

Glendora Water Infrastructure Assessment and Rate Study



Public Works

Community Outreach

Chisom Obegolu, Assistant Public Works Director

Discussion Agenda

- Existing System Assessment
- Water Rate Adjustments
- Customer Impact
- Next Steps
- Q&A



Glendora's Water System

- Service Area: 11 Sq. Miles
- Population of 45,551
- 13,500 Customer Meters

Water System

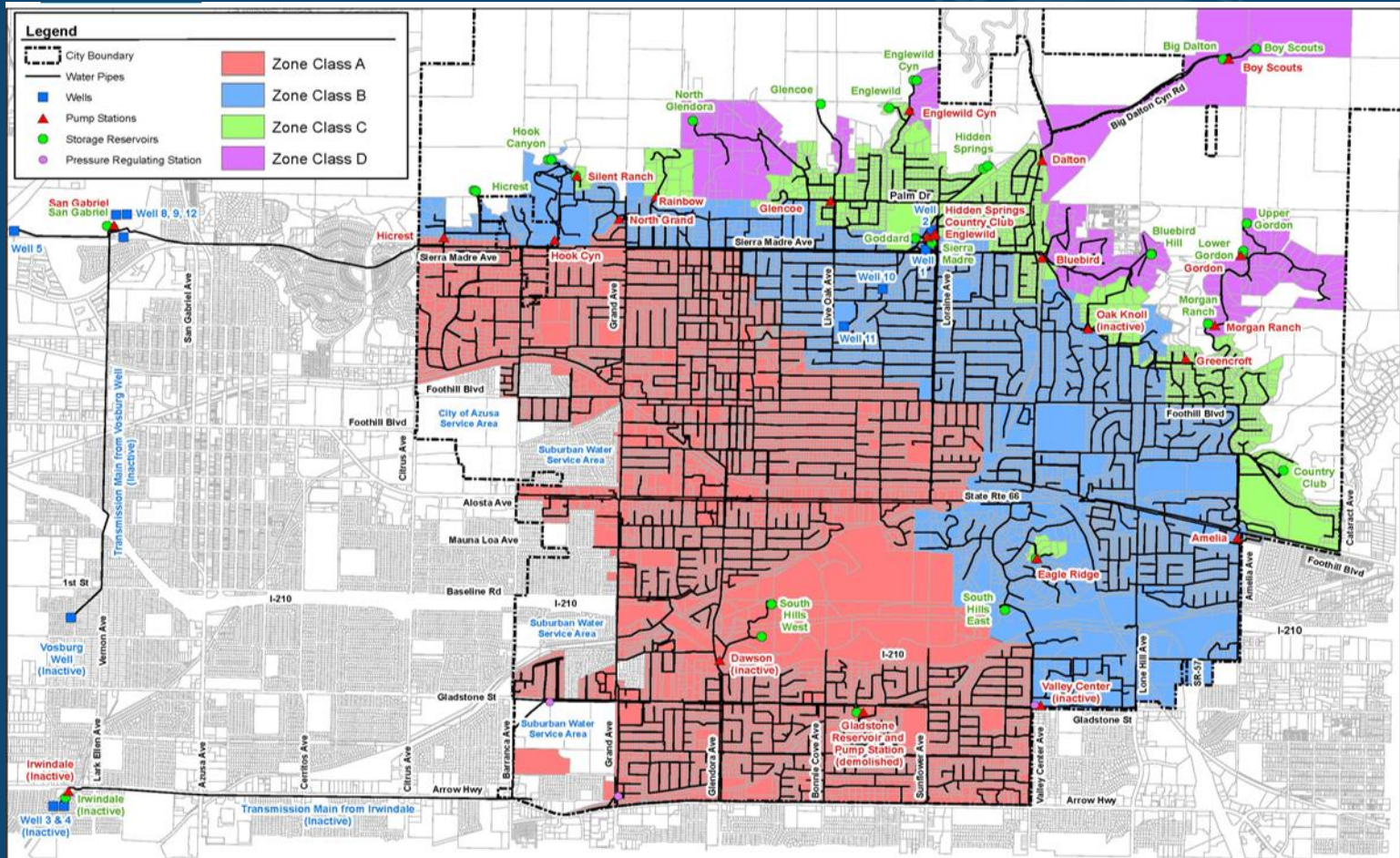
- 210 miles of water mains
- 8 Active wells
- 29 Reservoirs
- 20 Booster Stations
- 2 Disinfection Plants



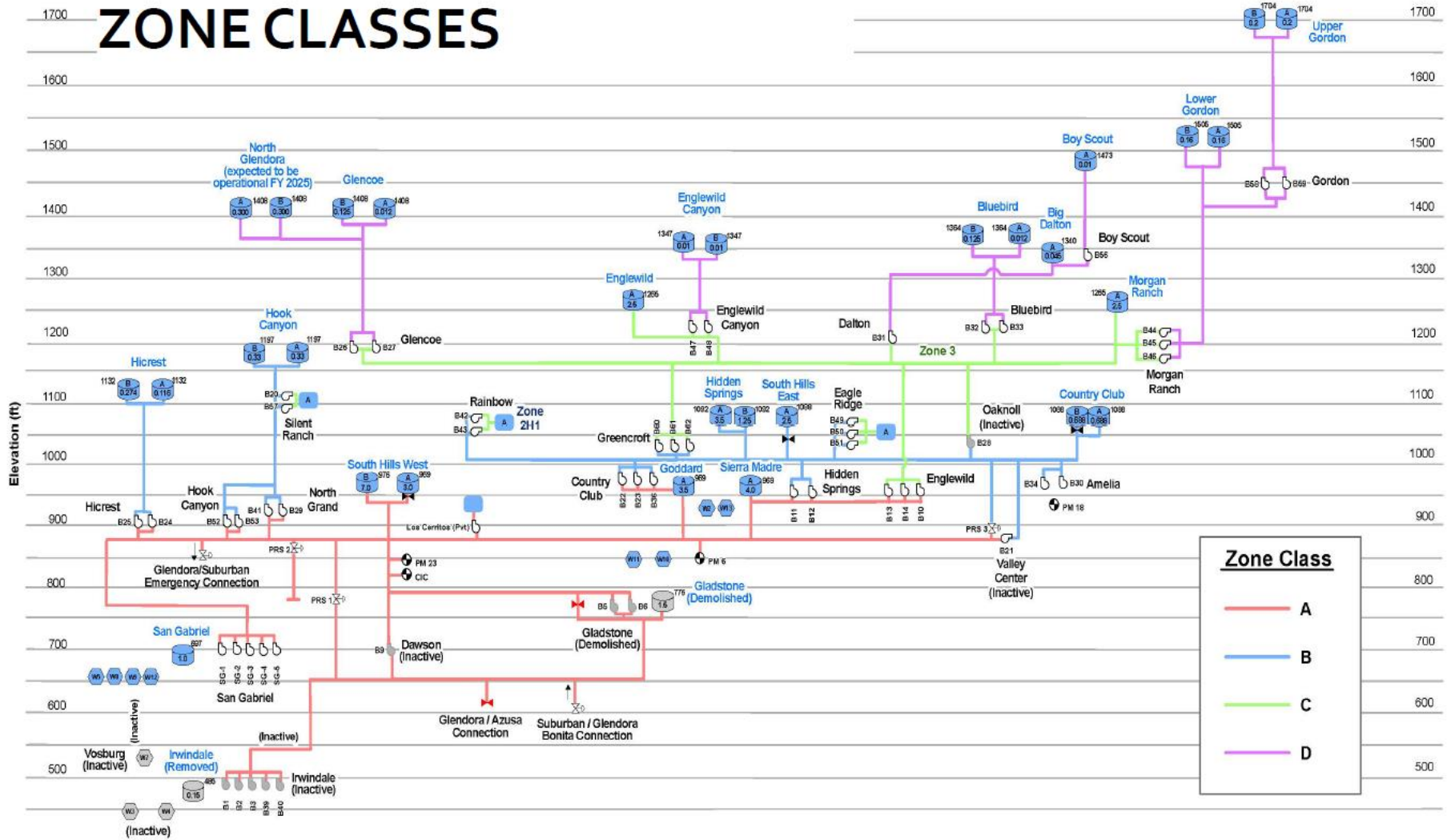
Glendora's Water Supply

- 90-95% local groundwater from the Main San Gabriel Basin
 - Pumping rights
- 5-10% imported from Metropolitan Water District (“MWD”)
- Western states water supplies challenged by prolonged drought

Proposed Pressure Zones – 4 Primary Zone Classes



ZONE CLASSES

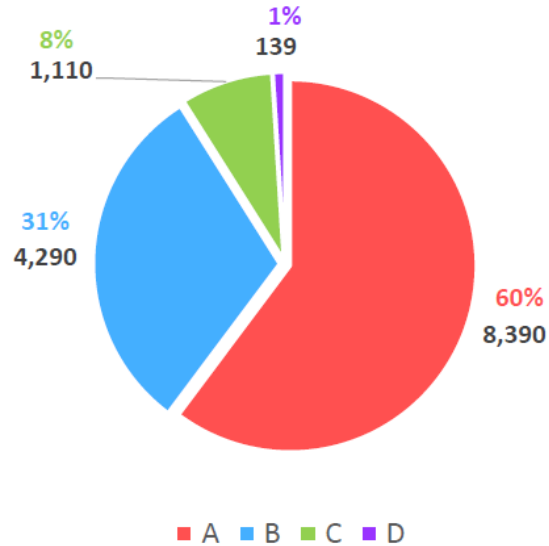


Zone Class

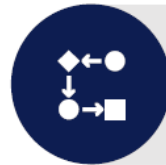
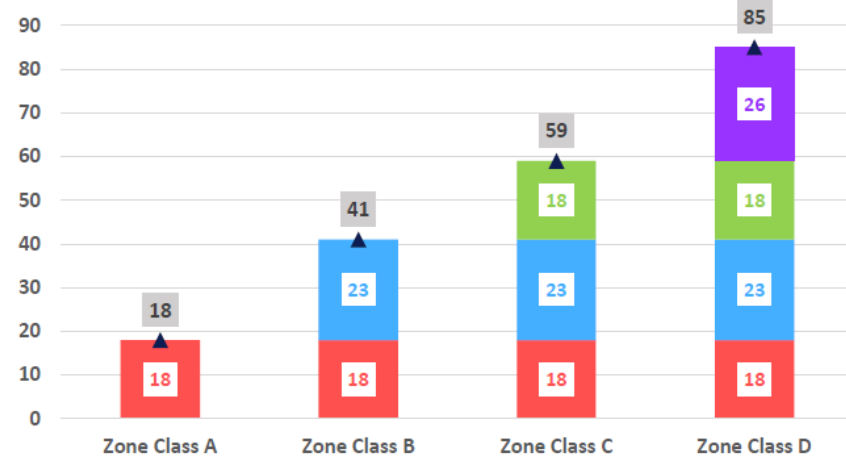
- A
- B
- C
- D

Total Facilities by Zone Class

METER COUNT BY ZONE CLASS
(TOTAL 13,929)



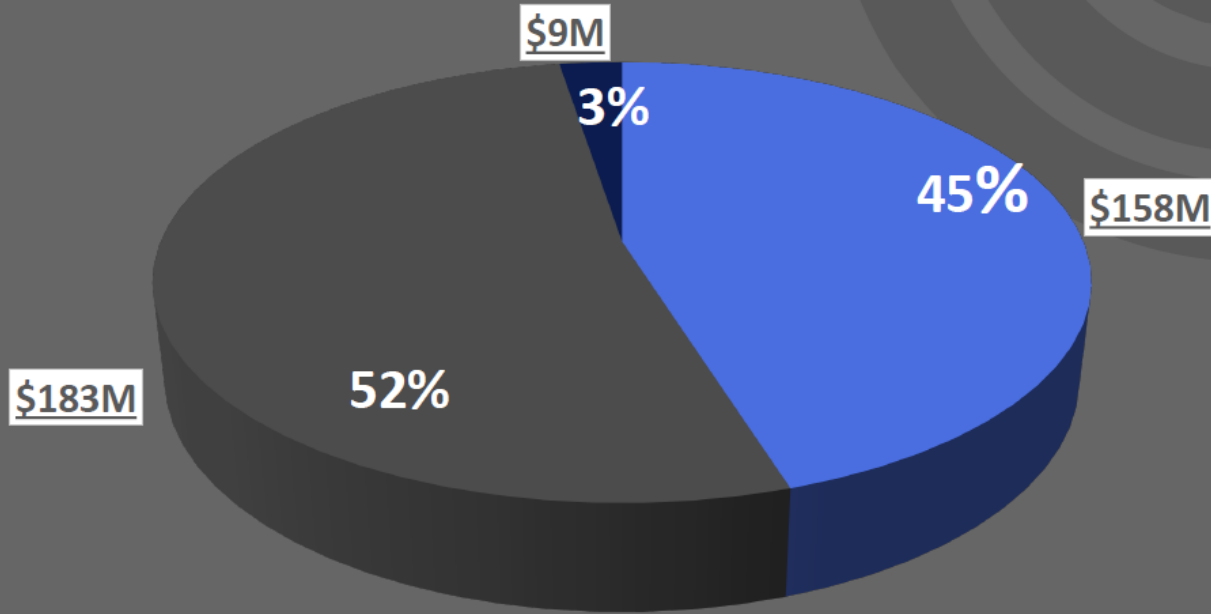
Total Facilities: Wells, Pumps, & Reservoirs



CUMULATIVE FACILITIES SERVING
ZONE CLASSES

Water Master Plan- CIP Components

Total Proposed CIP: \$350M

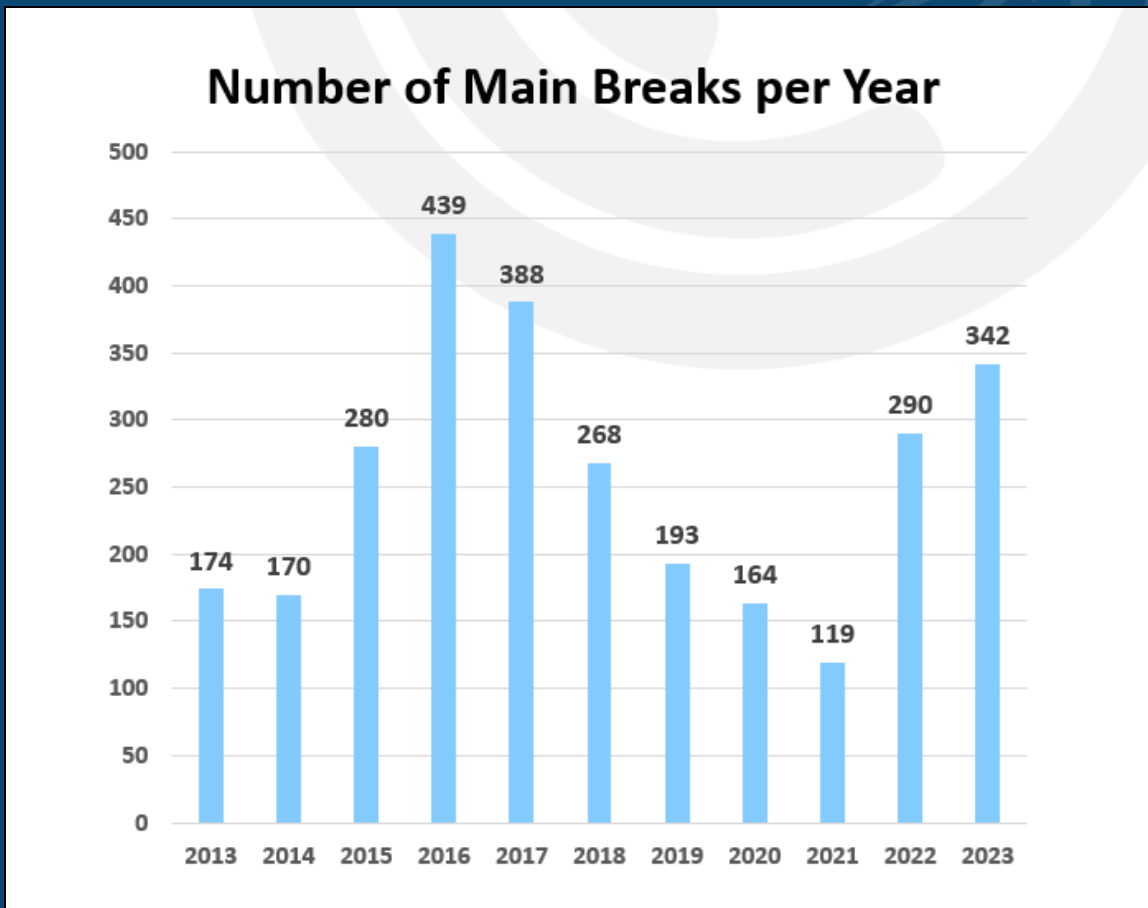


■ Vertical Facility Assessment

■ Pipe Replacement Program

■ Hydraulic Analysis

Pipeline Replacement Program (\$183M)



Vertical Facility Condition Assessment (\$158M)



North Glendora
Reservoir



North Grand Pump Station



Well 12

Water Rate Adjustments

How a dollar is spent

Operations & Maintenance
40c

Local
Groundwater 6c
Import Water 11c

Energy
5c

Debt Service
11c

Capital Improvement Projects
27c



Elements of the Water Rate

Consumption Charge
(\$/ccf)

Volumetric charge that covers water delivered and portions of the CIP and O&M

Elevation Charge
(\$/ccf)

Volumetric charge that covers energy

Meter Connection Charge
(\$/Bi-Month)

Fixed charge that covers meter maintenance and customer service, portions of debt service, salaries, and benefits

What is a “Billing Unit”

- 748 Gallons
- Also referred to as CCF



1) Consumption Charge

Meter Size (inches)	Current		Proposed			
	Tier 1 (CCF)	Tier 2 (CCF)	Tier 1 (CCF)	Tier 2 (CCF)	Tier 3 (CCF)	Tier 4 (CCF)
5/8	0-38	> 38	0-12	13-38	39-76	> 76
3/4	0-38	> 38	0-12	13-38	39-76	> 76
1	0-67	> 67	0-18	19-67	68-134	> 134
1 1/2	0-134	> 134	0-42	43-134	135-268	> 268
2	0-220	> 220	0-64	65-220	221-440	> 440
3	0-838	> 838	0-181	182-419	420-838	> 838
4	0-1316	> 1316	0-181	182-658	659-1316	> 1316
6	0-4682	> 4682	0-328	329-2341	2342-4682	> 4682
8	0-4682	> 4682	0-328	329-2341	2342-4682	> 4682

\$/CCF

\$ 2.98

\$ 4.90

\$ 1.75

\$ 2.68

\$ 3.61

\$ 4.54

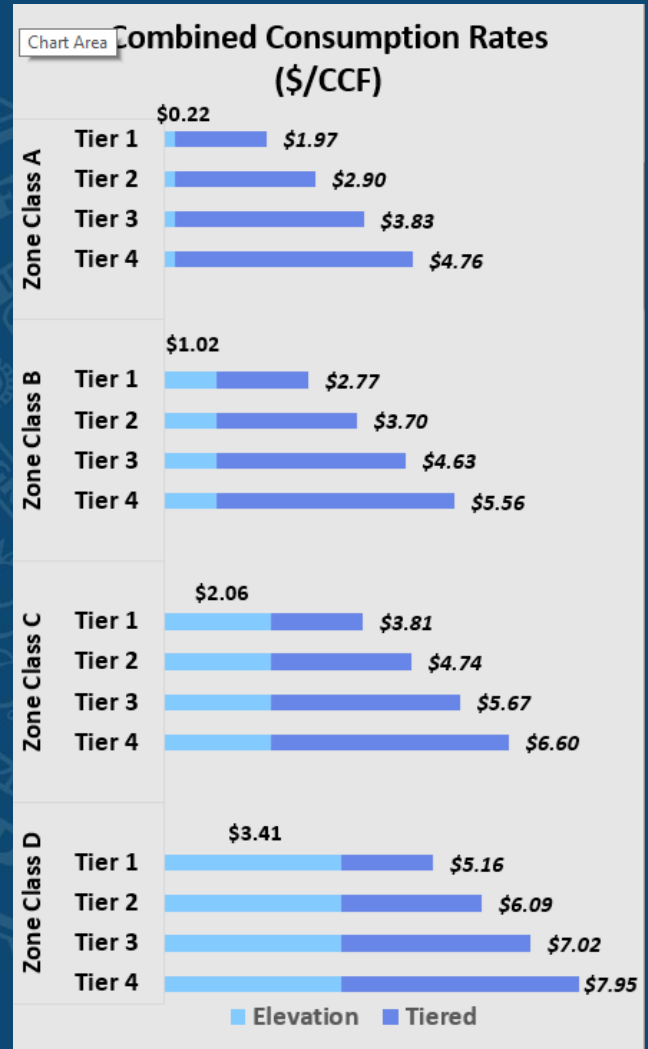
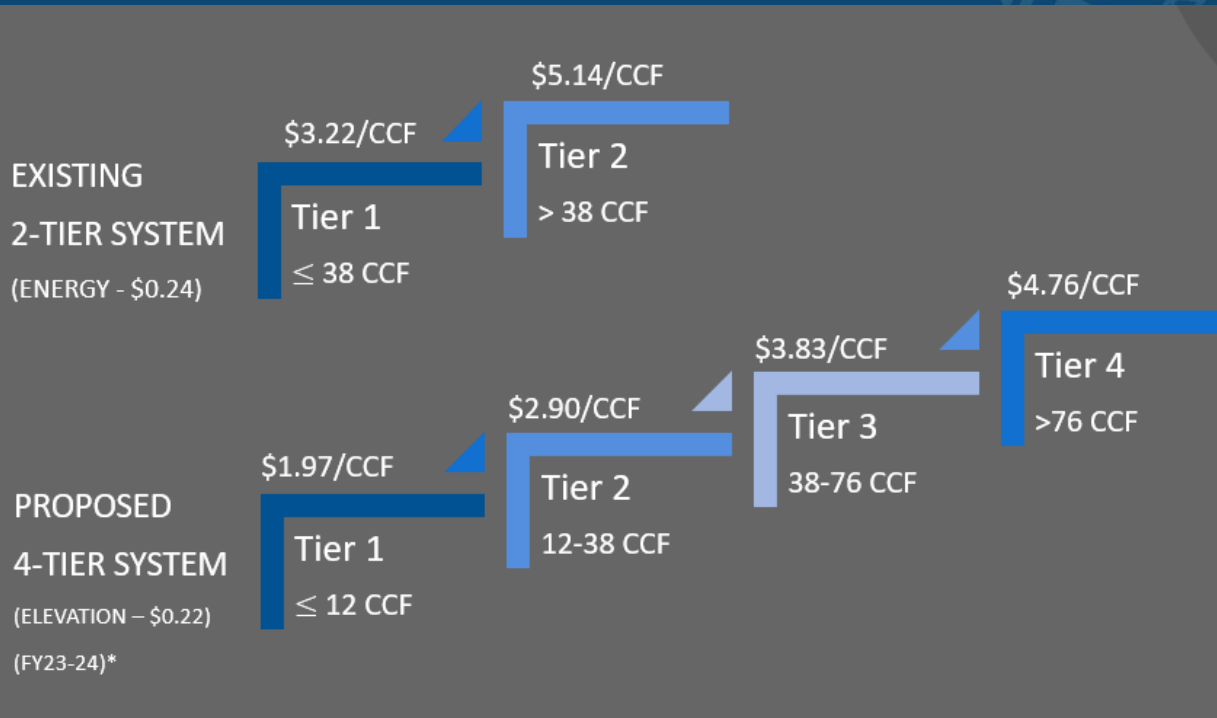
2) Elevation Charge

All Meter Sizes

		Elevation Rates (\$/CCF)			
		Zone Class A	Zone Class B	Zone Class C	Zone Class D
Current		\$ 0.24	\$ 0.36	\$ 0.58	\$ 1.41
Proposed	Year 1	\$ 0.22	\$ 1.02	\$ 2.06	\$ 3.41

Consumption + Elevation

5/8" & 3/4" Customer in Zone Class A

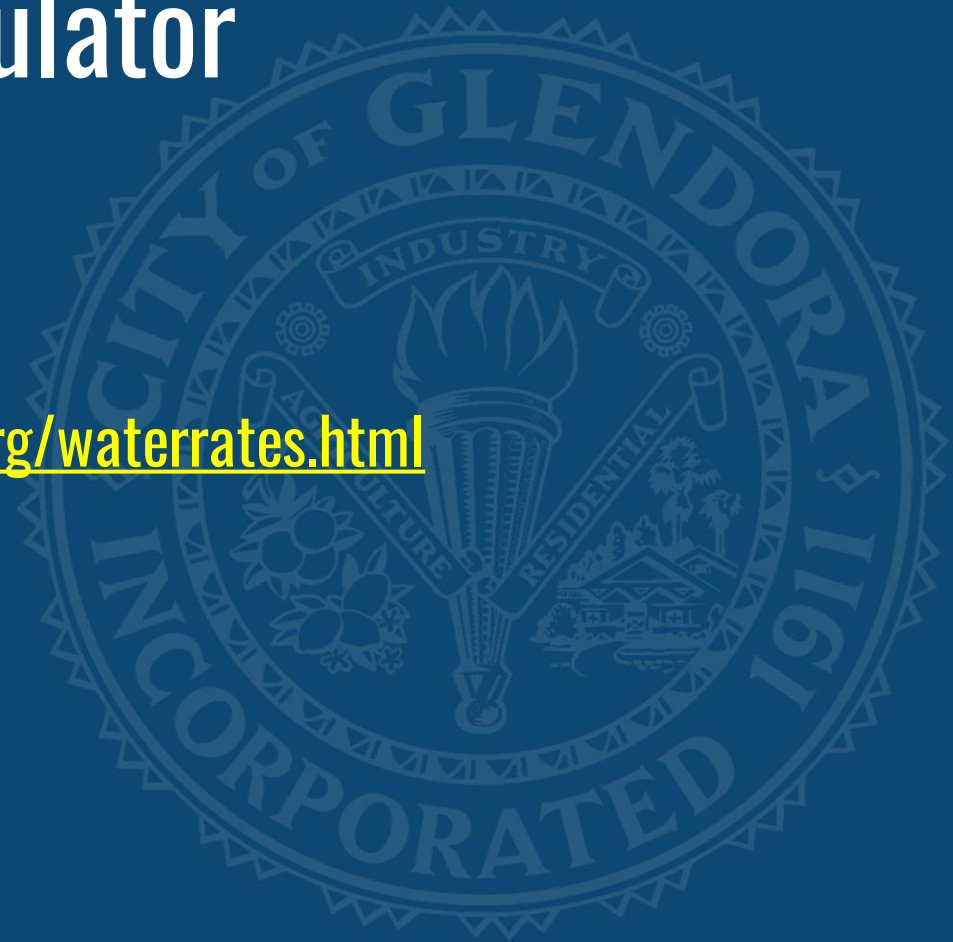


3) Meter Connection Charge

Meter Connection Charge		
Meter Size (in)	Current	Proposed
5/8	\$ 88.57	\$ 85.38
3/4	\$ 88.57	\$ 85.38
1	\$ 115.14	\$ 134.23
2	\$ 191.20	\$ 257.07
2	\$ 274.57	\$ 413.67
3	\$ 407.43	\$ 984.31
4	\$ 620.04	\$ 984.31
6	\$ 1,080.63	\$ 2,160.61
8	\$ 1,523.49	\$ 2,160.61

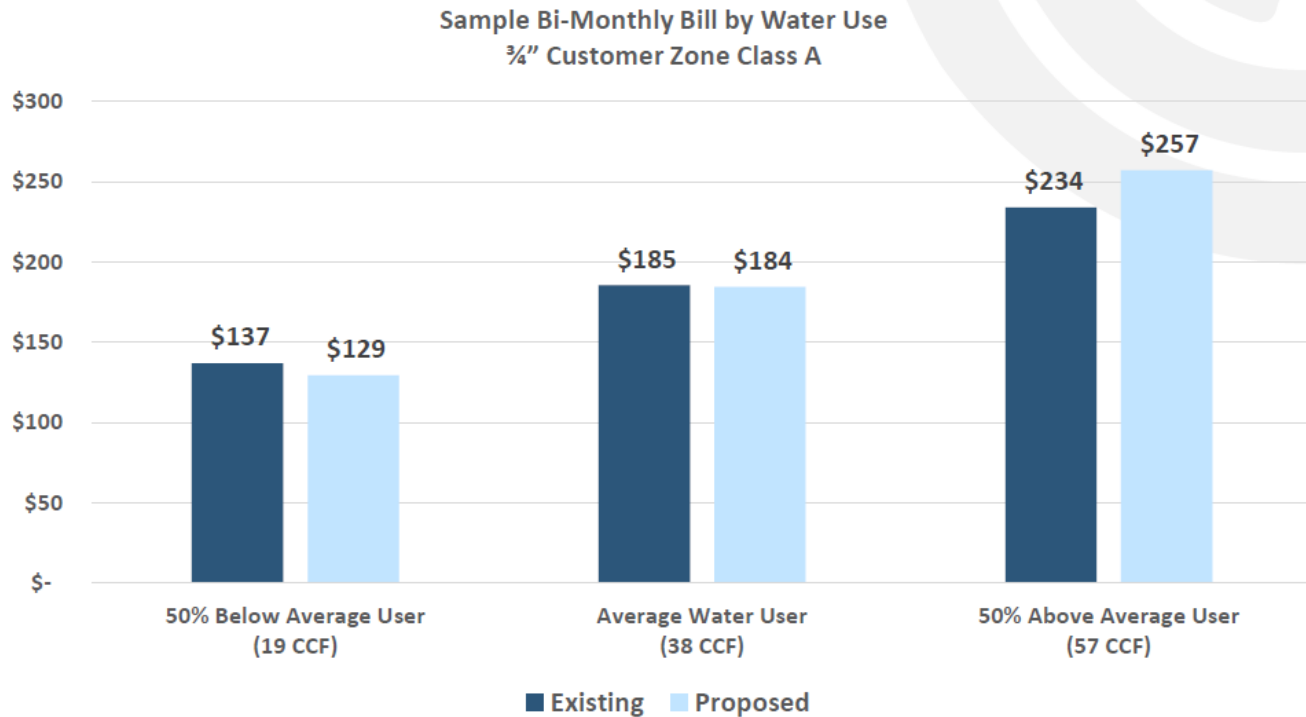
Interactive Bill Calculator

<https://waterrates.cityofglendora.org/waterrates.html>



Customer Impact (cont'd)

¾" Customer Zone Class A





Water Rate Public Hearing
 November 28, 2023, at
 7:00PM
 Glendora City Council
 Chamber
 116 E. Foothill Blvd

This is the notice regarding the City of Glendora (City) proposed water rates.

In accordance with Article XIII D, Section 6 of the California Constitution (Proposition 218), you have the right to submit a written protest against the proposed water rates. If the City receives written protests from a majority of the parcels subject to the water rates, the proposed rate schedule will not be approved, and the existing rates will remain in effect.

Written protests must be hand delivered or mailed to the City at the address below to be counted. Written protests may also be submitted at the November 28, 2023, public hearing. All protests must be received by the City Clerk no later than the end of the public testimony portion of the public hearing.

Protests may not be delivered electronically or verbally. Any written protest must: (1) state that the identified property owner or customer is in opposition to the proposed rates; (2) provide the location of the identified parcel (by assessor's parcel number, street address, or customer account); and (3) include the name and signature of the person submitting the protest. Only one protest may be registered per property.

Hand deliver or
 mail protest to:
 Office of the City Clerk

Proposed Water Rates for Calendar Year 2024 through Calendar Year 2028

Your Water System

The City owns and operates a potable water system which includes 210 miles of water mains, 29 reservoirs, 20 pump stations, 8 active wells, and 13,500 water meters. The City serves an area of approximately 11 square miles and provides water service to a population of about 45,550. The water system consists of 17 pressure zones, which is categorized into 4 main zone classes, as illustrated below.

Zone Class	Hydraulic Zones
A	1, 1RB, 1RA
B	2, 1A, 1B
C	3, 1BH, 2H1, 2H2
D	3A, 3B, 3C, 3C1, 3D, 4, 4A

The primary source of supply is local groundwater from the Main San Gabriel Groundwater Basin (Main Basin). The supply is supplemented with imported water from Three Valleys Municipal Water District through 3 connections. The City is a non-profit public utility that provides reliable water service 24 hours a day, 7 days a week. To ensure continuous high-quality service, Glendora has developed a water rate structure that is fair, equitable, and promotes water conservation.

In April 2023, the Water Master Plan was finalized by AKM Consulting Engineers. The document is a comprehensive planning guide for the improvement and upgrade of the water system. Some of the wells and pipes are over 100 years old, and there are many facilities that have reached the end of their useful lives. The Water Master Plan recommended a Capital Improvement Plan (CIP) to improve wells, reservoirs, and pump stations based upon field condition assessments and operational needs. With an average of 265 pipe breaks per year, the Water Master Plan developed pipe improvement projects by conducting a risk-based pipe condition assessment.

Additionally, projects were recommended to ensure that the system is capable of providing adequate supply, storage, pressure, and velocities for normal system operations and fire flow events. The capital improvement program totaled \$350M with \$30M budgeted for the first five (5) years.

Proposed Rate Schedule

The proposed water rate structure was developed to ensure that there is sufficient revenue to fund the reliable and safe delivery of water to customers, the completion of critical infrastructure projects over the next five years, and maintain a reserve for emergencies.

Your water rates pay for:

- Groundwater and imported water supply
- 24/7 Operations
- Routine maintenance and emergency repairs
- Infrastructure improvements

Various rate structures were formulated and evaluated to ensure that the proposed rate structure is fair, equitable, and promotes water conservation. The City conducted a thorough evaluation of various consumption tiers; CIP project implementation schedules; elevation charges for customers in hydraulic zones at higher elevations; phasing of the rate adjustments; and different rates for customers with very high-water consumption. The proposed rate structure consists of a fixed meter connection charge and consumption rates for Calendar Year 2024. In subsequent calendar years, the water rates shall be adjusted by the Consumer Price Index (CPI) for all urban consumers for Los Angeles – Anaheim – Riverside published by the U.S. Department of Labor. The CPI adjustment will be based on the percentage change between October of the prior year and October of the current year, not to exceed a total increase of five percent for each year.

Bi-Monthly Fixed Meter Connection Charges

The Meter Connection Charge is a fixed charge that varies by the customer's water meter size. The bi-monthly fixed charge components increase as the meter size increases due to the affect that a large meter has on the overall water system infrastructure. The revenue generated for the meter connection charge was developed to fund fixed expenditures which include existing debit service, future debit service (covering 50% of the capital improvement projects), and 50% of the operation and maintenance related expenditures (salaries, benefits, customer service, tools, equipment, etc.)

Consumption Rates

Consumption Rates include components for Tiered Rates and Elevation Rates. It includes four (4) consumption tiers to promote water conservation. The revenue generated will fund the expenditures for groundwater, purchased water, the production of water, water conservation programming, and 50% of the capital improvement projects. The allowable usage in each tier is based on the California Assembly Bill 1868 indoor water use goal, minimum usage by meter size, and the existing rate structure's Baseline Allocation Threshold Units.

The Elevation Rate component is broken up by four (4) zone classes, which were established as part of this study to assign the costs fairly and equitably. The revenue generated will fund the energy expenditures that are required to pump water to the higher zone elevations and 50% of the operation and maintenance expenditures (salaries, benefits, customer service, tools, equipment, etc.)

Your water rates pay for:

- Supply reliability, via Main San Gabriel Watermaster
- Community programs

Consumption Threshold (CCF)*						
Meter Size (in)	Current		Proposed 2024-2028			
	Tier 1	Tier 2	Tier 1	Tier 2	Tier 3	Tier 4
5/8	0-38	>38	0-12	13-38	39-76	>76
3/4	0-38	>38	0-12	13-38	39-76	>76
1	0-67	>67	0-18	19-67	68-134	>134
1.5	0-134	>134	0-42	43-134	135-268	>268
2	0-220	>220	0-64	65-220	221-440	>440
3	0-838	>838	0-181	182-419	420-838	>838
4	0-1,316	>1,316	0-181	182-658	659-1,316	>1,316
6	0-4,682	>4,682	0-328	329-2,341	2,342-4,682	>4,682
8	0-4,682	>4,682	0-328	329-2,341	2,342-4,682	>4,682

*Billing Units are measured in hundred cubic feet, CCF or HCF. (1 CCF = 748 gallons)

Bi-Monthly Meter Connection Charge		
Meter Size (in)	Current	Proposed 2024*
5/8	\$88.57	\$85.38
3/4	\$88.57	\$85.38
1	\$115.14	\$134.23
1.5	\$191.20	\$257.07
2	\$274.57	\$413.67
3	\$407.43	\$984.31
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6	\$1,080.63	\$2,160.61
8	\$1,523.49	\$2,160.61

Combined Tiered Rates by FY \$(CCF)					
Year	Tier	Zone Class			
		A	B	C	D
Current	1	\$3.22	\$3.34	\$3.56	\$4.39
	2	\$5.14	\$5.26	\$5.48	\$6.31
Proposed 2024*	1	\$1.97	\$2.77	\$3.81	\$5.16
	2	\$2.90	\$3.70	\$4.74	\$6.09
	3	\$3.83	\$4.63	\$5.67	\$7.02
	4	\$4.76	\$5.56	\$6.60	\$7.95

*Rates will increase based on the percentage change in the Consumer Price Index (CPI) from October to October for calendar years 2025-2028, not to exceed 5% each year.



FOR QUESTIONS, CONCERNS, OR MORE INFORMATION:

Phone (626) 914 -8239
 Email waterrates@cityofglendora.org
 Web cityofglendora.org/waterrates

Timeline

Day	Date	Time	Action
Monday	Oct 9, 2023		Proposition 218 Notice mailed to property owners.
Tuesday	Oct 17, 2023	6:00 PM	Community Workshop 1
Thursday	Oct 26, 2023	6:00 PM	Water Commission Board Meeting, Public Hearing
Wednesday	Nov 1, 2023	10:00 AM	Community Workshop 2
Tuesday	Nov 28, 2023	7:00 PM	City Council Meeting, Public Hearing
Monday	January 1, 2024		New Rate Implementation