



The City of Hayward
2020 Water Shortage Contingency Plan

July 2021



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**MADDAUS
WATER
MANAGEMENT INC.**

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LIST OF ABBREVIATIONS AND ACRONYMS

2020 UWMP	2020 Urban Water Management Plan
ACWD	Alameda County Water District
AMI	Advanced Metering Infrastructure
BAWSCA	Bay Area Water Supply and Conservation Agency
CCR	Consumer Confidence Report
CIP	Capital Improvement Program
County	Alameda County
CWC	California Water Code
DRA	Drought Risk Assessment
DSS Model	Least Cost Planning Decision Support System Model
DWR	California Department of Water Resources
EBMUD	East Bay Municipal Utilities District
ERP	Water System Emergency Response Plan
gpm	gallons per minute
GSA	Groundwater Sustainability Agency
GSP	Groundwater Sustainability Plan
LHMP	Local Hazard Mitigation Plan
M	magnitude
MG	million gallons
MGD	million gallons per day
Project	Recycled Water Project Phase 1
RCEC	Russell City Energy Center
RWS	Regional Water System
SFPUC	San Francisco Public Utilities Commission
SGMA	Sustainable Groundwater Management Act
SWRCB	State Water Resources Control Board
UWMP	Urban Water Management Plan
WARN	Water Agency Response Network
WPCF	Water Pollution Control Facility
WSCP	Water Shortage Contingency Plan

1 INTRODUCTION AND WSCP OVERVIEW

The Water Shortage Contingency Plan (WSCP) is a strategic planning document designed to prepare for and respond to water shortages. This WSCP complies with California Water Code (CWC) Section 10632, which requires every urban water supplier to prepare and adopt a WSCP as part of its urban water management plan (UWMP). A water shortage resulting in insufficient supply to meet the normally expected customer water use at a given point in time may occur due to a number of reasons, such as drought and catastrophic events. The WSCP provides a structured guide for the City of Hayward (Hayward) to address water shortages, incorporating prescriptive information and standardized action levels, along with implementation actions in the event of a catastrophic supply interruption.

The WSCP is used to reduce the potential for and impacts of catastrophic service disruptions through proactive, rather than reactive, management and efficiently implemented pre-determined steps. The WSCP allows real-time water supply availability assessment and structured steps designed to respond to actual conditions to allow for efficient management of any shortage with predictability and accountability.

The WSCP also describes Hayward's procedures for conducting the Annual Water Supply and Demand Assessment (Annual Assessment), as required by CWC Section 10632.1. The Annual Assessment is to be submitted to the California Department of Water Resources (DWR) on or before July 1 of each year, or within 14 days of receiving final allocations from the State Water Project, whichever is later.

Hayward's 2020 WSCP is included as an appendix to its 2020 UWMP but is created and adopted separately and can be amended, as needed, without amending the UWMP. Furthermore, the CWC does not prohibit an urban water supplier from taking actions not specified in its WSCP (if needed) without having to formally amend its UWMP or WSCP.

1.1 Water Shortage Contingency Plan Requirements and Organization

The WSCP provides the steps and water shortage response actions to be taken in times of water shortage conditions. The WSCP has prescriptive elements, such as an analysis of water supply reliability; the water shortage response actions for each of the six standard water shortage levels which correspond to water shortage percentages ranging from 10% to greater than 50%; the estimated potential for each measure to close the supply gap; protocols and procedures to communicate identified actions for any current or predicted water shortage conditions; procedures for an annual water supply and demand assessment; monitoring and reporting requirements to determine customer compliance; and reevaluation and improvement procedures for evaluating the WSCP.

This WSCP is organized into three main sections with Section 3 aligned with the CWC Section 16032 requirements.

Section 1 Introduction and WSCP Overview provides an overview of the WSCP fundamentals.

Section 2 Background Information provides a background on Hayward's water service area.

Section 3 Water Shortage Contingency Preparedness and Response Planning

Section 3.1 Water Supply Reliability Analysis provides a summary of the water supply analysis and water reliability findings from the 2020 UWMP.

Section 3.2 Annual Water Supply and Demand Assessment Procedures provides a description of procedures to conduct and approve the Annual Assessment.

Section 3.3 Six Standard Water Shortage Levels explains the WSCP's six standard water shortage levels corresponding to progressive ranges of up to 10%, 20%, 30%, 40%, 50%, and more than 50% shortages.

Section 3.4 Shortage Response Actions describes the WSCP's shortage response actions that align with the defined shortage levels.

Section 3.5 Communication Protocols addresses communication protocols and procedures to inform customers, the public, interested parties, and local, regional, and state governments regarding any current or predicted shortages and any resulting shortage response actions.

Section 3.6 Compliance and Enforcement describes customer compliance, enforcement, appeal, and exemption procedures for triggered shortage response actions.

Section 3.7 Legal Authorities describes the legal authorities that enable Hayward to implement and enforce its shortage response actions

Section 3.8 Financial Consequences of the WSCP provides a description of the financial consequences of and responses to drought conditions.

Section 3.9 Monitoring and Reporting describes monitoring and reporting requirements and procedures that ensure appropriate data is collected, tracked, and analyzed for purposes of monitoring customer compliance and to meet state reporting requirements.

Section 3.10 WSCP Refinement Procedures addresses reevaluation and improvement procedures for monitoring and evaluating the functionality of the WSCP.

Section 3.11 Special Water Feature Distinction is a required definition for inclusion in a WSCP per the CWC.

Section 3.12 Plan Adoption, Submittal, and Availability provides a record of the process Hayward followed to adopt the WSCP and make available its WSCP.

1.2 Integration with Other Planning Efforts

As a retail water supplier in Alameda County (County), the City of Hayward considered other key entities in the development of this WSCP, including its regional wholesale supplier, San Francisco Public Utilities Commission (SFPUC). Hayward developed this WSCP with input from coordination efforts led by Bay Area Water Supply and Conservation Agency¹ (BAWSCA) and city and county planning documents.

Key planning and reporting documents that were used to develop this WSCP:

- American Water Infrastructure Act Risk and Resilience Assessment and Emergency Response Plan
- County of Alameda 2016 Local Hazard Mitigation Plan
- City of Hayward 2020 Urban Water Management Plan

¹ More information on the Bay Area Water Supply and Conservation Agency is available online: www.bawasca.org.

2 BACKGROUND INFORMATION

Hayward occupies an area of about 64 square miles. It is located in Southern Alameda County on the east shore of the San Francisco Bay, 25 miles southeast of San Francisco, 14 miles south of Oakland, 26 miles north of San Jose, and 10 miles west of the valley communities surrounding Pleasanton. Hayward is surrounded by the unincorporated communities of San Lorenzo and Castro Valley in the north, Union City in the south, Pleasanton in the east and the San Francisco Bay to the west. Most of Hayward is generally flat, except for the areas east of Mission Boulevard, where the elevation increases from 100 to 1,500 feet above sea level. Approximately 90% of the water deliveries in Hayward are made in the 100-foot zone.

Settlement in the Hayward area began around 1851 with the opening of a general store in what is now the downtown area. The City of Hayward was incorporated in 1876 and remained essentially a small agrarian town until the end of World War II. Since then, Hayward has undergone substantial changes. A major increase in population occurred in the 1950s and 1960s as a result of the post-war construction boom. Hayward experienced a surge in industrial development during the 1960s and 1970s, which created employment opportunities and balanced, to some extent, the housing that was developed in earlier decades. During the last four decades, Hayward has seen continued residential and industrial growth, mostly in the form of infill development and annexation of unincorporated “island” areas. Today Hayward enjoys a large and diverse industrial sector, including food and beverage and high-technology manufacturing, along with a growing number of biotechnology firms.

Water service is provided by Hayward for residential, commercial, industrial, governmental, and fire suppression uses. Wells were originally used to supply Hayward with water. During the 1940s and 1950s, the well water was supplemented by water purchased from SFPUC’s Hetch Hetchy Regional Water System (RWS), owned and operated by the SFPUC. In 1962, Hayward entered into an agreement with SFPUC to purchase all Hayward water from SFPUC. Hayward constructed over 20 miles of aqueduct in order to receive RWS water for delivery to customers and ceased supplying well water in 1963.

The City of Hayward is governed by a Council-Manager form of government. As a public water system, owned and operated by Hayward, the City Council also directs matters related to the municipal water system. The City Council is comprised of six elected councilmembers and a directly elected mayor.

2.1 Hayward Service Area

Figure 2-1 and Figure 2-2 show an overview of Hayward’s service area. While there have been no significant changes to the service area since the 2010 UWMP, Hayward and EBMUD completed a service area adjustment in 2016 to accurately reflect the water service providers for several properties.

Figure 2-2 provides further details regarding Hayward’s water system and infrastructure.

Figure 2-1. Water Service Area

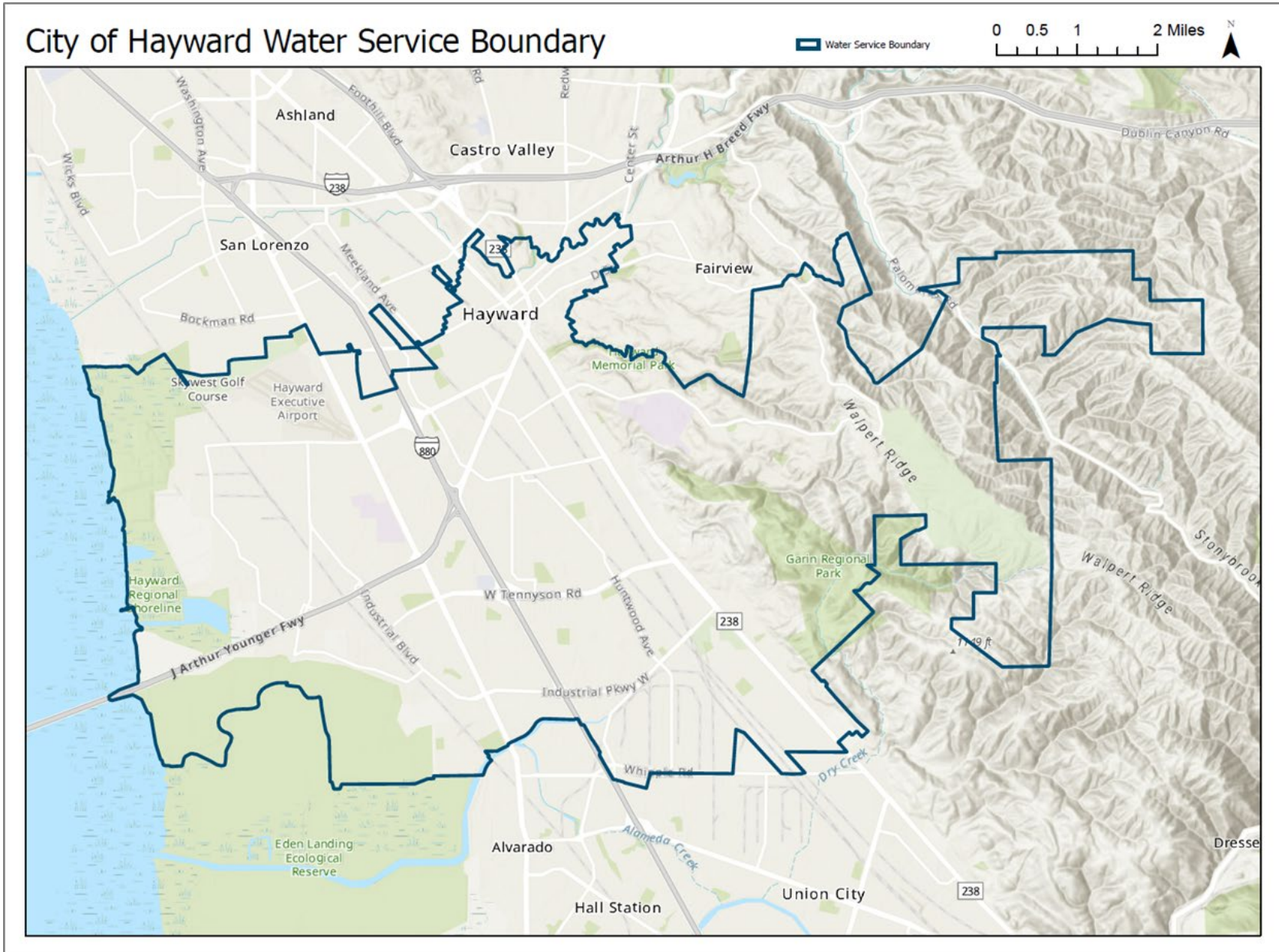
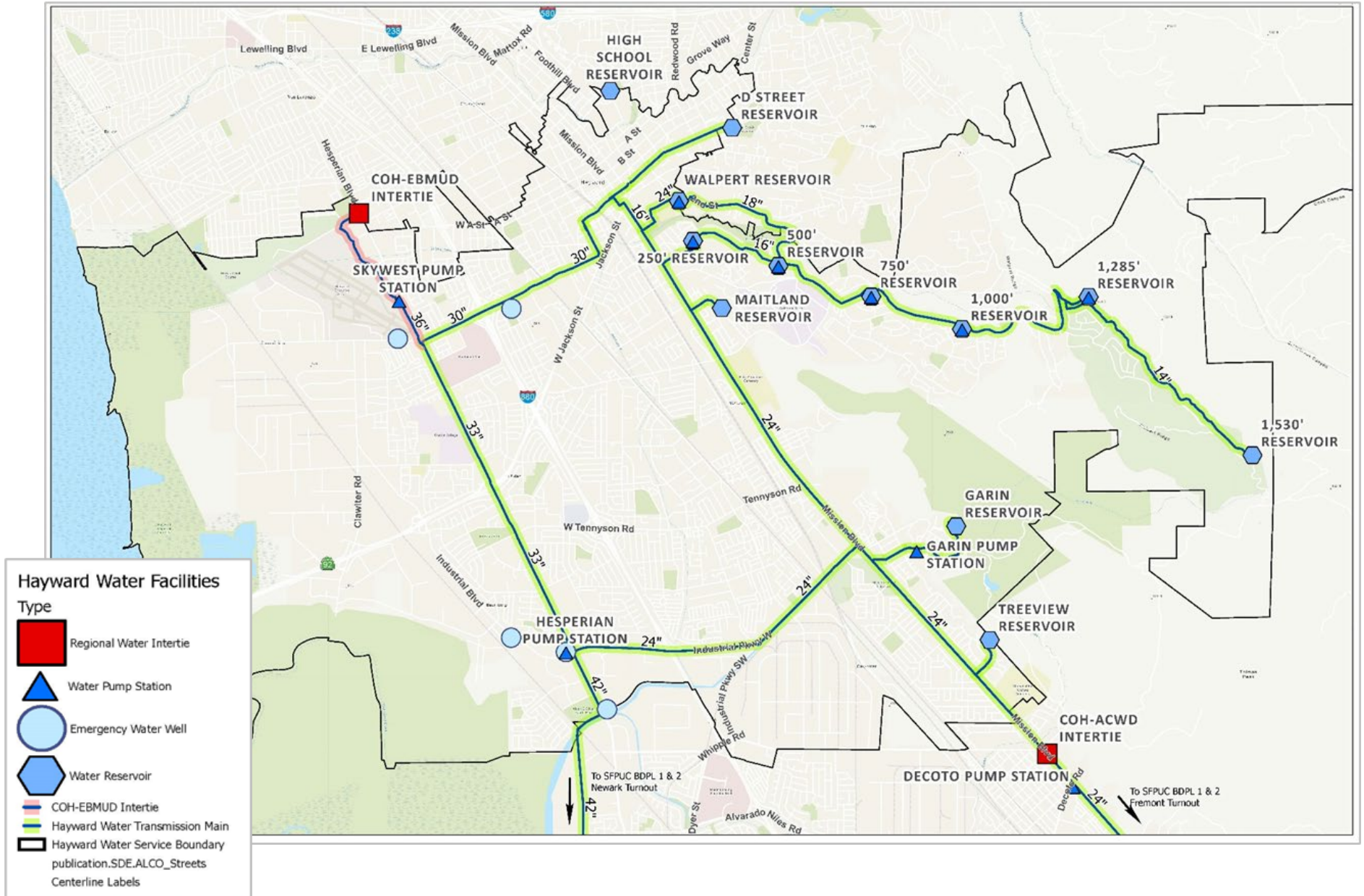


Figure 2-2. Public Water System



2.2 Relationship to Wholesalers

The City of Hayward's sole source of potable water since 1963 has been purchased water from the City and County of San Francisco's RWS, operated by SFPUC. Hayward purchases water from the SFPUC RWS in accordance with the 2009 Water Supply Agreement between the City and County of San Francisco and Wholesale Customers in Alameda, San Mateo, and Santa Clara Counties, which was approved by SFPUC on April 28, 2009.

2.3 Relationship with Wholesaler Water Shortage Planning

The WSCP is designed to be consistent with the water shortage contingency planning strategies of Hayward's wholesale water provider, SFPUC. As such, Hayward will consider the following SFPUC document when planning for water shortage:

- **SFPUC Water Shortage Contingency Plan** outlines SFPUC's plan for responding to a water shortage condition. This includes demand reduction actions that may affect Hayward's supply during a shortage. In addition, the SFPUC WSCP includes procedures that will be used by SFPUC to conduct an Annual Assessment, which will provide a description and quantification of each source of SFPUC's water supply compared to water demands for the current year and one subsequent dry year.

3 WATER SHORTAGE CONTINGENCY PREPAREDNESS AND RESPONSE PLANNING

The City of Hayward’s WSCP provides guidance for managing and mitigating water supply shortages, based on adequate details of demand reduction and supply augmentation measures. Measures included in the WSCP are structured to match varying degrees of shortage and will inform relevant stakeholders of what to expect during a water shortage.

3.1 Water Supply Reliability Analysis

Per CWC Section 10632 (a)(1), the WSCP must provide an analysis of water supply reliability conducted pursuant to CWC Section 10635, and the key issues that may create a shortage condition when looking at Hayward’s water asset portfolio.

Understanding water supply reliability, factors that could contribute to water supply constraints, availability of alternative supplies, and what effect these have on meeting customer demands provides Hayward with a solid basis on which to develop appropriate and feasible response actions in the event of a water shortage. In the 2020 UWMP, Hayward conducted a Water Reliability Assessment to compare the total water supply sources available to long-term projected water use over the next 20 years, in five-year increments, for a normal water year, a single dry water year, and a drought lasting five consecutive water years. Hayward also conducted a Drought Risk Assessment (DRA) to evaluate a drought period that lasts five consecutive water years starting from the year following when the assessment was conducted.

SFPUC Supply Reliability

The State Water Resources Control Board (SWRCB) has stated that it intends to implement the Bay-Delta Plan Amendment on the Tuolumne River by the year 2022, assuming all required approvals are obtained by that time. However, implementation of the Bay Delta Plan Amendment is uncertain for multiple reasons explained in the 2020 UWMP.

For the 2020 UWMP, SFPUC provided two scenarios using hydrologic models with and without the Bay Delta Plan Amendment. Scenario 1, with Bay Delta Plan, includes severe water cutbacks of 60% (from normal year total wholesale agency supply of 184 million gallons per day [MGD]), starting with the second year of a multi-year drought if the Bay Delta Plan cutbacks are applied to SFPUC’s water supply. Scenario 2, without the Bay Delta Plan, assumes water supply reductions of approximately 28% (from normal year total wholesale agency supply of 184 MGD), starting with the fourth year of a multi-year drought if the Bay Delta Plan Amendment cutbacks are **not** applied to SFPUC’s water supply. Using the two SFPUC assumptions, BAWSCA developed water shortage cutback allocations for each BAWSCA water agency. The drought allocation cutback calculations use actual historic and forecasted water demands through 2040.

For the 2020 UWMP, BAWSCA developed a new method to allocate SFPUC’s wholesale available supply during dry years. BAWSCA’s method results in an equal percent reduction shared across all wholesale customers when average wholesale customers’ RWS shortages are 10% or less or greater than 20%.² This allocation method is intended to serve the purposes of the 2020 UWMP supply reliability analysis. It does not imply an agreement by BAWSCA member agencies as to the allocation methodology. BAWSCA member agencies are in discussions about jointly developing an allocation method that would consider additional multiple equity factors in the event that SFPUC is not able to deliver its contractual supply volume and its cutbacks on RWS exceed 20%.

Given that Hayward relies exclusively on supplies from SFPUC, the Bay Delta Plan Amendment can significantly impact Hayward’s water supply reliability. Hayward would be able to meet the projected water demands

² BAWSCA. (2021). BAWSCA Common Language, April 8, 2021, Attachment B: Updated 2020 UWMP Drought Cutbacks.

presented in normal years but would experience significant supply shortages in single dry years and multiple dry years. As such, implementation of the Bay Delta Plan will require rationing in all single dry years and multiple dry years. As shown in Table 7-1b in Section 7.1.2 of the 2020 UWMP, Hayward can expect a supply deficit of 64% during a single dry year and 55% during dry years 2 through 5.

Additional Reliability Constraints

In addition to regulatory changes, the amount of water available from SFPUC's RWS is constrained by climate, hydrology, facilities, and the institutional parameters that allocate the water supply from the Tuolumne River. Climate change may affect the snow-pack storage and water availability in the future.

Constraints on the SFPUC supplies were discussed in more detail in Section 7.1.1. of the 2020 UWMP. The main long-term constraints on supply reliability are due to climate change and regulatory changes. Key factors impacting water supply from SFPUC include the following:

- Changes in precipitation patterns, such as time, intensity and duration of snowfall or rain
- Changes in water quality as a result of changes in precipitation patterns and storage

The below-noted constraints potentially will affect SFPUC's Hetch Hetchy watershed and management of the RWS water supply and its distribution:

- Fewer months of continuous below freezing (-32F) temperatures in the Sierra Nevada, resulting in less precipitation as snow and shorter duration for snowpack storage
- Warmer temperatures leading to melt of the snowpack storage
- Inadequate storage capacity to store the snowmelt water source
- Regulatory changes affecting the SFPUC water supplies, such as implementation of the Bay Delta Plan Amendment that could reduce supply water for the SFPUC RWS by 60% in drought years

Drought Risk Assessment

In the DRA, Hayward includes its supply reliability using the SFPUC scenario with the Bay Delta Plan. SFPUC projects that in multiple dry years, with the Bay Delta Plan, the wholesale volume available will range from 86% of normal in the first year, to 72% in the second year, and starting the third to fifth years at 40% of normal.³ SFPUC's projections for available supplies for wholesale agencies translate to significant cutback allocations for all BAWSCA agencies.⁴

Hayward will experience significant water supply shortfalls for multiple (five) dry years with the Bay Delta Plan. For the purpose of drought allocations for the DRA, the available RWS supply is assumed to remain constant in 2023-2025 with percent cutbacks in 2023-2025 of 47%. A comparison of the water supply sources available to Hayward to the total projected water use for an assumed drought period of 2021-2025 results in a water supply shortfall in 2023, 2024, and 2025 of 42%, 44%, and 45%, respectively. These shortfalls will invoke Hayward's WSCP in a multi-year drought scenario.

3.2 Annual Water Supply and Demand Assessment Procedures

Per CWC Section 10632.1, Hayward will conduct an annual water supply and demand assessment pursuant to subdivision (a) of Section 10632. This Annual Assessment will be submitted to DWR by July 1st of each year, beginning in 2022, with information for anticipated shortage, triggered shortage response actions, compliance and enforcement actions, and communication actions consistent with Hayward's WSCP. This section documents the process required for formal approval of Hayward's Annual Assessment determination of water supply

³ SFPUC: January 22, 2021, Regional Water Supply Reliability, Table 3.

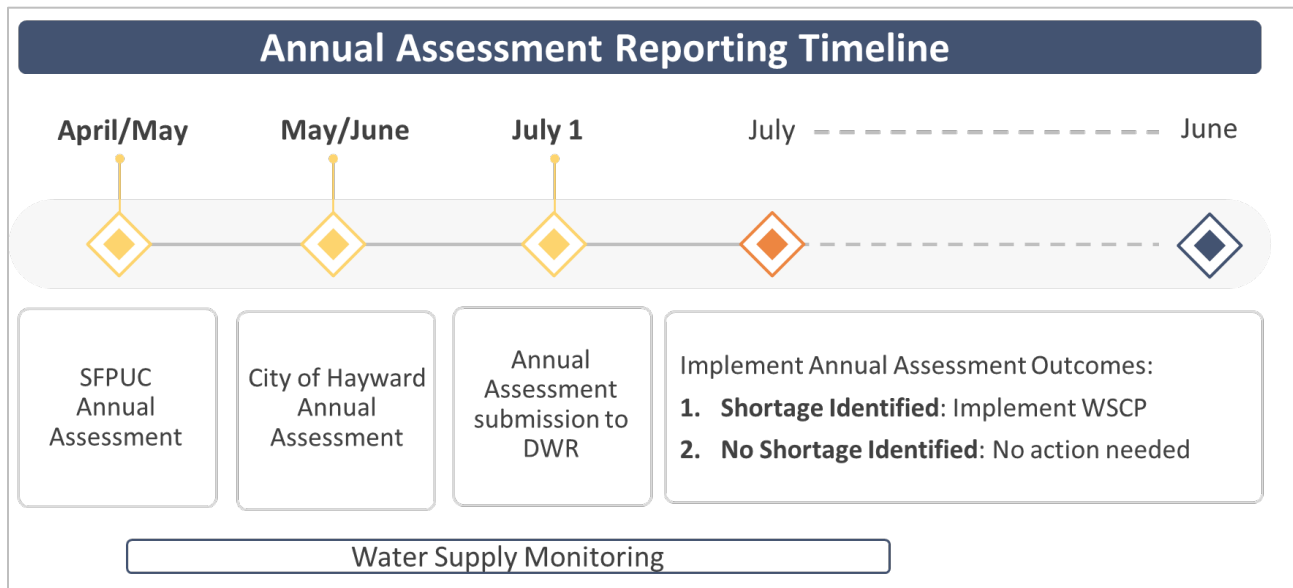
⁴ BAWSCA Attachment B: Updated 2020 UWMP Drought Cutbacks, Tables C, D, 3/1/2021.

reliability each year and key data inputs and methodologies used to evaluate the water system reliability for the coming year, while considering that the year to follow would be dry.

Decision-Making Process

The Annual Assessment will be predicated on the outcome of the SFPUC Annual Assessment. Throughout the year, Hayward attends working meetings with BAWSCA and reviews water supply availability updates from SFPUC. SFPUC updates BAWSCA on February 1st and March 1st, and provides the final annual supply availability by April 15th. Figure 3-1 contains a sample timeline for Hayward’s Annual Assessment report.

Figure 3-1 Annual Assessment Reporting Timeline



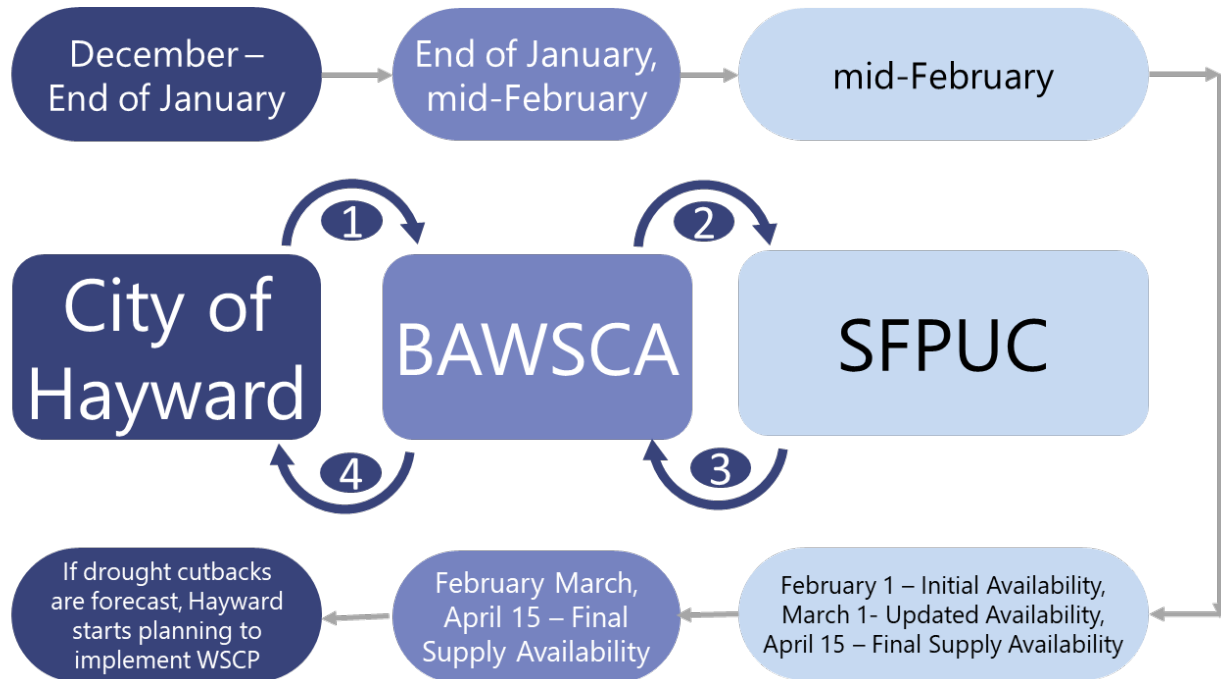
As required by CWC Section 10632(a)(2), the procedures Hayward will follow to conduct and formally approve its Annual Assessment for water demand and supply include staff and City Council actions as follows:

- Review and analysis of monthly and annual (prior year) service area water consumption by sector
- Comparison and analysis of monthly and annual Hayward consumption to SFPUC production data
- Review and analysis of actual consumption compared to forecast (i.e., Least Cost Planning Decision Support System [DSS] Model forecast) and, if changes are apparent, review of potential impacts on water use patterns
- Review and analysis of final SFPUC supply availability, issued annually on April 15, annual supply projections (SFPUC’s hydrological and water availability forecast), and available related information
- New regulatory requirements that could potentially impact water supply
- Other related data and information including an analysis of water system reliability for the coming year with the presumption that the year would be dry

If Hayward’s water supply availability is normal without expected shortages, the Director of Public Works, or designee, will approve the Annual Assessment. If shortage conditions are expected, Hayward will present the Annual Assessment to the City Council and implement the WSCP. Following discussion, deliberations, and follow-up actions from staff (if any), the WSCP will be implemented, and specific actions and necessary steps will be taken, such as communication with customers and implementation of shortage levels.

Hayward’s routine Annual Assessment and approval process includes interactions with BAWSCA and SFPUC. Figure 3-2 illustrates the annual demand and supply steps in the communication and decision-making process between Hayward, BAWSCA, and SFPUC.

Figure 3-2 Annual Assessment Communication Steps



Data and Methodologies

The following paragraphs document the key data inputs and methodologies that are used to evaluate the water system reliability for the coming year, while considering that the year to follow would be dry, as defined below:

Evaluation Criteria

In Section 7.1.3 of the 2020 UWMP, Hayward conducted an assessment of the reliability of its water service to its customers during normal, single dry, and multiple dry water years. This water supply and demand assessment (Annual Assessment) compares the total water supply sources available to Hayward with the long-term total projected water use over the next 20 years in five-year increments for a normal water year, a single dry water year, and a drought lasting five consecutive water years. This assessment was based on Hayward’s service area, water sources, water supply reliability, and water use as described in CWC Section 10631, including available data from state, regional, or local agency population, land use development, and climate change projections within Hayward’s service area. Hayward will continue to monitor emerging supply and demand conditions and regulatory developments related to imported water from SFPUC and take appropriate actions consistent with the flexibility and adaptiveness inherent to the WSCP.

Water Supply

For the Annual Assessment, any known issues related to water quality would be considered for their potential effects on water supply reliability. The City of Hayward’s water supply portfolio is described and quantified in the following sections, including imported supplies, groundwater, and recycled water.

Purchased or Imported Water

Hayward’s sole source of potable water since 1963 has been purchased water from the City and County of San Francisco’s RWS, operated by SFPUC. Hayward purchases water from the SFPUC RWS in accordance with the 2009 Water Supply Agreement between the City and County of San Francisco and Wholesale Customers in

Alameda, San Mateo, and Santa Clara Counties, approved by SFPUC on April 28, 2009. Per the 2009 Water Supply Agreement, San Francisco has a perpetual commitment (Supply Assurance) to deliver 184 MGD to the 24 permanent Wholesale Customers (including Hayward), collectively.

Groundwater

Local groundwater production wells were originally used to supply Hayward with water. However, in 1962, Hayward entered into an agreement with SFPUC to purchase its entire water supply from the SFPUC RWS, and Hayward ceased supplying groundwater in 1963. Groundwater is now only used as an emergency supply by Hayward. With the passage of the Sustainable Groundwater Management Act (SGMA) in 2014, and through Hayward's formation of a Groundwater Sustainability Agency (GSA) in 2017 to manage the portion of the East Bay Plain Subbasin which underlies the city,⁵ Hayward will be evaluating sustainable groundwater management actions as part of Groundwater Sustainability Plan (GSP) development for the Basin.

Recycled Water

Hayward currently delivers secondary treated wastewater to the Russell City Energy Center (RCEC). The wastewater is further treated by RCEC and used as cooling water. In 2020, deliveries to RCEC averaged 0.66 MGD and did not meet expected volumes for various reasons outside of Hayward's control. Beginning with this 2020 UWMP, Hayward will no longer consider RCEC Power Plant Cooling uses as recycled water deliveries.

Hayward will complete Phase 1 of its Recycled Water Project (Project) to deliver tertiary-treated wastewater to 31 customers within an approximately two-mile radius of the Water Pollution Control Facility (WPCF) in 2021. The Project was initiated based on the findings from the 2013 Recycled Water Facilities Plan and revised in accordance with field conditions and additional customer analysis. The Project included construction of a 1 million gallon (MG) storage tank and new pump station (completed in November 2019), approximately 8.5 miles of new distribution pipeline and customer laterals and connections (completed in spring of 2019), and a new 0.5 MGD membrane treatment plant constructed at the WPCF (completed in early 2021).

Hayward anticipates delivering an estimated 73 MG of recycled water per year, an annualized average of about 200,000 gallons per day, to 31 customers for irrigation. All planned uses of recycled water are direct beneficial uses in accordance with California Water Code §13050(f). Hayward will be evaluating the feasibility of expanding the use of recycled water to serve additional users in the within the next few years; however, this potential use has not yet been quantified.

Unconstrained Customer Demand

The WSCP and Annual Assessment define unconstrained demand as expected water use prior to any projected shortage response actions that may be taken under the WSCP. Unconstrained demand is distinguished from observed demand, which may be constrained by preceding, ongoing, or future actions, such as emergency supply allocations during a multi-year drought. WSCP shortage response actions to constrain demand are inherently extraordinary; routine activities such as ongoing conservation programs and regular operational adjustments are not considered constraints on demands.

The Least Cost Planning Decision Support System Model (DSS Model) was used to project long-term demand through 2040 based on expected service area growth for both population and employment. Demand forecasts were developed for each agency to account for conservation from passive (i.e., from codes/standards) and active conservation programs. Based on this analysis, water demands were projected after accounting for the effects of the existing plumbing code and future active conservation savings.

⁵ City of Hayward. (2015). City Council Resolution 17-014.

<https://www.hayward-ca.gov/sites/default/files/GSA%20Formation%20Resolution.pdf>

Planned Water Use for Current Year Considering Dry Subsequent Year

CWC Section 10632(a)(2)(B)(ii) requires the Annual Assessment to determine “current year available supply, considering hydrological and regulatory conditions in the current year and one dry year.” The Annual Assessment will include two separate estimates of Hayward’s annual water supply and unconstrained demand using: 1) current year conditions, and 2) assumed dry year conditions.

The “single dry year” is characterized to resemble a year in which conditions reflect the lowest water supply available to Hayward.

- **Normal Year.** This condition represents the normal/average water supplies from SFPUC for BAWSCA agencies where 100% of normal supply is available.
- **Single Dry Year.** The single dry year represents the year with the lowest water supply available from SFPUC to Hayward. With Bay Delta Plan for each of the base years from SFPUC for Hayward, the available water supply in a single dry year is 64% of normal supply.

Infrastructure Considerations

The Annual Assessment will include consideration of any infrastructure issues that may pertain to near-term water supply reliability, including repairs, construction, and environmental mitigation measures that may temporarily constrain capabilities, as well as any new projects that may add to system capacity.

Other Factors

According to the Alameda County 2016 Local Hazard Mitigation Plan (LHMP), the natural disaster with the greatest potential impact on Alameda County is an earthquake. Alameda County sits in one of the most historically seismically active regions in the United States. The County has been subjected to numerous seismic events, originating both on faults within the County and in other parts of the region. Six major Bay Area earthquakes have occurred since 1800 that have affected the County, and at least two of the faults that produced them run through or into Alameda County. Although there are seven major regional faults that will have a significant impact on Alameda County and the entire western portion of the County is highly susceptible to an earthquake and earthquake damage, an earthquake on the Hayward Fault is currently estimated to be the most likely and has the potential to cause the most damage for Alameda County.

For the San Francisco Region, the likelihood of having a magnitude (M) 6.7 or greater earthquake over the next 30 years (starting from 2014) is 72%. Below are 30-year probabilities for the three major northern California faults:

- San Andreas Fault (northern): M 6.7 or greater, 6.4% chance
- Hayward Fault: M 6.7 or greater, 14.3% chance
- Calaveras Fault: M 6.7 or greater, 7.4% chance

3.3 Six Standard Water Shortage Levels

Per CWC Section 10632 (a)(3)(A), Hayward must include the six standard water shortage levels that represent shortages from the normal reliability as determined in the Annual Assessment. The shortage levels have been standardized to provide a consistent regional and statewide approach to conveying the relative severity of water supply shortage conditions. This is an outgrowth of the severe statewide drought of 2012-2016, and the widely recognized public communication and state policy uncertainty associated with the many different local definitions of water shortage Levels.

The six standard water shortage levels correspond to progressively increasing estimated shortage conditions (up to 10%, 20%, 30%, 40%, 50%, and greater than 50% shortage compared to the normal reliability condition) and align with the response actions Hayward would implement to meet the severity of the impending shortages.

Table 3-1. Water Shortage Contingency Plan Levels

Submittal Table 8-1 Retail Water Shortage Contingency Plan Levels		
Shortage Levels	Percent Shortage Range ¹	Water Shortage Condition
0	0% (Normal)	A Level 0 Water Supply Shortage – Condition exists when Hayward notifies its water users that no supply reductions are anticipated in this year. Hayward proceeds with planned water efficiency best practices to support consumer demand reduction in line with state-mandated requirements and local Hayward goals for water supply reliability. Permanent water waste prohibitions are in place as stipulated in the Hayward’s Water Shortage Response Ordinance.
1	Up to 10%	A Level 1 Water Supply Shortage – Condition exists when Hayward notifies its water users that, due to drought or other supply reductions, a consumer demand reduction of up to 10% is necessary to make more efficient use of water and respond to existing water conditions. Hayward shall implement the mandatory Level 1 conservation measures identified in this ordinance. The type of event that may prompt Hayward to declare a Level 1 Water Supply Shortage may include, among other factors, finding that its wholesale water provider calls for extraordinary water conservation.
2	11% to 20%	A Level 2 Water Supply Shortage – Condition exists when Hayward notifies its water users that, due to drought or other supply reductions, a consumer demand reduction of up to 20% is necessary to make more efficient use of water and respond to existing water conditions. Upon declaration of a Level 2 Water Supply Shortage condition, Hayward shall implement the mandatory Level 2 conservation measures identified in this ordinance.
3	21% to 30%	A Level 3 Water Supply Shortage – Condition exists when Hayward declares a water shortage emergency condition pursuant to California Water Code section 350 and notifies its residents and businesses that up to 30% consumer demand reduction is required to ensure sufficient supplies for human consumption, sanitation and fire protection. Hayward must declare a Water Supply Shortage Emergency in the manner and on the grounds provided in California Water Code section 350.
4	31% to 40%	A Level 4 Water Supply Shortage – Condition exists when Hayward declares a water shortage emergency condition pursuant to California Water Code section 350 and notifies its residents and businesses that up to 40% consumer demand reduction is required to ensure sufficient supplies for human consumption, sanitation and fire protection. Hayward must declare a Water Supply Shortage Emergency in the manner and on the grounds provided in California Water Code section 350.
5	41% to 50%	A Level 5 Water Supply Shortage – Condition exists when Hayward declares a water shortage emergency condition pursuant to California Water Code section 350 and notifies its residents and businesses that up to 50% or more consumer demand reduction is required to ensure sufficient supplies for human consumption, sanitation and fire protection. Hayward must declare a Water Supply Shortage Emergency in the manner and on the grounds provided in California Water Code section 350.

Submittal Table 8-1 Retail Water Shortage Contingency Plan Levels		
Shortage Levels	Percent Shortage Range ¹	Water Shortage Condition
6	>50%	A Level 6 Water Supply Shortage – Condition exists when Hayward declares a water shortage emergency condition pursuant to California Water Code section 350 and notifies its residents and businesses that greater than 50% or more consumer demand reduction is required to ensure sufficient supplies for human consumption, sanitation and fire protection. Hayward must declare a Water Supply Shortage Emergency in the manner and on the grounds provided in California Water Code section 350.
¹ One level in the Water Shortage Contingency Plan must address a water shortage of 50%.		

3.4 Shortage Response Actions

As required in Water Code Section 10632 (a)(4), Hayward has defined specific shortage response actions that align with the defined shortage levels in Tables 3-2 and 3-3. These shortage response actions were developed with consideration to the system infrastructure and operations changes, supply augmentation responses, customer class or water use-specific demand reduction initiatives, and increasingly stringent water use prohibitions

Demand Reduction

Demand reduction measures that would be implemented to address shortage levels are described in Table 3-2 (DWR Submittal Table 8-2). This table indicates which actions align with specific defined shortage levels. It also estimates the extent to which that action would reduce the gap between supplies and demands to demonstrate that the chosen suite of shortage response actions can be expected to deliver the outcomes necessary to meet the requirements of a given shortage level. This table identifies the enforcement action, if any, associated with each demand reduction measure. At the direction of the Hayward City Council, the City of Hayward may add or substitute measures that would result in water reductions equivalent to or greater than the defined levels.

Table 3-2. Demand Reduction Actions

Submittal Table 8-2: Demand Reduction Actions				
Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference	Penalty, Charge, or Other Enforcement?
0	Other water feature or swimming pool restriction	Statewide Prohibition is Required	All decorative water features must re-circulate water or users must secure a waiver from Hayward.	Yes
0	Other	Statewide Prohibition is Required	Washing or hosing down vehicles is prohibited except by use of a handheld container, hose with an automatic shut off device, or at a commercial car wash.	Yes
0	Other – Prohibit use of potable water for washing hard surfaces	Statewide Prohibition is Required	Washing hard or paved surfaces is prohibited except to alleviate safety or sanitary hazards using a handheld container, hose with an automatic shut off device, or a low-volume high pressure cleaning machine that recycles used water.	Yes
0	Landscape – Restrict or prohibit runoff from landscape irrigation	Statewide Prohibition is Required	Watering vegetated areas in a manner that causes excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter, or ditch is prohibited.	Yes
0	Landscape – Other landscape restriction or prohibition	Statewide Prohibition is Required	Irrigating ornamental turf on public street medians is prohibited.	Yes
0	Landscape – Other landscape restriction or prohibition	Statewide Prohibition is Required	No landscape watering shall occur within 48 hours after measurable precipitation.	Yes
0	Landscape – Other landscape restriction or prohibition	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	Any new planting should be performed with drought tolerant plants, as listed in Hayward's established Drought Tolerant Plant List.	Yes
0	CII – Restaurants may only serve water upon request	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	CII - Restaurants may only serve water upon request.	Yes

Submittal Table 8-2: Demand Reduction Actions				
Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference	Penalty, Charge, or Other Enforcement?
0	CII – Lodging establishment must offer opt out of linen service	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	CII - Lodging establishment must offer opt-out of linen service.	Yes
0	CII – Other CII restriction or prohibition	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	No single pass cooling systems may be installed in new or remodeled buildings.	Yes
0	Other – Prohibit vehicle washing except at facilities using recycled or recirculating water	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	All new commercial car wash and laundry facilities must re-circulate the wash water or obtain a waiver from Hayward.	Yes
0	Other – Require automatic shut of hoses	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	Use a shutoff nozzle on hoses.	Yes
0	Other	On-going Long Term Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	Unauthorized use of hydrants is prohibited. Authorization for use must be obtained from Hayward.	Yes
1	Expand Public Information Campaign	0-1%	Community Outreach and Messaging (Expand Public Information Campaign)	No
1	Expand Public Information Campaign	0-1%	Encourage customers to wash only full loads when washing dishes or clothes.	No
1	Expand Public Information Campaign	0-1%	Encourage customers to use pool covers to minimize evaporation.	No

Submittal Table 8-2: Demand Reduction Actions				
Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference	Penalty, Charge, or Other Enforcement?
1	Provide Rebates for Turf Replacement	0-1%	Provide rebates for turf replacement.	No
1	Other – Customers must repair leaks, breaks, and malfunctions in a timely manner	0-1%	Fix leaks or faulty sprinklers promptly/within 5 day(s).	Yes
1	Landscape – Limit landscape irrigation to specific times	0-5%	Watering or irrigation of vegetated areas is prohibited between 9 am and 6 pm except by use of a handheld device, hose equipped with an automatic shutoff device, or for adjusting or repairing an irrigation system for short periods of time.	Yes
1	CII – Other CII restriction or prohibition	0-1%	Commercial, industrial, institutional equipment must be properly maintained and in full working order.	Yes
1	Other	5-10%	Other Prohibited Uses: Hayward may implement other prohibited water uses as determined, after notice to customers.	Yes
2	Landscape – Prohibit certain types of landscape irrigation	0-1%	All non-essential water use for commercial and industrial use should cease.	Yes
2	Provide Rebates on Plumbing Fixtures and Devices	0-1%	Provide rebates on plumbing fixtures and devices.	No
2	Other – Customers must repair leaks, breaks, and malfunctions in a timely manner	0-1%	Fix leaks or faulty sprinklers within 4 day(s).	Yes
2	Landscape – Limit landscape irrigation to specific days	5-10%	Irrigation shall be limited to 3 days per week turf watering when using potable water. Plant containers, trees, shrubs and vegetable gardens may be watered additional days using only drip irrigation or hand watering.	Yes

Submittal Table 8-2: Demand Reduction Actions				
Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference	Penalty, Charge, or Other Enforcement?
2	Water Features – Restrict water use for decorative water features, such as fountains	0-1%	Filling or refilling ornamental lakes and ponds is prohibited. Ornamental lakes and ponds that sustain aquatic life of significant value and were actively managed prior to the storage declaration are exempt.	Yes
2	Decrease Line Flushing	0-1%	Decrease line flushing.	Yes
2	Pools and Spas – Require covers for pools and spas	0-1%	Pools and Spas - Require covers for pools and spas.	Yes
2	Other	5-10%	Other Prohibited Uses: Hayward may implement other prohibited water uses as determined, after notice to customers.	Yes
3	Other – Customers must repair leaks, breaks, and malfunctions in a timely manner	0-1%	Fix leaks or faulty sprinklers within 3 day(s).	Yes
3	Other water feature or swimming pool restriction	0-1%	Decorative water features that use potable water must be drained and kept dry.	Yes
3	Other – Prohibit use of potable water for construction and dust control	0-1%	Require a construction water use plan be submitted to the water supplier that addresses how impacts to existing water users will be mitigated (such as dust control).	Yes
3	Landscape – Limit landscape irrigation to specific days	5-15%	Irrigation shall be limited to 2 days per week turf watering when using potable water. Plant containers, trees, shrubs and vegetable gardens may be watered additional days using only drip irrigation or hand watering.	Yes
3	Other	5-10%	Other Prohibited Uses: Hayward may implement other prohibited water uses as determined, after notice to customers.	Yes

Submittal Table 8-2: Demand Reduction Actions				
Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference	Penalty, Charge, or Other Enforcement?
4	Other water feature or swimming pool restriction	0-1%	Existing pools shall not be emptied and refilled using potable water unless required for public health and safety purposes.	Yes
4	Other water feature or swimming pool restriction	0-1%	No new permits for pools will be issued.	No
4	Landscape – Limit landscape irrigation to specific days	5-15%	Irrigation shall be limited to 1 day per week turf watering when using potable water. Plant containers, trees, shrubs and vegetable gardens may be watered additional days using only drip irrigation or hand watering.	Yes
5	Other	5-10%	Hayward may reduce water allocations in all categories to meet the available water supply.	Yes
5	Landscape – Prohibit certain types of landscape irrigation	0-1%	Watering of parks, school grounds, and recreation fields is prohibited, except for rare plant or animal species	Yes
5	Other	5-10%	Other Prohibited Uses: Hayward may implement other prohibited water uses as determined, after notice to customers.	Yes
5	Moratorium or Net Zero Demand Increase on New Connections	0-2%	Moratorium or net zero demand on new connections	No
6	Landscape - Prohibit all landscape irrigation	0-5%	Hayward may shut off all non-essential water services. All irrigation is prohibited.	Yes
6	CII – Other CII restriction or prohibition	5-15%	Water for commercial, manufacturing, or processing purposes shall be reduced in volume by up to 50% or exceeded if necessary for public health and safety purposes.	Yes
6	Other	0-15%	Water use for public health and safety purposes only. Customer rationing may be implemented.	Yes

Supply Augmentation

The supply augmentation actions are described in Table 3-3 (DWR Submittal Table 8-3). They represent short-term management objectives triggered by the WSCP and do not overlap with the long-term new water supply development or supply reliability enhancement projects. Hayward relies on SFPUC’s reliability portfolio of water supply programs including existing water transfers, storage, and exchange agreements to supplement gaps in Hayward’s supply/demand balance.

Catastrophic Supply Interruption

Catastrophic supply interruptions refer to occurrences of water supply interruptions due to an event such as an earthquake, regional power outage or other incidents in which water supplies are limited in a sudden and severe way. Hayward has taken significant steps to plan for supplemental potable water supplies in the event of such an occurrence, with a diversity of options for meeting emergency demand.

Emergency Interties

Hayward has emergency water intertie agreements with two neighboring agencies, one of which, East Bay Municipal Utilities District (EBMUD), is fully independent of the SFPUC RWS. The other agency, Alameda County Water District (ACWD) receives about 70% of its supply from sources other than SFPUC. In addition to the interties with other agencies, Hayward has a number of locations where adjacent fire hydrants have been constructed which can be connected with portable hoses to provide water for firefighting or during emergencies.

A Regional Water System Intertie, owned jointly by SFPUC and EBMUD, is located in and operated by Hayward. The purpose of the intertie is to transfer water between SFPUC and EBMUD via Hayward’s distribution system during emergency conditions. Up to 30 MGD of water can be delivered in either direction. During operation of the Regional Water system Intertie, Hayward would be supplied with sufficient water first, then the remaining water would be delivered to either SFPUC or EBMUD.

Emergency Groundwater Wells

Hayward maintains five emergency groundwater wells with a combined theoretical short-term pumping capacity of about 9,400 gallons per minute (gpm) or nearly 13.6 MGD. In the event that SFPUC transmission lines are not able to meet Hayward’s demands for a limited time, due to a short-term emergency, these wells can be activated. There is an emergency power generator located at each well site.

Table 3-3. Supply Augmentation and Other Actions

Submittal Table 8-3: Supply Augmentation and Other Actions			
Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier	How much is this going to reduce the shortage gap?	Additional Explanation or Reference
5	Other Purchases	Potential yield will depend on agency's ability to deliver water	Emergency Interties with EBMUD, ACWD, and the Regional Emergency Intertie
5	Other Actions (describe)	Potential yield is 14 MGD	Hayward’s emergency water supply system includes 5 emergency groundwater supply wells that collectively have 14 MGD potential yield (see first note in NOTES section below)
<p>NOTES:</p> <ol style="list-style-type: none"> Volume listed is the theoretical amount that could be obtained through the interties. Actual volumes will depend on the agency's ability to deliver water. Emergency wells permitted for short-term (five consecutive days) use only. 			

Operational Changes

During shortage conditions, operations may be affected by supply augmentation or demand reduction responses. Hayward considered its operational procedures to identify changes that can be implemented to address water shortage on a short-term basis, such as reduced amounts of water maintained in storage. All changes would be carefully evaluated to ensure sufficient supply and pressure to meet health and safety requirements, including fire suppression.

Additional Mandatory Restrictions

California Water Code Section 10632(a)(4)(D) calls for “additional, mandatory prohibitions against specific water use practices that are in addition to state-mandated prohibitions and appropriate to the local conditions” to be included among the WSCP’s shortage response actions. Hayward has identified additional, mandatory restrictions in Hayward City Code Section. 11-2.47 – Prohibition of Wasteful Water Practices (Appendix A). Hayward reserves the right to add additional measures as needed to achieve water supply reductions.

Emergency Response Plan (Hazard Mitigation Plan)

A catastrophic water shortage would be addressed according to the appropriate water shortage level and response actions. It is likely that a catastrophic shortage would immediately trigger Shortage Level 6 and response actions have been put in place to mitigate a catastrophic shortage. In addition, there are several plans that address catastrophic failures and align with the WSCP including the City of Hayward Emergency Response Plan and Alameda County 2016 Local Hazard Mitigation Plan.

Hayward Emergency Response Plan

Hayward developed and maintains a comprehensive Water System Emergency Response Plan (ERP) to incorporate all aspects of emergency planning into one document. The ERP utilizes the Standardized Emergency Management System to identify roles and responsibilities during an emergency, and includes instructions for communicating with SFPUC and other key agencies. The ERP also describes methods for communicating with customers, including the following actions that could be taken in the event of catastrophic interruption in water supplies:

- Notify customers of the need to limit water consumption. Notification could be through media contact, social media, website updates, written notices posted in public places or hand delivered, and use of an emergency notification telephone system.
- Make contact with high water usage businesses and other businesses through use of the “sensitive water users” list that Hayward maintains.

Hayward is a member of the Water Agency Response Network (WARN), a mutual aid agreement with water agencies throughout the state of California. WARN supports and promotes statewide emergency preparedness, disaster response, and mutual assistance for water agencies.

Hayward also will refer to its current American Water Infrastructure Act Risk and Resilience Assessment and Emergency Response Plan in the event of a catastrophic supply interruption. This ERP contains sensitive infrastructure information and is therefore not included as an appendix or available for public review.

Seismic Risk Assessment and Mitigation Plan

Per the Water Code Section 10632.5, suppliers are required to assess seismic risk to water supplies as part of their WSCP.

City of Hayward Seismic Assessment and Mitigation Efforts

Subsequent to the Loma Prieta seismic event in 1989, Hayward initiated a significant effort to assess and mitigate seismic vulnerabilities in the water distribution system and to increase reliable emergency backup water supplies. Emergency supplies are discussed in the Supply Augmentation section earlier in this WSCP and include

interties with neighboring agencies and the construction of five emergency groundwater wells. Hayward also operates a regional emergency intertie, owned jointly by SFPUC and EBMUD, which can deliver emergency supplies between the two agencies, through Hayward, and from which Hayward may receive water supply on a short-term emergency basis.

In 1995, Hayward engaged Dames and Moore to prepare seismic performance requirements for the water system facilities, site specific geologic and seismic hazard evaluations, and seismic evaluations of all structures. The results of this study were incorporated into Hayward's Capital Improvement Program (CIP). G&E Engineering performed a seismic vulnerability assessment in 2003, which led to practical recommendations for retrofits and updated seismic design criteria. Also in 2003, Hayward prepared a pipeline assessment at 46 fault crossings to assess fault rupture hazards. As a result of this analysis, vulnerable pipeline was replaced with welded steel pipes, valving and piping were added for bypass or isolation, and fire hydrants were installed on both sides of the fault line to allow for potable-rated water hoses.

Hayward continues to assess seismic vulnerabilities within the water distribution system and includes projects as needed into the CIP to ensure reliability and redundancy in the event of an earthquake.

Alameda County Local Hazard Mitigation Plan

Hayward is located in the jurisdiction of Alameda County, which developed the Alameda County Local Hazard Mitigation Plan. The LHMP is organized into nine sections; Sections 4-7 address earthquakes and are described below for reference:

- **Section 4: Hazard Assessment** – A hazards analysis includes identifying, screening, and profiling each hazard. The hazards analysis encompasses natural, human-caused, and technological hazards.
- **Section 5: Risk Assessment** – A risk assessment predicts the extent of exposure that may result from a hazardous event of a given intensity in a given area. The analysis provides quantitative data that may be used to identify and prioritize potential mitigation measures by allowing communities to focus attention on areas with the greatest risk of damage.
- **Section 6: Capability Assessment** – A capability assessment identifies and evaluates the human, technical, financial, legal, and regulatory resources available for hazard mitigation. It also describes the current, ongoing, and recently completed mitigation projects.
- **Section 7: Mitigation Strategy** – A mitigation strategy includes the identification of mitigation goals and actions that will reduce the risks of each hazard and vulnerability to the local population and built environment for each local participant.

SFPUC Preparation for Catastrophic Supply Interruption

The SFPUC maintains various planning documents which collectively address its emergency preparedness and planned response in the event of a catastrophic interruption of water supplies due to power outages, earthquakes, or other disasters. This includes Emergency Preparedness Plans, Emergency Drinking Water Planning, and Power Outage Preparedness and Response. Should a catastrophic interruption occur, Hayward will coordinate with SFPUC for the possible proclamation of a local emergency and emergency mitigation.

Shortage Response Action Effectiveness

For each specific Shortage Response Action identified, the WSCP also estimates the extent to which that action will reduce the gap between supplies and demands identified in Table 3-2 (DWR Submittal Table 8-2). To the extent feasible, Hayward has estimated percentage savings for the chosen suite of shortage response actions, which can be anticipated to deliver the expected outcomes necessary to meet the requirements of a given shortage level.

3.5 Communication Protocols

Timely and effective communication is a key element of the WSCP implementation. In the context of water shortage response, the purpose may be an immediate emergency water shortage situation, as may result from an earthquake, or a longer-term emergency shortage condition, as may result from a drought. In an immediate emergency, Hayward will activate the communication protocol detailed in the Emergency Response Plan. In a longer-term emergency water shortage situation, Hayward will implement the communication protocols described below.

Per the Water Code Section 10632 (a)(5), Hayward has established communication protocols and procedures to inform customers, the public, interested parties, and local, regional, and state governments regarding any current or predicted shortages as determined by the Annual Assessment described pursuant to Section 10632.1, any shortage response actions triggered or anticipated to be triggered by the Annual Assessment described pursuant to Section 10632.1, and any other relevant communications.

Communication protocols for longer-term water shortage conditions are focused on communicating the water shortage contingency planning actions derived from the results of the Annual Assessment, and it would likely be triggered based upon the decision-making process in Section 3.2. Prior to a water shortage level declaration, Hayward will perform outreach to inform customers of water shortage levels and definitions, targeted water savings for each drought stage, guidelines that customers are to follow during each stage, and sources of current information on Hayward's supply and demand response status. The type and degree of communication will vary with each shortage level. Predefined communication objectives and tools will ensure Hayward's ability to message necessary events and information to ensure compliance with shortage response actions. These communication objectives and tools are summarized in Figure 3-3 and Appendix B.

Hayward's Public Information Office will lead public information and outreach efforts. Hayward will share information and provide guidance to its customers as well as monitor the customer response and attitude toward both voluntary and mandatory customer response guidelines. Hayward's customer outreach is required to successfully achieve targeted water savings during each shortage level.

Figure 3-3. Communication Procedures

Water Shortage Level	0	1	2	3	4	5	6
Goal	Create an awareness of water shortage level status and encourage water efficiency from all citizens.						
Objective	Permanent Water Waste Prohibitions, Water Awareness	Compliance with response actions, 10% reduction in water use	Compliance with response actions, 20% reduction in water use	Compliance with response actions, 30% reduction in water use	Compliance with response actions, 40% reduction in water use	Compliance with response actions, 50% reduction in water use	Compliance with response actions, Essential Water Use only
Outreach Strategies	1) City Website 2) Written and Print Media 3) Social Media 4) Community Outreach 5) Educational Outreach 6) Direct communication with high water users 7) Communication with commercial/industrial water users 8) City Water Efficiency Programs 9) Water Use Communications 10) Partnerships/Regional Initiatives						
City Website	✓	✓	✓	✓	✓	✓	✓
Social Media							
<i>Facebook</i>		✓	✓	✓	✓	✓	✓
<i>Instagram</i>		✓	✓	✓	✓	✓	✓
<i>Twitter</i>		✓	✓	✓	✓	✓	✓
Digital and Print Media							
<i>Flyers/Signage/Brochures</i>			✓	✓	✓	✓	✓
<i>Consumer Confidence Reports (CCRs)</i>		✓	✓	✓	✓	✓	✓

Water Shortage Level	0	1	2	3	4	5	6
Media Relations							
<i>News Stories/News</i>			✓	✓	✓	✓	✓
<i>Releases/Newsletters</i>		✓	✓	✓	✓	✓	✓
Community Outreach							
<i>Public Events</i>			✓	✓	✓	✓	✓
<i>Promotional Giveaways</i>	✓	✓	✓	✓	✓	✓	✓
Educational Outreach							
<i>School Programs</i>	✓	✓	✓	✓	✓	✓	✓
Water Efficiency Programs							
<i>Rebate/Incentive Programs</i>	✓	✓	✓	✓	✓	✓	✓
<i>Turf Removal</i>	✓	✓	✓	✓	✓	✓	✓
<i>Water Surveys</i>	✓	✓	✓	✓	✓	✓	✓
<i>California Friendly Landscaping Classes</i>	✓	✓	✓	✓	✓	✓	✓

Water Shortage Level	0	1	2	3	4	5	6
Direct Customer Communication							
Billing Inserts			✓	✓	✓	✓	✓
Water Use Notifications			✓	✓	✓	✓	✓
Partnerships/ Regional Initiatives		✓	✓	✓	✓	✓	✓
Message Frequency	Ongoing, regular messaging	Frequency escalates depending on water shortage level and/or financial budget.					

3.6 Compliance and Enforcement

Per CWC 10632 (a)(6), Hayward has defined customer compliance, enforcement, appeal, and exemption procedures for triggered shortage response actions in Hayward Code Section. 11-2.47 – Prohibition of Wasteful Water Practices.

Enforcement of the WSCP ranges from written communications and warnings to administrative fines and restriction of water service, depending on the severity of the drought and the nature of the water waste. Hayward has provided the community with tools to easily report instances of water waste through a dedicated telephone line and email address, as well as through Hayward’s on-line communication tool known as Access Hayward. In most cases, formal notification from Hayward to the property owner is sufficient to achieve compliance. If violations continue, Hayward may use door hangers to advise customers of the violation and potential consequences of non-compliance. Hayward has the authority to issue administrative fines for ongoing violations and egregious incidents of water waste, as well as the ability to terminate or restrict water service if necessary.

In the event of a severe or extended water shortage, it is likely that excess use penalties would be implemented. During the most recent period of mandatory rationing (in the early 1990s), customers were given water allocations and excess use charges were implemented, set on a “graduated” basis. As an example, excess water use up to 10% over the allotment may be billed at a higher rate per unit, and an additional higher tier may be imposed for excess water use from 10% to 20% over the allotment, and so on. It is expected that some variation of this structure would be adopted in the event of future mandatory rationing, as approved by the City Council and based on the excess use charges imposed by SFPUC, Hayward’s wholesale water supplier.

3.7 Legal Authorities

Per CWC 10632 (a)(7)(A), Hayward has provided a description of the legal authorities that empower it to implement and enforce its shortage response in Hayward City Code Section. 11-2.47 – Prohibition of Wasteful Water Practices.

Per CWC 10632 (a)(7)(B), Hayward shall declare a water shortage emergency condition to prevail within the area served by such wholesaler whenever it finds and determines that the ordinary demands and requirements of water consumers cannot be satisfied without depleting the water supply of the distributor to the extent that there would be insufficient water for human consumption, sanitation, and fire protection.

Per CWC (a)(7)(C), Hayward shall coordinate with Alameda County within which it provides water supply services for the possible proclamation of a local emergency under California Government Code, California Emergency Services Act (Article 2, Section 8558).⁶ Table 3-4 identifies the contacts for all cities or counties for which Hayward provides service in the WSCP. Along with developed coordination protocols, Hayward can facilitate compliance with this section of the Water Code in the event of a local emergency as defined in subpart (c) of Government Code Section 8558.

Table 3-4. Agency Contacts and Coordination Protocols

Contact	Agency	Coordination Protocols
Alameda County Administrator, or designee	County of Alameda	Hayward will initiate and maintain communication with the County to coordinate compliance with WSCP actions through email, in-person meetings, written communication and other available methods.

⁶ California State Legislature. (1970). Government Code Section 8558. https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV§ionNum=8558

3.8 Financial Consequences of the WSCP

Per CWC Section 10632(a)(8), suppliers must include a description of the overall anticipated financial consequences of implementing the WSCP, including potential reductions in revenue and increased expenses associated with implementation of the shortage response actions. This should be coupled with an identification of the anticipated mitigation actions needed to address these financial impacts.

Hayward's rate structure is based on a cost-of-service method where the beneficiaries of the service pay for the cost of providing service and where one customer class does not unduly subsidize another. Water rates are reviewed regularly to ensure adequate revenues are generated to meet operating and capital expenses, and a key factor in establishing appropriate rates is anticipated consumption. The Water Shortage Actions designed to address a range of water shortage conditions have the potential to impact Hayward's revenues and expenditures. To assess these potential impacts, Hayward reviewed the revenue impacts resulting from each shortage stage percent reduction in sales as compared to an estimate of a normal year baseline. Other factors considered included water losses, pricing structure, and avoided costs.

In addition to reduced revenues, Hayward anticipates expending additional funds during a water shortage in order to implement an effective water use reduction program and water rationing. Additional costs may include:

- Computer programming modifications to implement excess water use fees
- Computer programming needed to determine appropriate customer allocations
- Advertising and public education materials
- Additional water conservation program costs for increased rebates and incentives
- Additional customer service staff to support rationing and water conservation programs

Drought Rate Structures and Surcharges

Revenue and expenditure impacts would be mitigated in part by lower costs for purchasing water. However, in the event of long-term or severe water shortage, it is anticipated that Hayward would develop a rate structure, including excess use charges, to address the revenue impacts.

Use of Financial Reserves

In the short-term, Hayward also would rely on the short-term use of reserves to offset the impact of water use reductions and additional water shortage-related costs. Water system financial resources are prudently managed to maintain sufficient reserves for such purposes.

Other Measures

Hayward would seek other means of mitigating the impact of water use reductions. Short-term cost efficiencies may be implemented. Also, some types of maintenance may be deferred if such deferment would not compromise water quality or reliability.

3.9 Monitoring and Reporting

Per CWC 10632(a)(9), Hayward is required to provide a description of the monitoring and reporting requirements and procedures that have been implemented to ensure appropriate data is collected, tracked, and analyzed for purposes of monitoring customer compliance and to meet state reporting requirements.

Monitoring and reporting key water use metrics is fundamental to water supply planning and management. Monitoring is also essential in times of water shortage to ensure that the response actions are achieving their intended water use reduction purposes or if improvements or new actions need to be considered (see Section 3.10). Monitoring for customer compliance tracking is also useful in enforcement actions. With the implementation of Advanced Metering Infrastructure (AMI), Hayward will have access to additional data by customer, time-of-day usage, areas of Hayward, and other metrics to help determine the effectiveness of customer outreach, and to guide additional needed educational and enforcement actions.

Under normal water supply conditions, potable water production figures are recorded daily. Weekly and monthly reports are prepared and monitored. This data also will be used to measure the effectiveness of any water shortage contingency level that may be implemented. Hayward will participate in monthly BAWSCA meetings to receive updates on water supply conditions and coordinate regional messaging and water reduction strategies.

3.10 WSCP Refinement Procedures

Per CWC 10632 (a)(10), Hayward must describe reevaluation and improvement procedures for systematically monitoring and evaluating the functionality of the WSCP in order to ensure shortage risk tolerance is adequate and appropriate water shortage mitigation strategies are implemented as needed.

Hayward's WSCP is prepared and implemented as an adaptive management plan. Hayward will use the monitoring and reporting process defined in Section 3.9 to refine the WSCP. In addition, if certain procedural refinements or new actions are identified by Hayward staff, or suggested by customers or other interested parties, Hayward will evaluate their effectiveness to determine whether to incorporate them into the WSCP and, if incorporated, implement them in a timely manner at the appropriate water shortage level.

The WSCP will be periodically re-evaluated to ensure its shortage risk tolerance is adequate and the shortage response actions are effective and up to date based on lessons learned. The WSCP may be revised during the next UWMP cycle to incorporate new information, such as actions that are no longer applicable or effective. If revisions to the WSCP are warranted before the UWMP is updated, the WSCP will be updated outside of the UWMP cycle, subject to City Council consideration and approval. In the course of preparing the Annual Assessment each year, Hayward staff will routinely consider the functionality of the overall WSCP and will prepare recommendations for the City Council if changes are warranted.

3.11 Special Water Feature Distinction

Per CWC 10632 (b), Hayward has defined water features as those that are artificially supplied with water, including ponds, lakes, waterfalls, and fountains, and are separate from swimming pools and spas, as defined in subdivision (a) of Section 115921 of the Health and Safety Code.

3.12 Plan Adoption, Submittal, and Availability

Per CWC Section 10632 (a)(c), Hayward provided notice of the availability of the draft 2020 UWMP and draft 2020 WSCP and notice of the public hearing to consider adoption of the WSCP. Public review drafts of the 2020 UWMP and 2020 WSCP were posted prominently on Hayward's website⁷ on July 2, 2021. Copies of the draft WSCP were made available for public inspection at the City Clerk's Office and the Department of Public Works & Utilities, as well as the Hayward public libraries. Public hearing notifications were published in *The Daily Review* on July 2 and July 9, 2021. Copies of the Notice of Public Hearing are included in Appendix C.

The City Council conducted a public hearing for the draft 2020 UWMP and draft 2020 WSCP at its regular meeting on July 20, 2021, after which the Council considered and adopted the 2020 UWMP and the 2020 WSCP. See Appendix D for the adoption resolution approving the WSCP.

Hayward's adopted 2020 UWMP and 2020 WSCP were filed with DWR, the California State Library, and Alameda County within 30 days of adoption. Hayward will make the WSCP available for public review on its website no later than 30 days after filing with DWR. Based on DWR's WSCP review, Hayward will make any amendments in its adopted WSCP as required by DWR. If the 2020 WSCP is revised after the 2020 UWMP is approved by DWR, then an electronic copy of the revised WSCP will be submitted to DWR within 30 days of its adoption.

⁷ www.hayward-ca.gov

4 REFERENCES

All links below were accessed in July 2021 unless otherwise indicated.

Bay Area Water Supply and Conservation Agency (BAWSCA). (2021). BAWSCA Common Language, March 1, 2021, Attachment B: Updated 2020 UWMP Drought Cutbacks, Tables C and D.

Ibid. (2021). BAWSCA Common Language, April 8, 2021, Attachment B: Updated 2020 UWMP Drought Cutbacks.

California State Legislature. (1970). Government Code Section 8558.

https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV§ionNum=8558

City of Hayward. (2021). *Draft 2020 Urban Water Management Plan*, pending completion July 2021.

<https://www.hayward-ca.gov/documents/urban-water-management-plan>

Ibid. (2015). City Council Resolution 17-014.

<https://www.hayward-ca.gov/sites/default/files/GSA%20Formation%20Resolution.pdf>

County of Alameda 2016 Local Hazard Mitigation Plan. (2016). <https://lhmp.acgov.org/documents/Alameda-LHMP-FINAL-Public-combined-18.pdf>

San Francisco Public Utilities Commission (SFPUC). (2021). *2020 Urban Water Management Plan*, Appendix K: Water Shortage Contingency Plan. https://www.sfpuc.org/sites/default/files/programs/local-water/SFPUC_2020_UWMP2020_%20FINAL.pdf

Ibid. (2020). *SFPUC 2020 Capital Improvement Plan*, adopted February 11, 2020. (2020)

<https://sfwater.org/index.aspx?page=1314>

Ibid. (2021). SFPUC memo from Paula Kehoe, Director of Water Resources, dated January 22, 2021, Regional Water Supply Reliability, Table 3.

APPENDIX A – HAYWARD WATER SHORTAGE CONTINGENCY RESPONSE CODE

Below is the weblink to the current City of Hayward Municipal Code Chapter 11-2.47 Prohibition of Wasteful Water Practices (last accessed on July 16, 2021):

https://library.municode.com/ca/hayward/codes/municipal_code?nodeId=HAYWARD_MUNICIPAL_CODE_CH11PUUT_ART2HAMUWASY_S11-2.47PRWAWAPR

APPENDIX B – COMMUNICATION PROCEDURES

Public communication is an ongoing activity where the purpose, audience, message, tools, and channels may change at any given moment. In the context of water shortage response, the purpose may be an immediate water shortage situation, such as may result from an earthquake or a longer-term condition like drought. In an immediate water shortage emergency, Hayward will activate the communication protocol detailed in the City of Hayward American Water Infrastructure Act Risk and Resilience Assessment and Emergency Response Plan (ERP). In a longer-term water shortage situation, Hayward will implement the procedures identified in this Communication Plan.

Timely and effective communication is a key element of implementing the WSCP. Per CWC Section 10632 (a)(5), Hayward has established communication protocols and procedures to inform stakeholders regarding any current or predicted shortages as determined by the Annual Assessment described pursuant to Section 10632.1, any shortage response actions triggered or anticipated to be triggered by the Annual Assessment described pursuant to Section 10632.1, and any other relevant communications.

Emergency Response Plan Communication

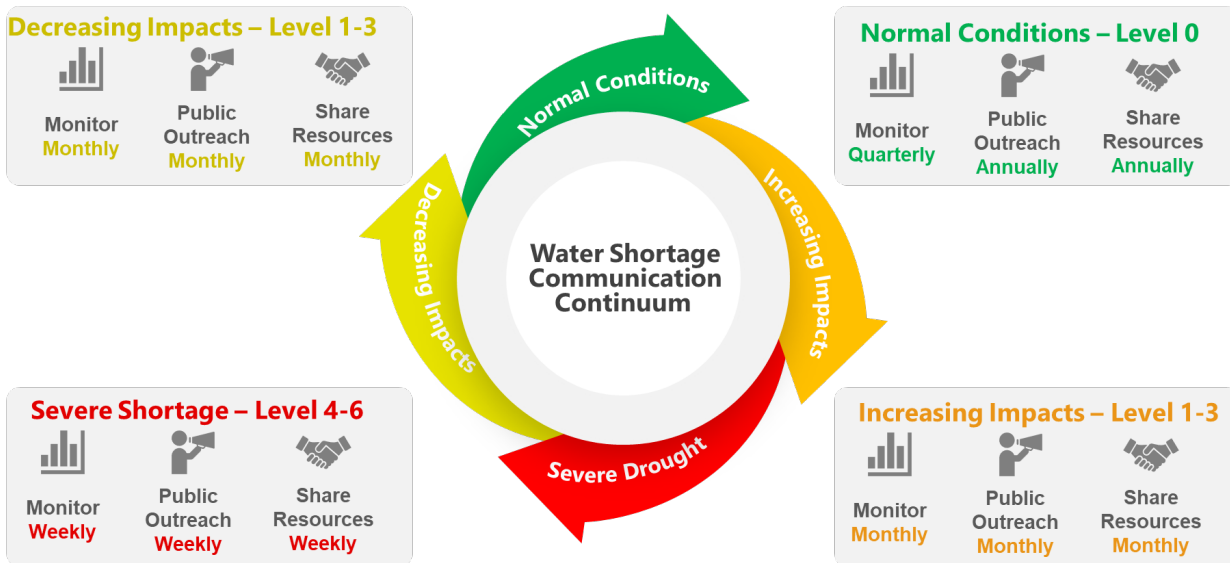
The ERP defines the actions to be taken by Hayward staff to reduce the loss of water and wastewater infrastructure, to respond effectively to a disaster, and to coordinate recovery operations in the aftermath of any emergency involving extensive damage to local and regional water and wastewater utilities. The ERP includes activation notification protocols that will be used to contact partner agencies to inform them of the situation, activation status of the ERP, known damage or impacts, or resource needs. The ERP is a standalone document that is reviewed annually and updated every five years. Refer to the ERP for full details.

Hayward Water Shortage Communication Plan

The Water Shortage Communication Plan serves as the baseline understanding for how Hayward will provide information and value to its various stakeholders, partners, and employees during normal conditions where water efficiency is an everyday goal for water supply reliability. In times of water shortage, this Communications Plan can be enhanced for the purposes of a Water Shortage Communication Plan. Hayward's Water Division works to elevate public awareness and participation in water efficiency so that in the event of a water shortage the community is aware of the importance of response actions and can identify as an active participant in Hayward's goals. The Communications Plan is designed to provide transparent, reliable, and accurate information to the public and collaborating agencies by identifying goals and objectives for each shortage level and outlining the appropriate communication interface tools and implementation schedule for effective communication.

Goals and Objectives

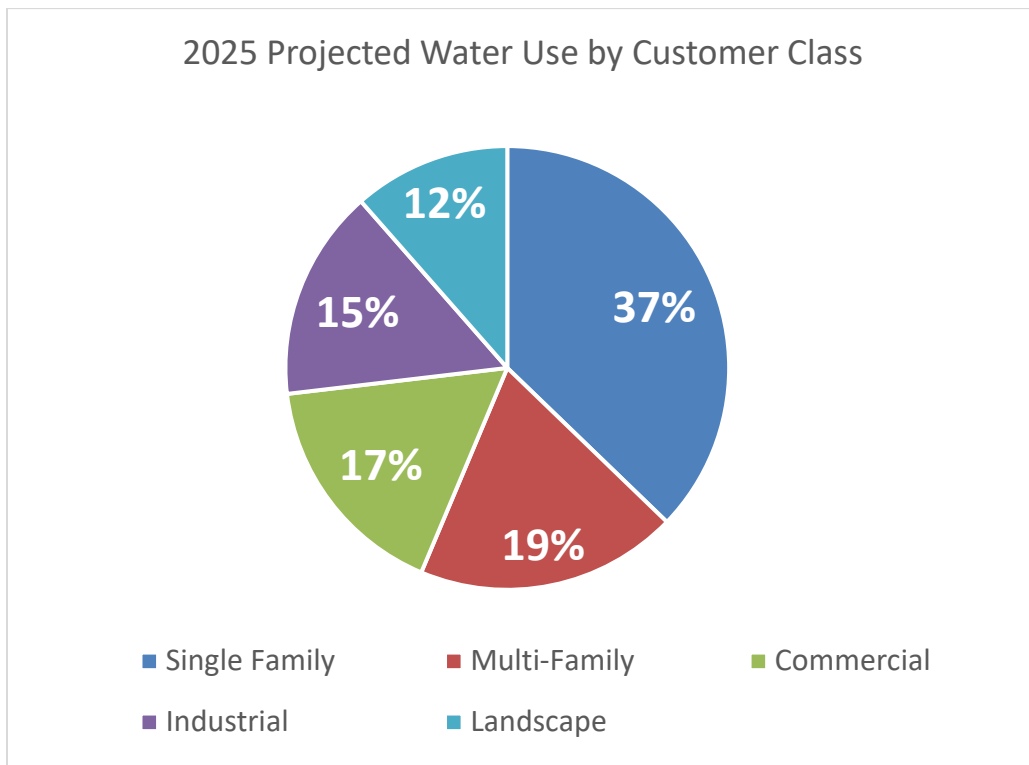
The goal of Hayward's Water Shortage Communication Plan is to create a local awareness of water shortage conditions and to encourage water efficiency from all citizens. The Water Shortage Communication Plan objectives further refine the focus of the program goal to achieve a desired outcome at the shortage level. As a water shortage condition escalates, the objectives of the Communication Plan also escalate to ensure progress toward water supply reliability. The defined objectives for each water shortage level will determine the information that is communicated at that level.



Target Audiences

Hayward reviewed its water demand and customer class profile to develop a communication plan to be the most effective with its unique customer profile and water demands. Based on the 2025 projections, Hayward’s Single Family water use is expected to account for 37% of the total water demand. Commercial (including Institutional) and Industrial water use combined are projected to account for 32% of total demand. Multi-Family and Landscape use are projected to account for 19% and 12% of total demand, respectively.

By understanding the local customer and water use profile, Hayward can implement a Water Shortage Communication Plan that leverages the appropriate communications tools to reach the target audience most effectively during a water shortage.



Hayward has further refined its customer categories to identify the following target audiences for communication:

- Hayward staff
- Homeowners and renters
- Business owners
- Local Industries
- Property owners and managers
- School district administrators and teachers
- Elected officials and staff
- Environmental/public interest groups
- General public
- Local media
- Homeowners associations
- Golf courses

Communications Interfaces and Tools

During normal and water shortage conditions, Hayward will utilize a comprehensive set of communication interface tools to engage water customers. The interface options and tools include the following:

- Water bill communications
- Website information on the City of Hayward homepage
- Social media outreach
- Media coverage (print and electronic)
- Publications and handouts
- Water Bill Pay Portal communication
- Presence at local events
- Mayor/Manager Public Service Announcements
- Direct mailings to homes and businesses
- School education programs

Communication Tactics and Implementation Schedule

Hayward understands its responsibility to be transparent, accountable, have a positive impact on the community, and provide actionable guidance in times of water shortage. Carefully developed and executed communication tactics and implementation schedules will establish trust and credibility for all stakeholders by clearly communicating expectations and responsibilities. Below is a description of the Water Shortage Communication Tactics. These tactics will be implemented according to the schedule and objectives defined in Section 3.5, Figure 3-3.

This Water Shortage Communication Plan is designed to have a standard set of tactics systematically align to the current water shortage level. For example, information that may be educational during Shortage Level 0 will shift to specific status information and shortage level response action requirements, as defined in Section 3.4 and Table 3-2 (DWR Submittal Table 8-2), as water shortage levels increase from 1 to 6. In Shortage Level 0, communication will include a general overview of water efficiency and water shortage levels so, in the event of a water shortage, the understanding and response requirements are familiar. As the water shortage levels increase, messaging will align with specific shortage level response requirements and objectives.

Website

- Hayward website: Provide water efficiency information and resources on the City of Hayward website including water shortage level status.

- Water Shortage Indicator: develop a permanent image on the web page that identifies water shortage level status. Image will be updated promptly when status level changes and will link to additional shortage level information.

Social Media

- Facebook/Nextdoor/Instagram: Post water efficiency information and shortage level status on Hayward's Facebook page. This may include unique Hayward content or reposting of regional messages and images.
- Twitter: Tweet water efficiency information and water shortage level status on Hayward's account. This may include unique Hayward content or reposting of regional messages and images.

Digital and Print Media

- Flyers/Signage/Brochures: Create and provide informational materials on water efficiency actions, local/regional water resource awareness, and water shortage level status.
- Consumer Confidence Reports (CCRs): Provide a conservation reminder in CCRs along with conservation tips.

Media Relations

- News stories/News Releases/Newsletters: Provide news releases with information regarding water shortage level and expected trends.
- Briefing Papers/Talking Points: Provide briefing papers to local media outlets such as newspapers, magazines, and other publications. This also may include social media posts and infographics.

Community Outreach

- Public Events: Promote water efficiency and water awareness at local events such as parades, festivals, farmers market, and community organizations.
- Promotional Giveaways: Provide promotional water efficiency devices or messaging materials (i.e., hats, stickers, mugs, etc.) promoting water efficiency and response.

Educational Outreach

- School Programs: Provide water resource and efficiency presentations for local schools, including information and response to water shortage levels.
- Residential Water Efficiency Educational Classes: Provide educational classes to community on topics such as finding and fixing leaks, irrigation program scheduling, waterwise vegetation, etc.
- Non-residential Water Efficiency Training Classes/Programs: Provide training programs to local irrigation and cooling tower service technicians on water efficient practices and water shortage level requirements.

City of Hayward Water Efficiency Programs

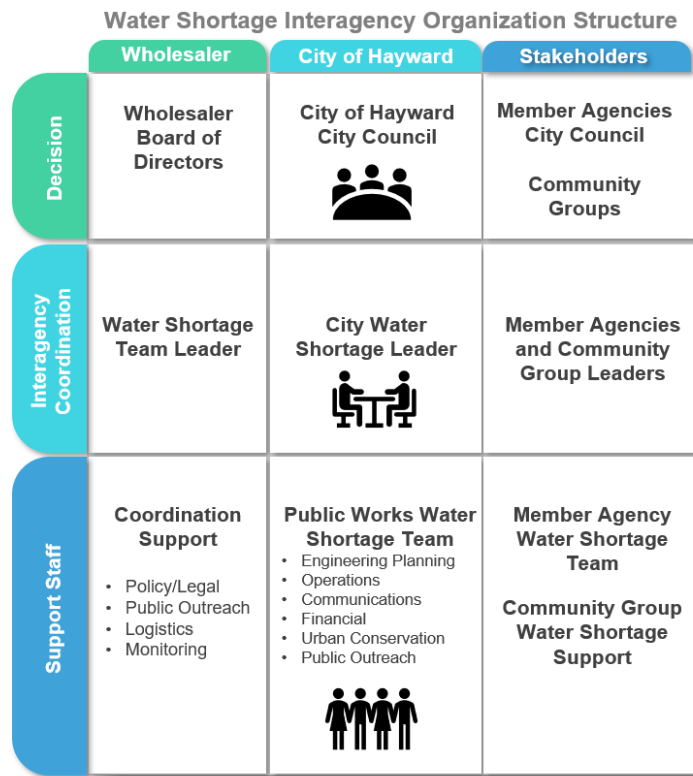
- Rebate/Incentive Programs: Promote regional rebate and incentive programs for local water users. Messaging frequency increased as the shortage levels increase.
- Turf Removal: Promote regional rebate and incentive programs for local water users. Messaging frequency increased as the shortage levels increase.
- Water Surveys – Commercial: Promote regional rebate and incentive programs for local water users. Messaging frequency increased as the shortage levels increase.
- Water Surveys – Residential: Promote regional rebate and incentive programs for local water users. Messaging frequency increased as the shortage levels increase. Hayward staff may participate in limited residential surveys to assist with efficiency, identifying and correcting leaks, and providing communication to customer.

Direct Customer Communication

- **Billing Inserts:** Include billing inserts in water utility bills including water shortage level status and response actions.
- **Water Use Notifications:** Include a comparison of actual water use and information regarding penalties.
- **Neighborhood Canvassing:** Hayward staff and/or representatives will canvas neighborhoods to educate residents of water shortage status and response action requirements.

Partnerships/Regional Initiatives

- **DWR:** Utilize state messaging programs, messages, and resources.
- **SFPUC/BAWSCA:** Utilize regional messaging programs, messages, and resources to communicate with local water users.
- Coordinate messaging with other member agencies and public partnerships.



Monitor, Evaluate, and Amend

The effectiveness of Hayward’s Communication Plan depends on a large variety of factors including technological advancements or changes, the rise and fall of audience engagement, current news or media concentration, political changes in leadership and focus, and the weather. The Communication Plan will be evaluated for effectiveness and updated accordingly based on available metrics and stakeholder feedback.

APPENDIX C – NOTICE OF PUBLIC HEARING

From: Marilyn Mosher <Marilyn.Mosher@hayward-ca.gov>

Sent: Friday, July 2, 2021 3:44 PM

To: <*email list removed due to space and privacy issues*>

Subject: City of Hayward – Notice of Public Hearing for the 2020 Urban Water Management Plan and Water Shortage Contingency Plan

The Hayward City Council will hold a public hearing at its regular meeting on July 20, 2021 to consider adoption of the 2020 Urban Water Management Plan (UWMP) and the associated Water Shortage Contingency Plan (WSCP). The meeting begins at 7 pm. These documents are updated every five years in accordance with the Urban Water Management Planning Act, and describe Hayward’s anticipated water demand, water conservation strategies, water supply reliability, and response to water supply shortages, including actions that may be implemented in the event of a supply deficiency or interruption. The 2020 UWMP also assesses the City’s compliance with its 2020 water use target as required by Senate Bill X7-7.

The meeting will be conducted as a Zoom webinar and login details will be provided on the agenda, which is available on Friday before the meeting. The report to City Council will also be available at that time.

Copies of the draft documents are available for public review at

Draft 2020 Urban Water Management Plan: https://www.hayward-ca.gov/sites/default/files/Hayward_2020%20UWMP_Public%20Release_2021%20July%202.pdf

Draft 2020 Water Shortage Contingency Plan: https://www.hayward-ca.gov/sites/default/files/Hayward%202020%20Water%20Shortage%20Contingency%20Plan_2021%20July%202.pdf

If you have questions or wish to provide comments, please direct them to:

Cheryl Muñoz, Water Resources Manager

Cheryl.munoz@hayward-ca.gov

Regards,

Marilyn Mosher

Senior Management Analyst

City of Hayward | Department of Public Works & Utilities

Email: Marilyn.Mosher@hayward-ca.gov

Ph: 510-909-9182

Daily Review

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800-595-9595

3774608

CITY OF HAYWARD
ATTN: UTILITIES AND ENVIRONMENTAL SVS.
777 B ST., 2ND FL.
HAYWARD, CA 94541

PROOF OF PUBLICATION

FILE NO. 7/20/2021 Hearing - Urban Water Mgmt Plan

In the matter of

Daily Review

The Daily Review

I am a citizen of the United States; I am over the age of eighteen years, and not a party to or interested in the above-entitled matter. I am the Legal Advertising Clerk of the printer and publisher of The Daily Review, a newspaper published in the English language in the City of Hayward, County of Alameda, State of California.

I declare that the Daily Review is a newspaper of general circulation as defined by the laws of the State of California as determined by this court's decree, dated March 2, 1950, in the action entitled In the Matter of the Ascertainment and Establishment of the Standing of The Daily Review as a Newspaper of General Circulation, case number 221938. Said decree states that "'The Daily Review' has been established, printed, and published daily in the City of Hayward, County of Alameda, State of California, for one year or more next preceding the date of the filing of said petition; that it is a newspaper published for the dissemination of local and telegraphic news and intelligence of a general character and has a bona fide subscription list of paying subscribers; ... [] [and] THEREFORE, ... 'The Daily Review' is hereby determined and declared to be a newspaper of general circulation [within the meaning of Government Code §§ 6000 et seq.]" Said decree has not been revoked, vacated or set aside.

I declare that the notice, of which the annexed is a printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

07/02/2021, 07/09/2021

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated: July 12, 2021

Public Notice Advertising Clerk

Legal No. **0006588905**

**NOTICE OF PUBLIC HEARING
HAYWARD CITY COUNCIL**

DATE: July 20, 2021
TIME: 7:00 P.M.
PLACE: Zoom Webinar. Login details will be provided on agenda.
For more information on how to watch and comment, please view the Guide to Virtual Meeting Participation at <https://bit.ly/3jmaUxa>

On the above date, at approximately the hour noted, the Hayward City Council will hold a public hearing to obtain citizen input on the following matter:

2020 URBAN WATER MANAGEMENT PLAN

The Urban Water Management Plan is updated every five years. The Urban Water Management Plan assesses Hayward's water supply reliability, describes the City's anticipated water demand and water conservation strategies. The 2020 Plan also assesses the City's compliance with its 2020 water use target as required by Senate Bill X7-7.

The Draft Urban Water Management Plan is available for review by contacting the City Clerk's office at 510-583-4400, and at the Main and Weekes Branch libraries. The Plan can also be accessed at on the City's website at www.hayward-ca.gov.

A copy of the staff report may be reviewed at <https://hayward.legistar.com/Calendar.aspx>. Staff reports are available the Friday before the hearing.

The community is encouraged to participate in the review process by attending the meeting to speak or by offering written comments.

Written comments may be directed to:
Alex Ameri, Director of Public Works
City of Hayward
777 B Street, Hayward, CA 94541
Phone numbers: (510) 583-4720
E-Mail: alex.ameri@hayward-ca.gov

ASSISTANCE will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Persons needing accommodation should contact the Planning Division 48 hours in advance of the meeting at (510) 583-4200, or by using the TDD line for those with speech and hearing disabilities at (510) 247-3340.

PLEASE TAKE NOTICE that if you file a lawsuit challenging any final decision on the subject of this notice, the issues in the lawsuit may be limited to the issues which were raised at the City's public hearing or presented in writing to the City Clerk at or before the public hearing. By Resolution the City Council has imposed the 90-day time deadline set forth in C.C.P. Section 1094.6 for filing of any lawsuit challenging final action on an item which is subject to C.C.P. Section 1094.5.

Dated: July 2 and July 9, 2021
Miriam Lens, City Clerk
City of Hayward **DR #6588905; July 2, 9, 2021**

URBAN WATER MANAGEMENT PLAN



Water planning is an essential function of water suppliers, particularly during extended periods of drought and diminished supplies. Since the early 1980s, the State of California has required water purveyors that provide 3,000 or more acre feet of water per year, or have 3,000 or more service connections, to prepare an Urban Water Management Plan (UWMP) every five years, in years ending in five and zero.

UWMPs provide a framework for long term water resource planning at the local level to ensure adequate water supplies to meet current and future demands.

More specifically, the UWMP:

- Quantifies current and future water demands over a 25-year planning horizon
- Assesses the reliability of water supplies in normal and dry years
- Describes water shortage contingency plans
- Describes current and planned demand management efforts
- Documents the progress towards meeting target water use reductions as required in the Water Conservation Bill of 2009

The UWMP also includes a Water Shortage Contingency Plan, which will guide the City's response to water supply shortage conditions, including strategies to address six levels of water supply shortage conditions.

REVIEW THE DRAFT 2020 URBAN WATER MANAGEMENT PLAN AND WATER SHORTAGE CONTINGENCY PLAN:

The UWMP and WSCP will be considered for adoption after a public hearing conducted by the Hayward City Council at its regular meeting on July 20, 2021, 7 p.m. via Zoom webinar.

Login details will be provided on the agenda at <https://hayward.legistar.com/Calendar.aspx>. The community is encouraged to participate in the review process by attending the meeting to speak or by offering written comments by July 20, 2021 at 5 p.m.

Written comments may be directed to:

Alex Ameri, Director of Public Works
City of Hayward
777 B Street, Hayward, CA 94541
Phone number: (510) 583-4720
E-Mail: alex.ameri@hayward-ca.gov

[DRAFT 2020 URBAN WATER MANAGEMENT PLAN](#)

[DRAFT 2020 WATER SHORTAGE CONTINGENCY PLAN](#)

<https://www.hayward-ca.gov/documents/urban-water-management-plan>

APPENDIX D – ADOPTION RESOLUTION

HAYWARD CITY COUNCIL

RESOLUTION NO. 21-167

Introduced by Council Member Wahab

RESOLUTION ADOPTING THE 2020 WATER SHORTAGE CONTINGENCY PLAN FOR THE CITY OF HAYWARD

WHEREAS, the 1983 Urban Water Management Planning Act, amended through 2020, requires all California urban water agencies that supply more than 3,000-acre feet of water annually or have more than 3,000 connections to review and update its Urban Water Management Plan every five years; and

WHEREAS, the California Water Code requires urban water suppliers to prepare a Water Shortage Contingency Plan to be included in its Urban Water Management Plan; and

WHEREAS, the Water Shortage Contingency Plan must be adopted along after it is made available for public review and comment; and

WHEREAS, the City has prepared a draft Water Shortage Contingency Plan in accordance with all provisions of the Urban Water Management Planning Act; and

WHEREAS, a draft of the 2020 Water Shortage Contingency Plan in its entirety was made available for public review on July 2, 2021; and

WHEREAS, the Director of Public Works has submitted to the City Council for review a copy of the draft 2020 Water Shortage Contingency Plan and staff report dated July 20, 2021, as part of the Urban Water Management Plan staff report; and

WHEREAS, a public hearing was held on July 20, 2021, in the manner prescribed by law.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Hayward that the plan entitled "2020 Water Shortage Contingency Plan," a copy of which is on file in the office of the Department of Public Works & Utilities and Office of the City Clerk, is hereby adopted as the water shortage contingency plan for the City of Hayward.

BE IT FURTHER RESOLVED that, under the California Water Code Section 10652, adoption of the Water Shortage Contingency Plan does not constitute a project under the California Environmental Quality Act (CEQA) and this action is exempt from CEQA.

IN COUNCIL, HAYWARD, CALIFORNIA July 20, 2021.

ADOPTED BY THE FOLLOWING VOTE:

AYES: COUNCIL MEMBERS: Andrews, Lamnin, Márquez, Salinas Wahab, Zermeño
MAYOR: Halliday

NOES: COUNCIL MEMBERS: None

ABSTAIN: COUNCIL MEMBERS: None

ABSENT: COUNCIL MEMBERS: None

ATTEST: 
City Clerk of the City of Hayward

APPROVED AS TO FORM: 
City Attorney of the City of Hayward