

Utilities Department

**2024-1-B-CP-1 – Text Amendment to
Update the Level of Service Standards**

May 7, 2024



Presentation Outline

- **Background**
- **Historical Water Use**
- **Comparison of Level of Service Values**
- **Proposed Level of Service Standards**
- **Comprehensive Plan Text Amendment**
- **Next Steps**
- **Requested Action**



Background

- **Average flows used to determine the Level of Service (LOS) standards for water and wastewater service**
- **Current LOS standards**
 - 275 gallons per day per Equivalent Residential Connection (ERC) for water service
 - 225 gallons per day per Equivalent Residential Unit (ERU) for wastewater service
- **Review of single-family potable water billing records**
 - Water conservation
 - Water saving fixtures/devices
 - Smaller lots
 - Increased percentage of new homes using reclaimed water instead of potable water for irrigation



Background

▪ Level of Service (LOS)

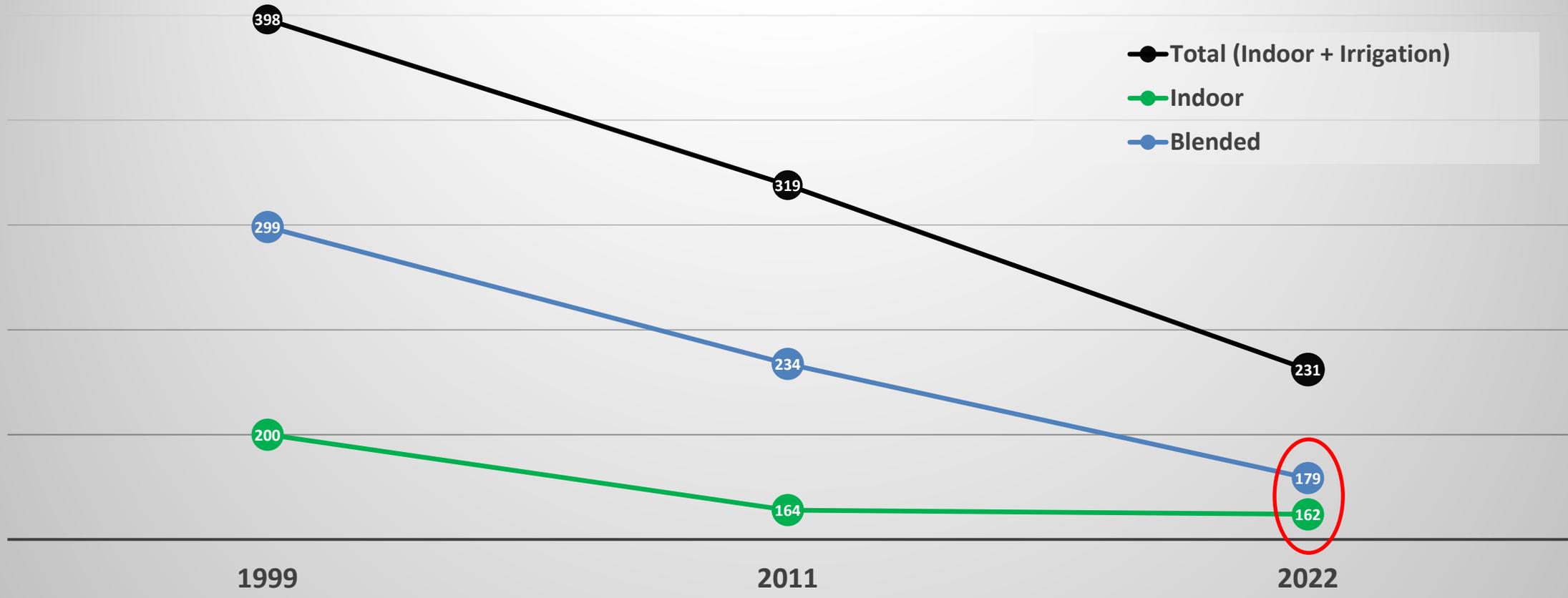
- The expected minimum quantity of service required for new development for proper growth management
 - The amount of water or wastewater used by a single-family home
- Helps determine the impact of new development in our community
 - The higher the LOS, the higher the impact to the environment
 - The lower the LOS, the lower the impact to our limited water resources
 - Our reduced LOS reflects efforts to conserve and optimize water resources
- Inaccurate LOS may lead to waste or lack of resources in the future
- Used to calculate new development water and wastewater capital charges
 - Utilities is undergoing the capital charge study
 - BCC Work Session and Public Hearings by Fall 2024



Historical Water Use

Single Family Potable Water Use (gallons per day)

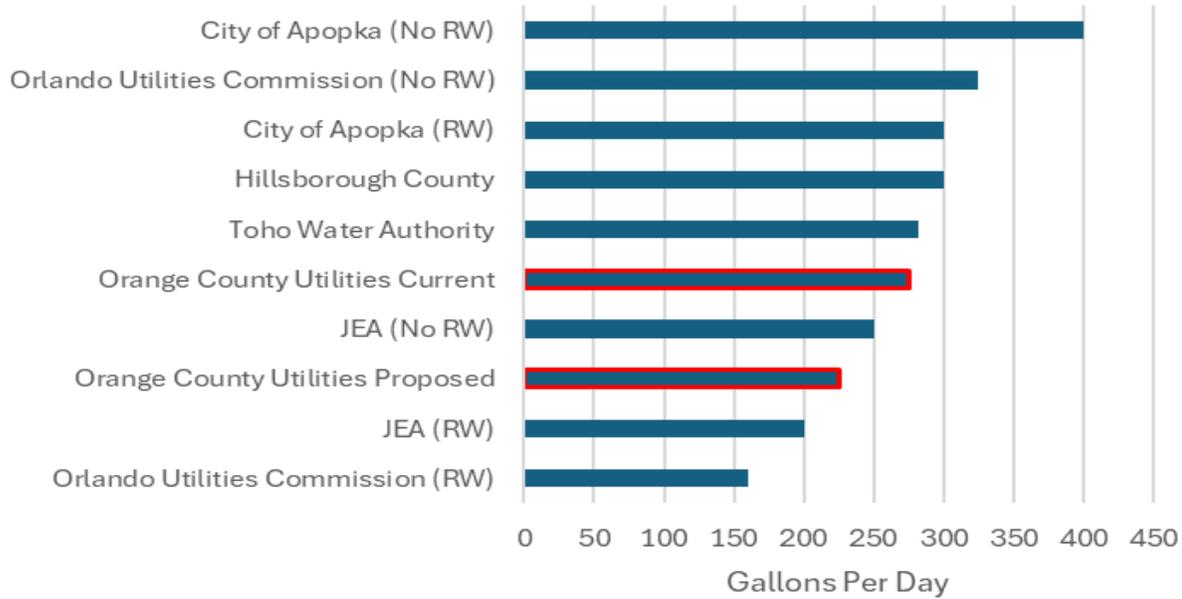
- Total (Indoor + Irrigation)
- Indoor
- Blended



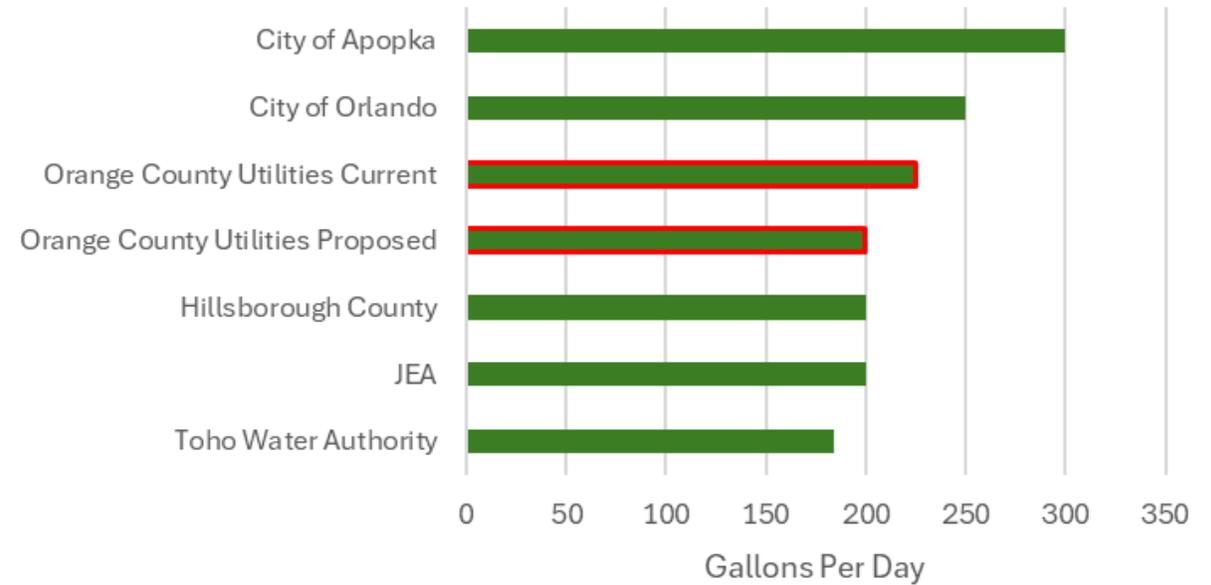


Comparison of Level of Service Values

Level of Service - Water



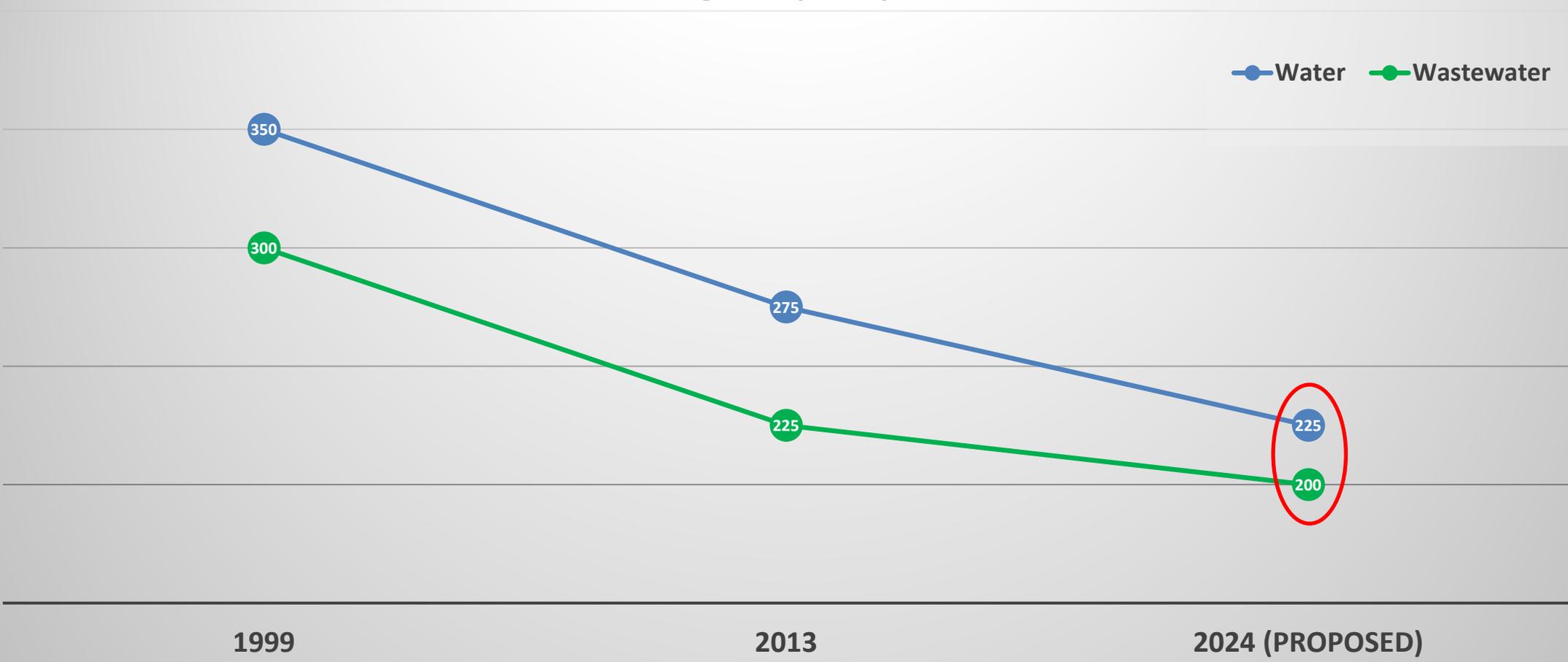
Level of Service - Wastewater





Proposed Level of Service Standards

Level of Service
(gallons per day)





Comprehensive Plan Text Amendment

Update to Potable Water, Wastewater and Reclaimed Water Element (WAT)

–WAT1.2.5

Utility Name	Level of Service (LOS)
Orange County Utilities	275 <u>225</u> gallons per day (gpd)/equivalent residential connection (ERC)

–WAT1.2.6

Utility Name	Level of Service (LOS)
Orange County Utilities	225 <u>200</u> gpd/equivalent residential unit (ERU)



Comprehensive Plan Text Amendment

▪ Update to Capital Improvement Element (CIE)

- CIE1.3.4 - When central water service from Orange County Utilities is required for development, the level of service standard shall be ~~275~~ 225 gallons per day (average daily flow) per equivalent residential connection. Flow demands for commercial, industrial or other special developments differing from the flow values established by the serving utility shall be established from existing records or by estimated projections, using the best available data. These levels of service shall also be applied for planning purposes.
- CIE1.3.5 - When central wastewater service from Orange County Utilities is required for development, the level of service standard shall be ~~225~~ 200 gallons per day (average daily flow) per equivalent residential unit. Interim wastewater systems (permanent package treatment plants are no longer allowed in Orange County) shall have the same level of service standard wastewater flow demands for commercial, industrial or other special developments differing from the flow values established by the serving utility shall be established from existing records or by estimated projections, using the best available data. These levels of service shall also be applied for planning purposes.



Next Steps

- **Transmittal Public Hearings**
 - PZC/LPA – March 21, 2024
 - BCC – May 7, 2024
- **State and Regional Agency Comments**
- **Associated Chapter 37 Updates**
- **Adoption Public Hearings – Text Amendment and Ordinance**
 - PZC/LPA – July 18, 2024
 - BCC – August 13, 2024



Requested Action

Staff Recommendation: TRANSMIT

LPA Recommendation: TRANSMIT

- **Transmittal of Text Amendment 2024-1-B-CP-1 to Potable Water, Wastewater and Reclaimed Water Element (WAT) Policies WAT1.2.5 and WAT1.2.6 and Capital Improvement Element (CIE) Policies CIE1.3.4 and CIE1.3.5 to revise Level of Service (LOS) standards.**