial turf must not encroach upon living plants/trees and must end at least three inches (3") from the
base of any plant/tree.

3. Can I receive credit for putting in a patio, a walkway or an extension to my driveway? Yes. If the applicant
will be removing turf to install a patio, a walkway or a driveway extension, the City will allow credit if a
permeable product is used. Permeable products include pervious pavement, gravel, or brick or flagstone with
permeable, mortarless materials for gout lines (such as sand and gravel). All of these options reduce the
amount of water runoff by allowing water to pass through the surface and be absorbed into the soil beneath.
Keep in mind that the conversion area must still meet the fifty percent (50%) living plant coverage
requirement.

4. I turned off the water on my grass and it has started to die. Can I still qualify for the program? No. Since
the purpose of the program is to reduce existing water demand, an applicant must be currently maintaining a
grass lawn. Once an applicant has sent in the application and has had a pre-conversation site review with a
representative from the City, the applicant may stop watering the lawn. A City of Morro Bay representative
must validate the turf areas before an applicant starts the conversion project.

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5. Can I receive credit for replacing my high water use grass with a low water use grass? No. This program provides incentive to convert grass to alternative types of landscaping, including trees, shrubs and groundcovers. These use less water than even the lowest water use grass. However, the City does encourage homeowners to use low water use grass in those areas where grass is needed or desired outside of this program.

6. If I have children and/or dogs, how do I incorporate water efficient landscaping into my yard? An applicant does not have to eliminate all of its lawn area to participate. Some conversion projects simply involve reducing the amount of lawn area or creating a buffer area around the edge of an existing lawn.

7. What if my Homeowner's Association or CC&Rs require me to keep grass in my yard? To avoid problems, an applicant must be sure to follow all applicable Homeowner's Association conditions, covenants and rules (CC&Rs) that may apply to any anticipated landscaping project.

8. What is mulch and why is it required? The most common types of mulch are decorative rock, bark or wood. Mulch helps maintain the moisture level. Wood and bark mulches help retain the temperature of the soil. Without mulch, wind and heat pull the moisture out of the soil and more water is then needed to keep plants healthy. Also, the temperature of the soil constantly fluctuates causing stress to plants. Additional benefits include the reduction of weed growth, erosion and certain insect diseases. A minimum of 2-3" layer of mulch is required.

9. Do I get credit for removing my high water use plants? No. The City's Cash for Grass Program focuses solely on the removal of turf grass. However, most shrub beds may be watered more effectively by converting the irrigation system to a drip irrigation system.

10. I have many plants surrounding the grass that I'm removing. Will these plants count toward the 50 percent (50%) coverage requirement? No. The City only counts those plants that are either currently planted in the grass area or those that are added to the area where the grass is to be removed and converted.

11. Why does the City require plants? This program encourages the use of water efficient landscaping, and the City wants that landscaping to be attractive in order to encourage others to do the same. Trees, shrubs and groundcovers provide shade, absorb carbon dioxide, supply oxygen, reduce soil erosion, give wildlife a home, decrease energy use, reduce stormwater runoff and save water.

12. Do plants have to cover fifty percent (50%) of the conversion area when you come and inspect my landscape? An applicant can choose plants at any size. Planting smaller plants (1 gallon) are less expensive and have a tendency to adapt better to their environment. The City uses the full mature value of the plant type to determine plant coverage.

13. I don't like the desert look - what are my options? Once established, water efficient landscaping can be much more than rocks and cactus. There are hundreds of plants that need little, if any, irrigation. With proper design and plant selection, an applicant can accomplish almost any look or feel and still save water. See Question No. 1 above for websites that provide information on drought tolerant and native plants indigenous to our area.

14. Do I have to use a weed barrier? No. Weed barriers are generally recommended in areas that have a particular weed problem (i.e. areas where Bermuda grass is being removed or under permeable surfaces such as patios and walkways where plants will not be grown). If a weed barrier is used, the City requires that it be permeable allowing both water and air to penetrate.

15. Why do I need a filter and pressure regulator? The emitters on a drip irrigation system have very small openings for the water to pass through. A filter prevents sediment from clogging emitters, ensuring that plants will get the correct amount of water. A pressure regulator keeps the irrigation system at the manufacturer's recommended pressure (usually between 20 and 40 pounds per square inch). Not installing a pressure regulator may cause fittings and lines to fail, creating wasteful breaks and leaks in your system.

16. What is considered to be an efficient irrigation system? The installation of an efficient irrigation system begins with good design. A low volume drip system is a proper choice for trees, plants and shrubs applying water directly to the roots. For turf areas, systems must apply water uniformly over the desired area with a minimum of overspray into adjacent areas. There are sprinkler heads on the market today that offer low precipitation rates (such as rotating spray heads) that save water and allow the soil to absorb the applied water minimizing any runoff. The City recommends installing a smart irrigation timer that (after proper programming) automatically adjusts itself to provide the right amount of water to your landscape.

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CASH FOR GRASS – EXISTING HOME CONVERSIONS REBATE PROGRAM APPLICATION

STEP 1: ACCOUNT INFORMATION

Customer Name: _____ Date: _____

Installation Address: _____

Customer Mailing Adress: _____

Phone#: _____ Email Address: _____

Estimated square footage of turf to be removed: _____

I have read, understand, and agree to the terms of the Rebate Program on this form. I certify under penalty of perjury that the information provided is true and correct.

Customer Signature: _____ Date _____

STEP 2: TURF CONVERSION PLAN

Please draw an aerial view of your proposed project (if you have plans please attach). Please include measurements to explain the total area to be converted.

FOR CMB USE ONLY					
TURF CONVERSION	Type of irrigation	Total Area	Percent of Area Converted		
Pre-inspection			Plant Material	Synthetic Turf	Permeable Surface
Post -inspection					
	App Rcv'd	**Pre-inspection**	**Post Inspection**	**Paid**	**Check or Credit**	**Rebate Amount**
Date						
Initial						

CITY OF MORRO BAY
PUBLIC WORKS DEPARTMENT
955 Shasta Avenue
Morro Bay, CA 93442

SMART IRRIGATION CONTROLLER REBATE PROGRAM

This program is subject to change without notice and is subject to the availability of funding.

Program Goal:

The intent of the program is to increase irrigation efficiency and promote healthy and attractive landscaping within the City of Morro Bay.

Background:

A new generation of irrigation controllers are now available that automatically adjust irrigation scheduling based on the site and weather conditions. These controllers stop irrigating when it rains and applies water when it is dry. They also will automatically cycle and soak to reduce runoff on slopes.

Rebate:

If all of the terms and conditions are satisfied, a rebate of up to $100 will be mailed to the applicant. $100 rebate is not to exceed the cost of the controller, sensors, and/or installation.

How to Participate:

- Read, complete, and submit the "Smart Irrigation Controller" application (applications can be found online at www.morro-bay.ca.us/waterconservation under "Water Conservation Rebate Programs", or can be picked-up at the Public Works office).
- Arrange onsite pre-retrofit removal verification by calling Damaris Hanson 772-6265.
- Arrange a post-retrofit removal and project inspection verification by calling 772-6265.
- Please allow up to thirty (30) days for the rebate check to arrive after your post verification appointment.

NOTE: The City of Morro Bay does not warrant or assume any liability for the design, manufacture, installation or operation of any irrigation controller obtained under this program.

Terms and Conditions:

PLEASE READ THIS INFORMATION CAREFULLY. In order to receive a Smart Controller rebate from the City, the applicant must completely fill out the application and comply with the requirements on this form. Failure to do so may result in disqualification.

1. The property receiving the irrigation retrofit rebate must be a water customer of the City of Morro Bay.

2. Your utility account must be in good standing.

3. The purchase must be made on or after ADOPTION DATE. The City will not honor rebates for used or reconditioned controllers purchased prior to the above date.

4. The application form must be completely filled out.

5. Applicant must attach a legible copy of a valid, dated sales receipt to this application.

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6. The Smart Controller must be installed in accordance with all relevant building codes prior to submittal.

7. Conversions must be completed within six (6) months following receipt of the City's executed application. Once the City receives notice of conversion project completion, any wait time for the City's final inspection shall not be counted against this six-month period of time. The converted area must remain in compliance with all program terms and conditions for a period of five (5) years following receipt of the rebate. An applicant may be required to refund the entire rebate, or a portion thereof, if rebate program terms and conditions are violated. Notwithstanding the foregoing, this requirement is void upon transfer of ownership.

8. Once the City is notified of a conversion project's completion, the City will conduct an inspection to verify program compliance. If the conversion fails inspection, the applicant will be permitted to bring the conversion project into compliance with the program terms and conditions for a period of sixty (60) days or the remainder of the six-month period, whichever is greater.

9. The City enforces only the terms and conditions of this application. The applicant is solely responsible for complying with any and all laws, regulations, policies, conditions, covenants and restrictions that may apply and for any and all liabilities arising out of a conversion project. Applicants are encouraged to consult any applicable covenants, conditions and restrictions ("CC&Rs") or neighborhood Homeowner's Association ("HOA") regulations that may apply to an anticipated conversion project prior to submitting an application with the City. Applicants must also comply with all state and local laws relating to landscape maintenance. The quality, maintenance and appearance of the conversion are the exclusive responsibility of the applicant. Rebates may be considered taxable income.

10. The Smart Irrigation Controller Rebate Application must be submitted to the City of Morro Bay and the applicant must participate in a pre-conversion site review conducted by the City prior to the removal of existing irrigation materials. Conversions that are initiated without the City's approval are ineligible.

11. Rebates shall be on a one-time basis per address or customer.

12. Schedule a post-conversion site visit with a City of Morro Bay representative once conversion has been completed in accordance with the terms and conditions of the rebate program.

13. Irrigation system may be inspected at any time by the City to determine ongoing compliance with the program.

14. You must purchase an approved EPA WaterSense labeled Smart Irrigation Controller/Sensor models. Different products may be submitted for approval at the discretion of the City Engineer.
http://www.epa.gov/WaterSense/product_search.html?Category=5

Program does not apply for those with an existing smart irrigation controller. For further information, please contact the Public Works Department at 772-6261.
The number of rebates is limited. Only one rebate will be issued per household. For questions about this rebate program, please contact the Public Works Department at 772-6261.

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SMART IRRIGATION CONTROLLER REBATE PROGRAM

Please carefully read all the information about the program requirements before filling out this application

Date: _____ How did you hear about this program?_____

Customer name:_____

(As you would like it to appear on the check, please print clearly)

Customer Address:_____

Installation Address:_____

(If different from above)

Daytime Phone#: _____

Email address:_____

Type/model of controller installed:_____

Specify the type(s) of irrigation system on your property:_____

Indicate the number of irrigation stations/valves: _____

What is your connection to the property where the controller is being replaced:

_____Property Owner

_____Tenant

By singing below, you indicate that you have read and complied with the requirements of the Smart Irrigation Controller Program as outlined. You must call for inspections: (805) 772-6265

Authorized Signature_____ Date:_____

After controller has been installed, produce a valid sales receipt with a date. Give this to the inspector or mail/deliver (M-F 8-5) to:

City of Morro Bay

Public Works Department

Attn: Damaris Hanson

955 Shasta Ave

Morro Bay, Ca 93465

City Use Only

Date Received:_____

Approved:_____ Rejected:_____   Inspected By: _____   Date: _____

Notes: _____

_____

_____

3 | P a g e

CITY OF MORRO BAY

PUBLIC WORKS DEPARTMENT
955 Shasta Avenue
Morro Bay, CA 93442

RAIN BARREL REBATE
PROGRAM

This program is subject to change without notice and is subject to the availability of funding.

Program Goal:

The intent of the program is to give homeowners in Morro Bay the financial incentive to reduce the amount of water used for outdoor irrigation for collecting rainwater to use in your landscaping.

Background:

Rain barrels are used to collect rainwater from hard surfaces such as rooftops and store it for later use. They are low-cost systems that allow you to supplement your water supply with a sustainable source and help preserve local watersheds by detaining rainfall. When you install a rain barrel at your home you are helping to maintain a healthy urban watershed by reducing the demand on the potable water system to irrigate your garden, and by reducing the amount of wet weather runoff that is collected and sent into the public storm water system, which goes untreated into our bays and estuaries.

Rebate:

If all of the terms and conditions are satisfied, a rebate of up to $50 will be mailed to the applicant. Customers will receive up to $50 for the purchase of a rain barrel that is 50 gallons of storage capacity or more, not including sales tax whichever is less.

How to Participate:

- Read, complete, and submit the "Irrigation Retrofit" application (applications can be found online at www.morro-bay.ca.us/waterconservation under "Water Conservation rebate Programs", or can be picked-up at Public Works 955 Shasta Ave).
- Arrange onsite pre-retrofit removal verification by calling Damaris Hanson at 772-6265
- Arrange a post-retrofit removal and project inspection verification by calling 772-6265
- Please allow up to thirty (30) days for the rebate check to arrive after your post verification appointment.

NOTE: The City of Morro Bay does not warrant or assume any liability for the design, manufacture, installation or operation of any irrigation valves obtained under this program.

Terms and Conditions:

PLEASE READ THIS INFORMATION CAREFULLY. In order to receive an irrigation retrofit rebate from the City, the applicant must completely fill out the application and comply with the requirements on this form. Failure to do so may result in disqualification.

1. The property receiving the irrigation retrofit rebate must be a water customer of the City of Morro Bay.

2. Your utility account must be in good standing.

3. The purchase must be made on or after ADOPTION DATE. The City will not honor rebates for used or reconditioned valves purchased prior to the above date.

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4. The application form must be completely filled out.

5. Applicant must attach a legible copy of a valid, dated sales receipt to this application.

6. Installation must be completed within six (6) months following receipt of the City's executed application. Once the City receives notice of installation completion, any wait time for the City's final inspection shall not be counted against this six-month period of time. The converted area must remain in compliance with all program terms and conditions for a period of five (5) years following receipt of the rebate. An applicant may be required to refund the entire rebate, or a portion thereof, if rebate program terms and conditions are violated. Notwithstanding the foregoing, this requirement is void upon transfer of ownership.

7. Once the City is notified of a complete installation, the City will conduct an inspection to verify program compliance. If the conversion fails inspection, the applicant will be permitted to bring the conversion project into compliance with the program terms and conditions for a period of sixty (60) days or the remainder of the six-month period, whichever is greater.

8. The City enforces only the terms and conditions of this application. The applicant is solely responsible for complying with any and all laws, regulations, policies, conditions, covenants and restrictions that may apply and for any and all liabilities arising out of a conversion project. Applicants are encouraged to consult any applicable covenants, conditions and restrictions ("CC&Rs") or neighborhood Homeowner's Association ("HOA") regulations that may apply to an anticipated conversion project prior to submitting an application with the City. Applicants must also comply with all state and local laws relating to landscape maintenance. The quality, maintenance and appearance of the conversion are the exclusive responsibility of the applicant. Rebates may be considered taxable income.

9. For self-made rain barrel systems, the rebate amount may be applied to the costs (before sales tax) associated with the purchase of accompanying accessories/hardware necessary for installing a rain barrel or modifying a downspout to connect a barrel (does not apply to new or replaced gutters or downspouts).

10. Qualifying rain barrels must be newly purchased, a minimum size of 50 gallons, and designed for the intended purpose of rain capture.

11. Rain barrel must have a secure lid for child safety and rust-proof fine mesh screening (e.g., like that on a window screen) or sealed designs for vector control (mosquito, rodent) and debris control.

12. The rain barrel must be connected to a rain gutter downspout, rain chain, or other effective means of capturing concentrated flow from roofs or other impervious surfaces.

13. Rain barrel must not be connected to the (potable water) irrigation system and collected rainwater must be utilized via a hose or bucket only.

14. Rain barrel must be placed on a solid and level foundation, such as concrete pad, pavers, or bricks for appropriate stability.

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15. Rain barrel must not block or restrict access to walkways or pathways, which may become a safety/emergency access issue.

16. Rain barrel must be algae and UV-resistant or specially constructed sun barriers must be used.

17. Overflow pipe from rain barrels must be directed away from buildings and/or adjacent properties and may flow to landscape (preferred).

18. Manufacturer's installation and maintenance instructions must be followed.

19. The original rain barrel purchase receipt must be included with the application.

20. Rebates shall be on a one-time basis per address or customer.

21. Schedule a post-conversion site visit with a City of Morro Bay representative once conversion has been completed in accordance with the terms and conditions of the rebate program.

22. Rain barrel may be inspected at any time by the City to determine ongoing compliance with the program.

For further information, please contact the Public Works Department at 772-6261.

The number of rebates is limited. Only one rain barrel rebate will be issued per household. For questions about this rebate program, please contact the Public Works Department at 772-6261.

NOTE: The City of Morro Bay does not warrant or assume any liability for the design, manufacture, installation or operation of any rain barrel obtained under this program.

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PUBLIC WORKS DEPARTMENT
955 Shasta Avenue
Morro Bay, CA 93442

RAIN BARREL REBATE
PROGRAM

Please carefully read all the information on the reverse side of this page before filling out this application.

Date: _____ How did you hear about this program? _____

Customer Name: _____
(As you would like it to appear on the check; please print clearly)

Customer Address: _____

Installation Address: _____

Daytime Phone #: _____

Email Address: _____

What is the capacity in gallons of the rain barrel? _____

By signing below, you indicate that you have read and complied with the requirements of the Irrigation Retrofit Rebate Program as outlined above. You must call for an inspection: (805) 772-6265

Authorized Signature _____ Date _____

AFTER VALVES HAVE BEEN INSTALLED, PRODUCE A VALID, DATED SALES RECEIPT AND GIVE TO INSPECTOR, MAIL, OR DELIVER (M-F, 8:00 AM TO 5:00 PM) TO:

CITY OF MORRO BAY
PUBLIC WORKS DEPARTMENT
ATTN: Damaris Hanson
955 Shasta Ave
MORRO BAY, CA 93449

CITY USE ONLY
Date Received: _____
Approved: _____ Rejected: _____ Inspected By: _____ Date: _____
NOTES:

_____
_____
_____
_____

CITY OF MORRO BAY

PUBLIC WORKS DEPARTMENT
955 Shasta Avenue
Morro Bay, CA 93442

IRRIGATION RETROFIT REBATE PROGRAM
This program is subject to change without notice and is subject to the availability of funding.

Program Goal:
The intent of the program is to give homeowners in Morro Bay the financial incentive to improve irrigation efficiency by replacing manual valves with automatic valves and reduce the amount of water used.

Background:
Convert overhead sprinklers to drip irrigation. This is a water-saving alternative for shrubs and anywhere sprinklers are used. Drip irrigation is suggested for high-traffic areas, small narrow areas, odd shape, windy or sloped areas that are difficulty to irrigate. Drip irrigation eliminates overspray onto paved surfaces that can cause excess runoff.

Rebate:
If all of the terms and conditions are satisfied, a rebate of up to $100 will be mailed to the applicant. Customers will receive up to $0.25 per ft^2 area of removed overhead sprinkler area removed. Minimum area is 200 ft^2 maximum is +400 ft^2 or $100.

How to Participate:
* Read, complete, and submit the "Irrigation Retrofit" application (applications can be found online at www.morro-bay.ca.us/waterconservation under "Water Conservation rebate Programs", or can be picked-up at Public Services 955 Shasta Ave.
* Arrange onsite pre-retrofit removal verification by calling Damaris Hanson at 772-6265
* Arrange a post-retrofit removal and project inspection verification by calling 772-6265
* Please allow up to thirty (30) days for the rebate check to arrive after your post verification appointment.

NOTE: The City of Morro Bay does not warrant or assume any liability for the design, manufacture, installation or operation of any irrigation valves obtained under this program.

Terms and Conditions:
PLEASE READ THIS INFORMATION CAREFULLY. In order to receive an irrigation retrofit rebate from the City, the applicant must completely fill out the application and comply with the requirements on this form. Failure to do so may result in disqualification.

1. The property receiving the irrigation retrofit rebate must be a water customer of the City of Morro Bay.

2. Your utility account must be in good standing.

3. You must have a fully operational in-ground irrigation system.

4. The purchase must be made on or after ADOPTION DATE. The City will not honor rebates for used or reconditioned valves purchased prior to the above date.

5. The application form must be completely filled out.

6. Applicant must attach a legible copy of a valid, dated sales receipt to this application.

7. Conversions must be completed within six (6) months following receipt of the City's executed application. Once the City receives notice of conversion project completion, any wait time for the City's final inspection shall not be counted against this six-month period of time. The converted area must remain in compliance with all program terms and conditions for a period of five (5) years following receipt of the rebate. An applicant may be required to refund the entire rebate, or a portion thereof, if rebate program terms and conditions are violated. Notwithstanding the foregoing, this requirement is void upon transfer of ownership.

8. Once the City is notified of a conversion project's completion, the City will conduct an inspection to verify program compliance. If the conversion fails inspection, the applicant will be permitted to bring the conversion project into compliance with the program terms and conditions for a period of sixty (60) days or the remainder of the six-month period, whichever is greater.

9. The City enforces only the terms and conditions of this executed application. The applicant is solely responsible for complying with any and all laws, regulations, policies, conditions, covenants and restrictions that may apply and for any and all liabilities arising out of a conversion project. Applicants are encouraged to consult any applicable covenants, conditions and restrictions ("CC&Rs") or neighborhood Homeowner's Association ("HOA") regulations that may apply to an anticipated conversion project prior to submitting an application with the City. Applicants must also comply with all state and local laws relating to landscape maintenance. The quality, maintenance and appearance of the conversion are the exclusive responsibility of the applicant. Rebates may be considered taxable income.

12. The Irrigation Retrofit Rebate Application must be submitted to the City of Morro Bay and the applicant must participate in a pre-conversion site review conducted by the City prior to the removal of existing manual valves. Conversions that are initiated without the City's approval are ineligible.

13. The irrigation replacement valves must be installed in accordance with all relevant building codes prior to submittal.

14. Rebates shall be on a one-time basis per address or customer.

15. Schedule a post-conversion site visit with a City of Morro Bay representative once conversion has been completed in accordance with the terms and conditions of the rebate program.

16. Valves may be inspected at any time by the City to determine ongoing compliance with the program.

For further information, please contact the Public Works Department at 772-6261

The number of rebates is limited. Only one rebate will be issued per household. For questions about this rebate program, please contact the Public Works Department at 772-6261.

CITY OF MORRO BAY

PUBLIC WORKS DEPARTMENT
955 Shasta Avenue
Morro Bay, CA 93442

IRRIGATION RETROFIT REBATE
PROGRAM

Please carefully read all the information on the reverse side of this page before filling out this application.

Date: _____   How did you hear about this program? _____

Customer Name: _____

(As you would like it to appear on the check; please print clearly)

Customer Address: _____

Installation Address: _____

(If different from above)

Daytime Phone #: _____

Email Address: _____

How many existing sprinklers to be replaced? _____   Type of existing sprinklers (manual/auto)? _____

How many square feet of overhead irrigation are being replaced: _____

What is your connection to the property where the valves are being replaced: ___ Property Owner

___ Tenant

Water Account Number: _____

(This information may be obtained from a previous water bill)

By signing below, you indicate that you have read and complied with the requirements of the Irrigation Retrofit Rebate Program as outlined above. You must call for an inspection: (805) 772-6265.

Authorized Signature _____   Date _____

AFTER VALVES HAVE BEEN INSTALLED, PRODUCE A VALID, DATED SALES RECEIPT AND GIVE TO INSPECTOR, MAIL, OR DELIVER (M-F, 8:00 AM TO 5:00 PM) TO:

CITY OF MORRO BAY
PUBLIC WORKS DEPARTMENT
ATTN: DAMARIS HANSON
955 SHASTA AVE
MORRO BAY, CA 93442

CITY USE ONLY

Date Received: _____

Approved: _____   Rejected: _____   Inspected By: _____   Date: _____

NOTES:

_____

_____

_____

_____

Save Our Water

To do our part we're only serving water upon request.

Thank You!

California is in a historic drought.

REUSE YOUR SHEETS
by placing this card on your bed.
Housekeeping will make your bed and NOT change the sheets.

If you prefer your sheets changed, please place the card on the table.

Please help us preserve water during your stay.

Save Our Water

Help Us Conserve OUR
WATER

CITY OF MORRO BAY
INCORPORATED JULY 17, 1964

A towel on the **RACK** means:
"I will use it again!"

A towel on the **FLOOR** means:
"Please provide a new towel."

Using a towel more than once saves
thousands of gallons of water each year.

Thank you for helping us conserve OUR water!

KEEP SAVING 💧 **CA**
saveourwater.com

Save Our
Water

Staff Report

TO: **Public Works Advisory Board**   **DATE: June 15, 2015**

FROM: **Rob Livick, PE/PLS – Director/City Engineer**

SUBJECT: **Consideration of Forming Public Works Subcommittees**

RECOMMENDATION
Discuss and consider forming one or more subcommittees related to pertinent Public Works topics and appointing Board members to said subcommittee(s).

FISCAL IMPACT
None as a result of this action.

DISCUSSION
The formation of subcommittees would allow Board members to work together on items of interest outside the confines of the normal Public Work Advisory Board structure. The subcommittees could have a maximum of three members and members could serve on multiple subcommittees, so long as the requirements of the "Brown Act" were followed, i.e. no wagon wheel or serial meetings. Additionally, the subcommittees could meet with staff as part of their research into an issue. These subcommittees would report back to the full PWAB on a regular basis. The Board could then choose to agenize the topic for an in depth discussion and potentially request the Council provide direction to staff.

Examples of potential subcommittees include:

- Water, including conservation
- Wastewater
- Streets and Sidewalks
- Franchises, Garbage and limited input on others
- Traffic and Transportation
- Transit, Morro Bay Transit and Trolley
- Capital Projects

Prepared By: ___RL___   Dept Review: __ RL___

Staff Report

TO: **Public Works Advisory Board**   **DATE: June 15, 2015**

FROM: **Rob Livick, PE/PLS – Director/City Engineer**

SUBJECT: **Review of Water and Sewer Rate Discount Program**

RECOMMENDATION

Review City's proposed program for Water and Sewer Rate Discounts for qualified individuals, and provide comments to Staff to be forwarded to City Council for consideration regarding adoption of the proposed program.

FISCAL IMPACT

See discussion section.

DISCUSSION

With the increases to the water and sewer rates that could impact the lower income customers, it was discussed by City Council to establish a discount program. The Draft Program is attached to this staff report.

Staff recommends that the best method for funding this program will be to use prior year actual, qualified receipts. The types of receipts that are able to be used are prior year actual penalties, charges for non-sufficient checks and application revenues. For the 2013/14 fiscal year, these added up to $97,609. PG&E Customer Care department told staff that 967 Morro Bay residents are signed up with their program. Dividing our revenue by the number of PG&E participants provides each applicant with a monthly discount amount of $8.42 ($97,609 divided by 967 divided by 12 = $8.42).

Applicants would have an annual enrollment period, as specified in the Program. Once the number of enrollees is established, the calculation will be performed and the discounts awarded. Since we are using a fixed number, continuous enrollment into the Program is not allowed.

ATTACHMENT

1. Draft Discount Program

Prepared By: ___RL___   Dept Review: __ RL___

CITY OF MORRO BAY
UTILITY DISCOUNT PROGRAM
JUNE 2015

PURPOSE

To assist eligible customers with the increased costs of City Utility Bills, a Utility Discount Program is established.

QUALIFICATIONS FOR PARTICIPATION

An eligible customer is one who is currently enrolled in the Pacific Gas and Electric Company (PG&E) Customer Care program. **Annual verification of enrollment in PG&E's program is** required.

PROGRAM GUIDELINES

1. Enrollment:
    a. Beginning July 1, 2015, customers may enroll in the Utility Discount Program.
    b. For the initial year of the Program, open enrollment will be held from July 1 through August 31, 2015. Thereafter, open enrollment will occur from July 1 to July 31 of every year the program is offered.
2. Eligibility
    a. Customers establish eligibility by presenting a copy of their PG&E bills, indicating participation in the PG&E Customer Care Program.
    b. Every July, existing customers must present current PG&E bills, indicating participation in the PG&E Customer Care Program.
3. Program Funding and Awards:
    a. Funding for the program will come from the following sources:
        i. Utility bill penalties;
        ii. Reconnection fees;
        iii. Non-sufficient check fees; and
        iv. Customer donations.
    b. Eligible customers will be entitled to an annual distribution, based on the amount of money available divided by the number of participants. For example:

        $75,000 available funding divided by 1,000 participants = $75 per year, or $6.25 per month

4. Donating to the Utility Discount Program Fund
    a. Customers will be provided with the opportunity to donate money to the Program Fund through their Utility bills by checking the box located bottom of the bill.
    b. Donations of cash or check may be given to the Utility Clerk.