



CITY OF FULLERTON

CITY COUNCIL

Office of the Mayor and City Council

Mayor, Sharon Quirk
Mayor Pro Tem, Richard Jones, M.D.
Don Bankhead
Shawn Nelson
Pam Keller

August 5, 2008

Nancy Wieben Stock, Presiding Judge
Orange County Grand Jury
700 Civic Center Drive West
Santa Ana, CA 92701

Re: The Orange County Grand Jury report "Water Budgets, Not Water Rationing" requiring a response from the City of Fullerton.

The City of Fullerton wishes to thank the 2007-2008 Orange County Grand Jury for its report entitled "Water Budgets, Not Water Rationing". We believe your report has helped to demonstrate the progress made over the years on implementation of water conservation efforts in Orange County.

In accordance with your report, the City of Fullerton was requested to respond to Findings F-1 and F-2, and Recommendations R-1, R-2a, R-2b, and R-2c, the City response is provided below:

Grand Jury Finding: F-1 Opportunities for further water conservation exist especially with regard to landscape watering.

- The City of Fullerton agrees with the finding.

Grand Jury Finding: F-2 Conservation pricing, or tiered pricing, with a fair and reasonable base allotment, followed by tiers of higher rates, can be an effective tool to motivate further conservation.

- The City of Fullerton agrees with the finding.

Grand Jury Recommendation: R-1 Continue to emphasize methods and availability of tools that assist the customers in understanding weather-based irrigation practices by:

- Providing a hotline for assisting the public with landscape irrigation information
- Providing a countywide soil texture map on the MWDOC website
- Developing an Orange County specific water calculator on the MWDOC website
 - The City implemented a hotline in June 2008 where residents may call and get information regarding water conservation.
 - MWDOC notes that the second and third bulleted recommendations have not yet been implemented, but will be implemented by November 20, 2008.

Grand Jury Recommendation: R-2a Develop monthly water allocations for each customer based on both of the following:

- A per person indoor water allotment that satisfies basic needs.
- An outdoor water allotment that applies the weather-based method over the customers' landscaped area.



- The City has not implemented either of the above two bulleted recommendations. The City currently has a three-tier rate structure for single family residents and a two-tier rate structure for multi-family. The tier one commodity amount is considered to be the amount of water used indoors by an average household in each rate class. With the existing staff and budget it would be prohibitive to determine and maintain every customer's water allocation.

Grand Jury Recommendation: R-2b. Develop a tiered-pricing structure with the first tier based on an individual customer water allocation priced at a commodity rate, and subsequent tiers priced significantly higher to encourage conservation. The pricing shall be structured in a manner that will preclude the necessity of price increases as a result of reduced water use.

- Partially implemented - In 2005 the City of Fullerton did a rate study, which redistributed the water volume within each tier with the purpose of having more of a water conservation pricing signal. Before the study, the distribution of water use was 80% - Tier 1, 10% - Tier 2 and 10% - Tier 3. After the implementation of the study, the results were as follows: Tier 1 - 40%, Tier 2 - 40% and Tier 3 - 20%

Grand Jury Recommendation: R-2c. Modify water bills to clearly explain customer monthly allotment and monthly water usage.

- To be Implemented in the future; The City is currently modifying the Utility billing system, with modification of the water bill one of the objectives. The estimated schedule for completion is mid to late 2009.

Should you have any questions regarding these responses, please contact David Schickling, Water System Manager, at 714-738-6382 or DavidS@ci.fullerton.ca.us.

Sincerely,



Sharon Quirk
Mayor

Copies: Fullerton City Council
Chris Meyer, City Manager
Don Hoppe, Engineering Director