



**Local Agency  
Formation Commission  
of Santa Clara County**  
777 North First Street  
Suite 410  
San Jose, CA 95112  
[SantaClaraLAFCO.org](http://SantaClaraLAFCO.org)

**Commissioners**  
Sylvia Arenas  
Jim Beall  
Rosemary Kamei  
Yoriko Kishimoto  
Otto Lee  
Terry Trumbull  
Mark Turner

**Alternate Commissioners**  
Pamela Campos  
Helen Chapman  
Betty Duong  
Zach Hilton  
Teresa O'Neill  
**Executive Officer**  
Neelima Palacherla

**COUNTYWIDE WATER AND WASTEWATER SERVICE REVIEW  
TECHNICAL ADVISORY COMMITTEE MEETING 1  
SPECIAL MEETING**

San Jose City Hall, 17<sup>th</sup> Floor, City Manager's Conference Room (#T-1734)  
200 East Santa Clara St., San Jose

**APRIL 22, 2026 ▪ 9:00 AM**

**Technical Advisory Committee (TAC) Members:**

Rosemary Kamei, LAFCO Chairperson ▪ Teresa O'Neill, LAFCO Alternate Commissioner  
Chris Constantin, Los Gatos Town Manager ▪ Matt Morley, Gilroy City Administrator  
Aaron Baker, SCVWD Water Utility COO ▪ Curt Rayer, SJ Water Company V.P. Operations  
Chris Ghione, Morgan Hill Public Services Director ▪ Mansour Nasser, Sunnyvale Asst. Dir. of  
Environmental Services ▪ Tim Kiser, West Valley Sanitation District Manager

**AGENDA**

1. **ROLL CALL**
2. **FUTURE TAC MEETINGS VIA VIDEO AND TELECONFERENCE UNDER GC §54953.8.6 OF THE BROWN ACT**  
**Recommended Action:** Approve conducting future TAC meetings via video and teleconference under GC §54953.8.6 of the Brown Act as authorized by LAFCO on April 1, 2026.
3. **INTRODUCTION TO LAFCO SERVICE REVIEWS AND TAC ROLE**
4. **OVERVIEW OF SCOPE, KEY STEPS, AND TIMELINE FOR COUNTYWIDE WATER AND WASTEWATER SERVICE REVIEW**
5. **LAFCO'S CONSULTANT TEAM INTRODUCTION**
6. **OVERVIEW OF DATA COLLECTION PROCESS**
7. **DISCUSS PUBLIC OUTREACH AND ENGAGEMENT STRATEGY**
8. **DISCUSS SERVICE REVIEW DETERMINATIONS AND EVALUATION CRITERIA**
9. **SET DATE & TOPICS FOR NEXT TAC MEETING**
10. **ADJOURN**

## NOTICE TO THE PUBLIC

- Pursuant to Government Code §84308, no LAFCO commissioner shall accept, solicit, or direct a contribution of more than \$500 from any party, or a party's agent; or any participant or the participant's agent if the commission knows or has reason to know that the participant has a financial interest, while a LAFCO proceeding is pending, and for 12 months following the date a final decision is rendered by LAFCO. Prior to rendering a decision on a LAFCO proceeding, any LAFCO commissioner who received a contribution of more than \$500 within the preceding 12 months from a party or participant shall disclose that fact on the record of the proceeding. If a commissioner receives a contribution which would otherwise require disqualification returns the contribution within 30 days from the time the commissioner knows or should have known, about the contribution and the proceeding, the commissioner shall be permitted to participate in the proceeding. A party to a LAFCO proceeding shall disclose on the record of the proceeding any contribution of more than \$500 within the preceding 12 months by the party, or the party's agent, to a LAFCO commissioner. For forms, visit the LAFCO website at [www.santaclaralafco.org](http://www.santaclaralafco.org). No party, or the party's agent and no participant, or the participant's agent, shall make a contribution of more than \$500 to any LAFCO commissioner during the proceeding and for 12 months following the date a final decision is rendered by LAFCO.
- Pursuant to Government Code Sections 56100.1, 56300, 56700.1, 57009 and 81000 et seq., any person or combination of persons who directly or indirectly contribute(s) a total of \$1,000 or more or expend(s) a total of \$1,000 or more in support of or in opposition to specified LAFCO proposals or proceedings, which generally include proposed reorganizations or changes of organization, may be required to comply with the disclosure requirements of the Political Reform Act (See also, Section 84250 et seq.). These requirements contain provisions for making disclosures of contributions and expenditures at specified intervals. More information on the scope of the required disclosures is available at the website of the FPPC: [www.fppc.ca.gov](http://www.fppc.ca.gov). Questions regarding FPPC material, including FPPC forms, should be directed to the FPPC's advice line at 1-866-ASK-FPPC (1-866-275- 3772).
- Pursuant to Government Code §56300(c), LAFCO adopted lobbying disclosure requirements which require that any person or entity lobbying the Commission or Executive Officer in regard to an application before LAFCO must file a declaration prior to the hearing on the LAFCO application or at the time of the hearing if that is the initial contact. In addition to submitting a declaration, any lobbyist speaking at the LAFCO hearing must so identify themselves as lobbyists and identify on the record the name of the person or entity making payment to them. Additionally, every applicant shall file a declaration under penalty of perjury listing all lobbyists that they have hired to influence the action taken by LAFCO on their application. For forms, visit the LAFCO website at [www.santaclaralafco.org](http://www.santaclaralafco.org).
- Any disclosable public records related to an open session item on the agenda and distributed to all or a majority of the Commissioners less than 72 hours prior to that meeting are available for public inspection at the LAFCO Office, 777 North First Street, Suite 410, San Jose, California, during normal business hours. (Government Code §54957.5.)
- In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting should notify the LAFCO Clerk 24 hours prior to meeting at (408) 993- 4709.

FOR THE GOOD  
OF THE WHOLE



Local Agency Formation Commission  
of Santa Clara County

**COUNTYWIDE WATER & WASTEWATER SERVICE REVIEW  
TECHNICAL ADVISORY COMMITTEE MEETING 1**

**APRIL 22, 2026**

**orderly growth**

**efficient delivery  
of services**

**resource  
conservation**

# **WHAT IS LAFCO?**

**State mandated independent local agency**

# OUR MISSION

Promote sustainable growth and good governance in Santa Clara County by:

- » Preserving agricultural lands and open space;
- » Curbing urban sprawl;
- » Encouraging efficient delivery of services;
- » Exploring and facilitating regional opportunities for fiscal sustainability; and
- » Promoting public accountability and transparency of local agencies.



# REGULATES BOUNDARIES AND SERVICE EXTENSIONS

- » City/District boundary changes:
  - Annexations & detachments
  - Consolidations & mergers
  - Incorporation of new cities
  - Formation of new districts
  - Dissolution of districts
  - Disincorporation of cities
- » Urban Service Area and Sphere of Influence Amendments
- » Service extensions outside an agency's boundaries
- » Exercise of new or different functions or services or divestiture of powers for special districts



# PLANS FOR SUSTAINABLE GROWTH AND GOOD GOVERNANCE

- » Conducts service reviews to identify and address governance and service issues
- » Conducts special studies
- » Reviews and updates Spheres of Influence every 5 years, as necessary
- » Facilitates collaborative discussions with local agencies re. logical and orderly boundaries and services
- » Serves as an information resource for local agencies and the general public



# LAFCO COMMISSIONERS

State law dictates LAFCO composition.  
7 COMMISSIONERS + ALTERNATES

**Two County Supervisors** appointed  
by the Board of Supervisors



**Otto Lee**  
County Member



**Sylvia Arenas**  
County Member

**One Council  
Member from the  
City of San Jose**  
appointed by the  
City Council



**Rosemary Kamei**  
City of San Jose Member

**One Council  
Member from any  
of the other cities**  
appointed by the  
Cities Selection  
Committee

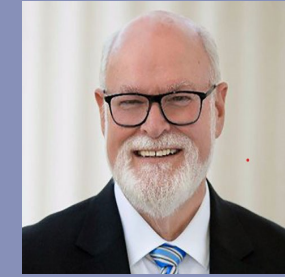


**Mark Turner**  
Cities Member

**Two Board Members from independent  
special districts** — one appointed by the  
Santa Clara Valley Water District Board,  
one appointed by the Independent Special  
District Selection Committee



**Yoriko Kishimoto**  
Special Districts  
Member



**Jim Beall**  
Special Districts  
Member

**One Public Member**  
appointed by the  
other 6 members of  
the Commission



**Terry Trumbull**  
Public Member



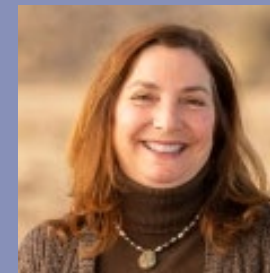
**Betty Duong**  
Alternate  
County Member



**Pamela Campos**  
Alternate  
City of San Jose Member



**Zach Hilton**  
Alternate  
Cities Member



**Helen Chapman**  
Alternate Special  
Districts Member



**Teresa O'Neill**  
Alternate  
Public Member

# SERVICE REVIEWS



## DEFINITION

Comprehensive documentation, review and analysis of services in a designated geographic area

## USES

- » Inform LAFCO's decisions
- » Generate options/ideas for efficient service provision and governance
- » Showcase best practices

## MANDATE (GC 56430)

- » Required prior to a sphere of influence (SOI) review/update which must occur once every 5 years, or as necessary
- » A sphere of influence for a special district is a plan for the probable physical boundaries and service area of a district
- » Preparation of a written statement of determinations

## REQUIRED SERVICE REVIEW DETERMINATIONS

- » Growth and population projections for the affected area
- » Location and characteristics of any disadvantaged unincorporated communities within or contiguous to the sphere of influence
- » Present and planned capacity of public facilities, adequacy of public services, and infrastructure needs or deficiencies including infrastructure needs or deficiencies related to sewers, municipal and industrial water, and structural fire protection in any disadvantaged, unincorporated communities within or contiguous to the sphere of influence
- » Financial ability of agencies to provide services
- » Status of, and opportunities for, shared facilities
- » Accountability for community service needs, including governmental structure and operational efficiencies
- » Any other matter related to effective or efficient service delivery, as required by commission policy

# SERVICE REVIEWS: PAST & PRESENT

## FIRST ROUND

- » Countywide Fire Service Review (2004)
- » Countywide Water Service Review (2005)
- » Northwest Santa Clara County Service Review (2006)
- » South Central Santa Clara County Service Review (2007)

## SECOND ROUND

- » Countywide Fire Service Review (2010)
- » Countywide Water Service Review (2011)
- » Audit and Service Review of the El Camino Hospital District (2012)
- » Special Districts Service Review Phase 1 (2013)
- » Special Districts Service Review Phase 2 (2013)
- » Saratoga Fire Protection District Special Study (2014)
- » Cities Service Review (2015)

## THIRD ROUND

- » Rancho Rinconada Recreation & Park District Special Study (2020)
- » Countywide Fire Protection Service Review (2023)
- » **Countywide Water and Wastewater Service Review**
- » Special Districts Service Review
- » Cities Service Review

# TECHNICAL ADVISORY COMMITTEE

## APPOINTED BY LAFCO

- » ROSEMARY KAMEI, LAFCO Chairperson
- » TERESA O'NEILL, Alternate Commissioner

## APPOINTED BY SANTA CLARA COUNTY / CITY MANAGERS' ASSOCIATION

- » CHRIS CONSTANTIN, City Manager  
Town of Los Gatos
- » MATT MORLEY, City Administrator  
City of Gilroy

## LIAISONS TO THE SANTA CLARA COUNTY WATER RETAILERS GROUP

- » AARON BAKER, COO: Water Utility  
Santa Clara Valley Water District
- » CURT RAYER, VP Operations  
San Jose Water Company

## LIAISONS TO THE SANTA CLARA COUNTY MUNICIPAL PUBLIC WORKS OFFICIALS' ASSOCIATION

- » CHRIS GHIONE, Public Services Director, City of Morgan Hill
- » MANSOUR NASSER, Asst. Dir., Environmental Services, City of Sunnyvale

## LIAISON TO THE SANTA CLARA COUNTY SPECIAL DISTRICTS ASSOCIATION

- » TIM KISER, District Manager and Engineer, West Valley Sanitation District

# SERVICE REVIEW PROCESS

## 1.

### **Project Initiation**

- » Establish a TAC to select consultant and provide advice
- » LAFCO issues RFP
- » LAFCO retains consultant

## 2.

### **Request for Information**

- » Consultant collects data; interviews affected agencies
- » Consultant tabulates data
- » Agencies verify tabulated data for agency profile

## 3.

### **Data Analysis & Findings**

- » Consultant prepares data analysis, preliminary findings, and Administrative Draft Report

## 4.

### **Draft Report for Public Review**

- » LAFCO releases Draft Report for public review and comment
- » Consultant responds to comments

## 5.

### **LAFCO Public Hearings**

- » LAFCO public hearing on Draft Report
- » LAFCO public hearing on Revised Draft Report / Final Report

# ENCOURAGING IMPLEMENTATION OF SERVICE REVIEW RECOMMENDATIONS

**Recommendations**  
in Service Review  
Report

**Send Letter to Agencies**  
Requesting Written  
Responses on:

- » How agency plans to implement recommendations
- » What is the timeline for implementation
- » Explanation if agency does not plan to implement

**Report Back**  
to LAFCO on  
Agencies'  
Progress

**Consider**  
**Next Steps**  
and Determine  
if further LAFCO  
Action is needed

# SERVICE REVIEW OUTCOMES



Santa Clara LAFCO's Service Reviews have helped:

- » Enhance transparency and public accountability of districts
- » Clarify purpose/function and relevance of districts
- » Identify and discourage duplication of services
- » Identify options for improved services and better governance
- » Identify opportunities for shared services
- » Identify unapproved service connections outside boundaries

# SERVICE REVIEW SCOPE

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# AGENCIES TO BE STUDIED

## WATER DISTRICTS

- » Aldercroft Heights County Water District
- » Pacheco Pass Water District
- » Purissima Hills County Water District
- » San Martin County Water District
- » Santa Clara Valley Water District

## CITIES

- » All 15 cities in Santa Clara County

## SPECIAL DISTRICTS THAT PROVIDE WASTEWATER SERVICES

- » Burbank Sanitary District
- » County Sanitation District 2-3
- » Cupertino Sanitary District
- » West Bay Sanitary District
- » West Valley Sanitation District
- » Lions Gate Community Services District
- » Lake Canyon Community Services District

# AGENCIES TO BE STUDIED (Continued)

## OTHER WATER SERVICE PROVIDERS

### Private Water Companies

- » San Jose Water Company
- » California Water Service Company
- » Great Oaks Water Company
- » West San Martin Water Works

### Miscellaneous

- » Stanford University
- » San Francisco Public Utilities Commission
- » South Bay Water Recycling

- » Bay Area Water Supply and Conservation Agency
- » County Department of Environmental Health
- » Palo Alto Regional Water Quality Control Plant
- » San Jose-Santa Clara Regional Wastewater Facility
- » South County Regional Wastewater Authority
- » Sunnyvale Water Pollution Control Plant
- » Mutual Water Companies, including small water systems

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# SERVICE REVIEW FOCUS ISSUES

## SMALL WATER SYSTEMS IN THE UNINCORPORATED AREA

Opportunities and challenges

## OTHER ISSUES

- » Water quality issues in South County
- » Water systems capacity to fight wildfires
- » Water availability during multi-year droughts
- » Sea level rise impacts
- » Emerging water demands (e.g., data centers)



# KEY STEPS & TIMELINE

## KEY STEPS & TIMELINE

|  |                   |
|--|-------------------|
| Project Webpage & Stakeholder / Public / Community Engagement and Outreach | March – May 2026  |
| Development of Evaluation Criteria   | March – April     |
| Consultant collects data from service providers                            | April – July      |
| Service providers validate agency profiles compiled by consultant          | June – July       |
| Consultant prepares findings, and Draft Service Review Report              | August – November |
| LAFCO releases Draft Report for public review and comment                  | Mid-December      |

## KEY STEPS & TIMELINE

|  |  |                    |
|--|--|--------------------|
| Community workshops on Draft Report                            |  | Early January 2027 |
| LAFCO public hearing on Draft Report                           |  | Early February     |
| LAFCO releases Revised Draft Report for public review/ comment |  | Mid-February       |
| LAFCO public hearing to adopt Final Report                     |  | April              |
| Publication of Adopted Final Report                            |  | Late April         |



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Countywide Water and  
Wastewater Service  
Review Webpage



Local Agency Formation Commission  
of Santa Clara County

Neelima Palacherla, Executive Officer

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**THANK YOU!!!**

**[SantaClaraLAFCO.org](http://SantaClaraLAFCO.org)**





# TAC Meeting 1

Countywide Water and Wastewater Service Review and SOI Updates

Santa Clara LAFCO  
April 22, 2026

# **RSG Team Introductions**

AGENDA ITEM # 5



## RSG Overview

- RSG is a California-based consulting firm with over 35 years of experience working with LAFCOs throughout the state to implement the requirements of the Cortese-Knox-Hertzberg Act
- Provide services to multiple LAFCOs throughout the State of California

### Recent Engagements:

- Sacramento LAFCO Florin County Water District MSR and SOI Update & Omochochumne-Hartnell Water District MSR & SOI Update
- LA LAFCO San Gabriel Valley MSR and SOI Update covering 3 cities (La Verne, Claremont, and San Dimas)
- Placer LAFCO Colfax Region MSR covering 3 water/sewer districts and City of Colfax
- Sutter LAFCO City of Live Oak MSR and SOI Update
- San Joaquin LAFCO Rural Fire Districts MSR & SOI Update covering 19 agencies

## Key RSG Project Members



**Jim Simon, Principal**

Role:

- Lead public engagement
- Oversight of project



**Carol Ieromnimon, Associate**

Role:

- Project Manager
- Lead author for Service Review



**Marcus Mekhael, Senior Analyst**

Role:

- Lead on analysis
- Co-Author for Service Review

## Partner – Kennedy Water Consulting LLC (KWC LLC)

### Experience:

- Water and wastewater expert with over 35 years in the field
- Current Watermaster for Santa Margarita River Water Shed
- Served as General Manager for Rainbow Municipal Water District

### Recent Engagements:

- Florin County Water District MSR & SOI Update (Sacramento LAFCO)
- City of Carlsbad MSR, San Dieguito Water District MSR, and Leucadia Water District MSR (San Diego LAFCO)

### Role:

- Technical Advisor

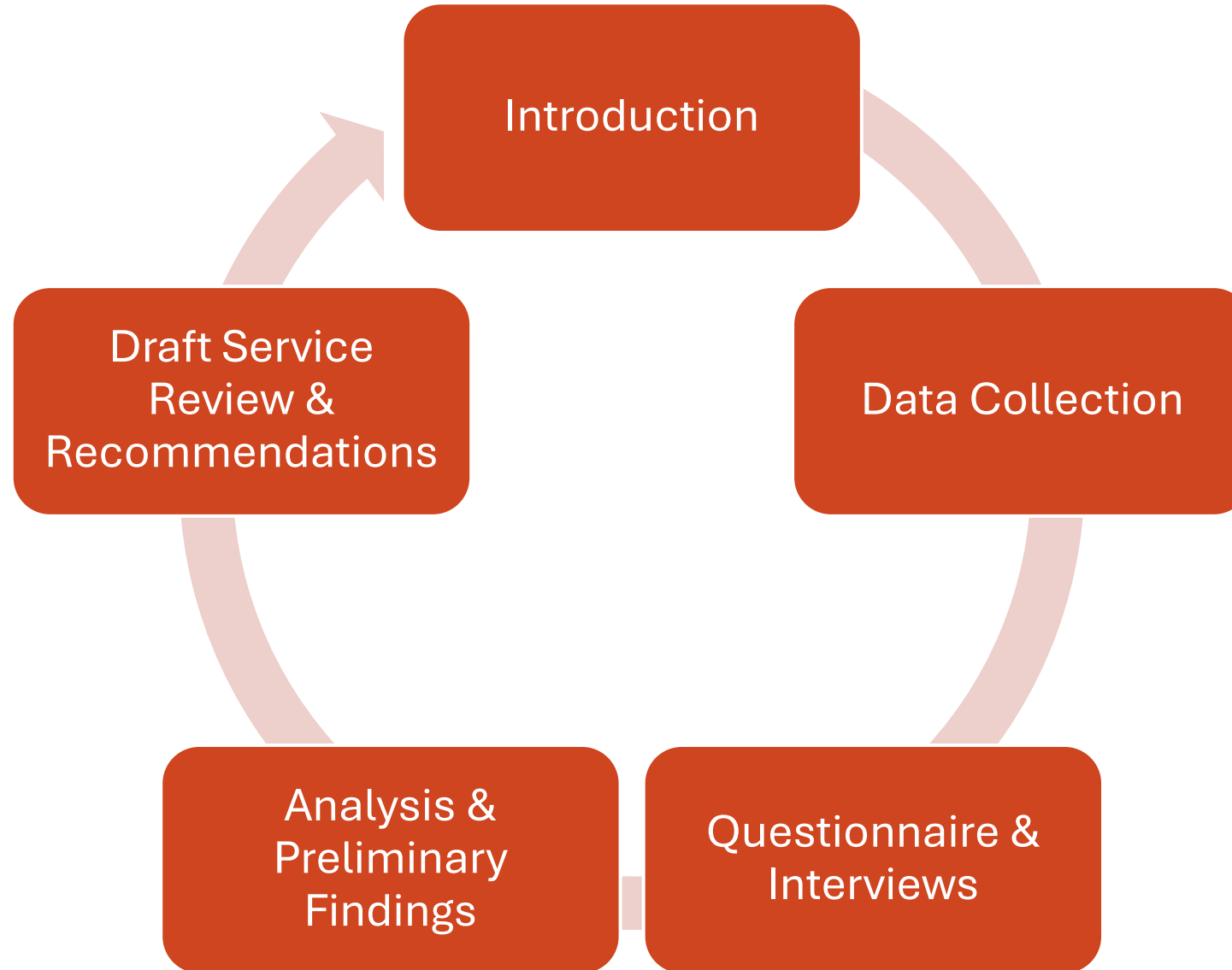


Tom Kennedy, President, KWC LLC

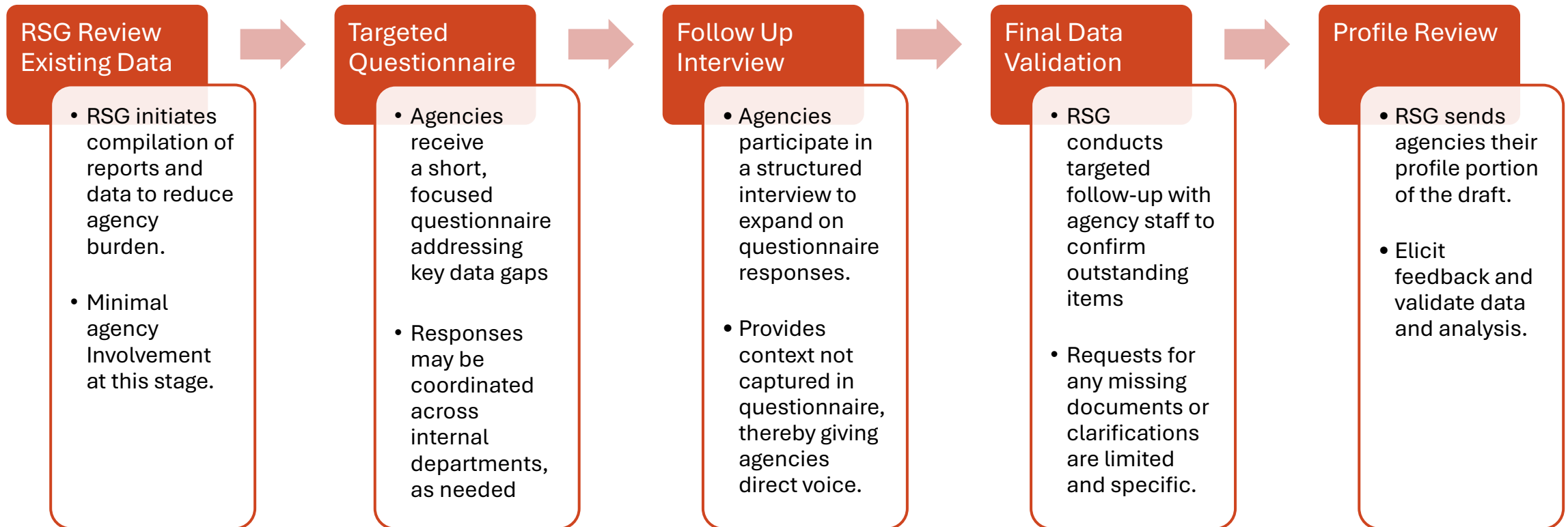
# Data Collection Process

AGENDA ITEM # 6

# Overview



# Agency Participation in Data Collection



# Questionnaire Organization

## Sample Questions



**System Overview** Service area, connections served, governance structure



**Operations & Maintenance** Staffing, maintenance practices, service challenges



**Infrastructure & Assets** Facilities, system capacity, asset condition



**Financial & Planning** Rates, capital improvement plans, funding needs, questions from the ACFRs



**Opportunities & Consolidation** Potential for shared services, consolidation, and regional collaboration

- Confirm total population and number of connections/customers served for last five years.
- Identify any wholesale or retail service relationships with other agencies.

- Does in-house staff have the capacity to carry-out adequate service levels?
- Please provide staffing figures and distinguish between full-time, part-time, and contract.

- Please provide annual historical water supply data for the past five years.
- Please provide annual historical sewer flows for the past five years.

- Are your revenues sufficient to meet capital improvement goals, or are you experiencing deferred maintenance?
- When was your most recent adopted rate study and CIP?

- Confirm if there is an opportunity for the agency to share facilities with neighboring providers. Includes identification of any existing shared facilities or services with other providers.

# Focus Areas

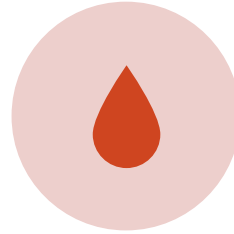
# Small Water Systems & Mutual Water Companies

Inventory and characterization of systems:

- Identify location, size, ownership type

Data Sources:

- State Water Resources Control Board Division of Drinking Water (DDW)
  - SAFER Dashboard
- Public disclosures and available system records
- Input from agencies and stakeholders



WATER QUALITY AND  
COMPLIANCE  
HISTORY



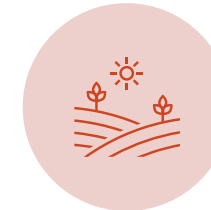
INFRASTRUCTURE  
CONDITION AND  
CAPACITY



FINANCIAL AND  
MANAGERIAL  
CAPACITY



AGENCY  
COORDINATION  
AND/OR ENHANCED  
SERVICE DELIVERY



PHYSICAL AND  
GEOGRAPHIC  
CONSTRAINTS

## Other Issues

### Water quality concerns:

- Septic system impacts, nitrates, contaminants

### Water supply & drought resilience :

- Reliability during multi-year droughts

### Fire flow & emergency response capacity:

- System ability to support wildfire response

### Climate-related impacts:

- Sea level rise, stormwater implications

### Growth-related demand:

- Emerging uses (e.g., data centers)

## Approach & Outcome

- Review agency planning documents (UWMPS, SSMP, CIPs)
- Evaluate system capacity vs. projected demand
- Incorporate stakeholder input and regional context
- Identify system vulnerabilities and capacity gaps
- Inform service review determinations

# QUESTIONS AND DISCUSSION

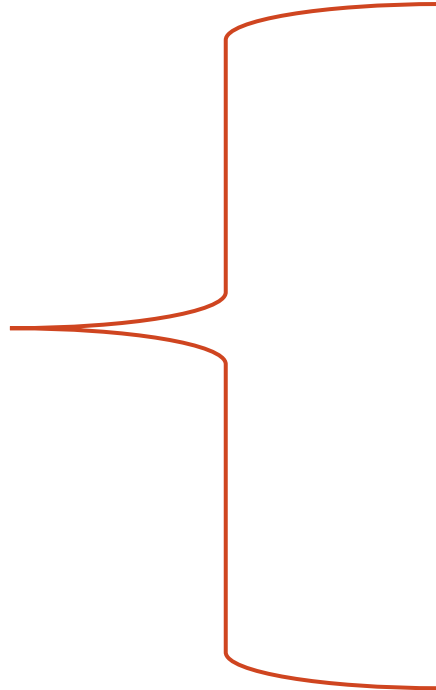
# Public Outreach and Engagement Strategy

AGENDA ITEM #7

# Outreach Strategy Overview

## Approach

- TAC meetings
- Direct agency input (questionnaire, interviews, agency profile reviews)
- Community workshops
- Public Hearings



Inform SR/SOI with technical, stakeholder, and community input

Improve understanding of service delivery, infrastructure capacity, and governance

Identify efficiencies and opportunities

Ensure transparency

# Engagement Components

## Core Components:

- TAC Meetings (3 total & hybrid)
  - 2<sup>nd</sup> meeting June 2026
  - 3<sup>rd</sup> meeting August 2026
- Agency Questionnaires (targeted) (May 2026)
- Agency Interviews (27 total & virtual) (June 2026)
- Community workshops (6 total & hybrid)
  - Round 1 – issues & input (occurring June 8 and 9<sup>th</sup>)
  - Round 2 – draft report & comments (expected January 2027)

## Key Topics Across Engagement:

- Service reliability and availability
- Infrastructure condition and capacity
- Governance challenges
- Shared services and facilities opportunities
- Emerging trends and issues

# **REVIEW COMMUNITY SURVEY**

# **Service Review Determinations & Evaluation Criteria**

AGENDA ITEM #8

## Government Code Section 56430



### Service Review Determinations

- Growth and Population
- Disadvantaged Unincorporated Communities
- Capacity of Facilities and Adequacy of Services
- Financial Ability to Provide Services
- Opportunities for Shared Services
- Governance and Accountability

# Criteria Used to Make Service Review Determinations

| Determination                                      | Key Evaluation Focus   | Data Sources   | Analysis Approach  |
|--|--|--|--|
| 1. Growth & Population                             | Growth trends in population.   | Bay Area Association of Governments (ABAG)                                     | Trend analysis   |
| 2. Disadvantaged Unincorporated Communities (DUCs) | Communities at or below current thresholds for State Median Household Income (MHI) | American Community Survey data 2019-2023                                       | Identification of communities meeting DUC criteria   |
| 3. Capacity & Adequacy Services                    | System capacity, demand, and asset condition                                       | UMWPs, SMPs, flow data, and CIP  | Demand vs. capacity assessment   |
| 4. Financial Ability                               | Financial capacity, reserves, and capital planning                                 | ACFRs, budgets, CIP, CalPERS reports, State Controller filings                 | Review revenues/ expenditures, reserve levels, CIP funding, and audit/reporting compliance |
| 5. Shared Services Opportunities                   | Shared facilities and/or services  | Agency data, service agreements, MSR documents, interviews                     | Identify current and potential shared facilities and/or, services                          |
| 6. Accountability & Governance                     | Governance, transparency, and public accessibility                                 | Agency websites, board agendas and meeting records, rate studies, and policies | Review public access, governance practices, rate transparency, and meeting compliance      |

# **REVIEW EVALUATION CRITERIA**

# Next Steps

|   | Meetings  | Agenda Topics   |
|---|---|---|
| 1 | Kick-Off Meeting for Service Providers (April 27) | <ul style="list-style-type: none"> <li>• Introduction to Project</li> <li>• Timeline and Milestones</li> <li>• Data Collection process</li> </ul>   |
| 2 | Three Community Meetings (June 8 & 9)             | <ul style="list-style-type: none"> <li>• Introduction to Project</li> <li>• Timeline and Milestones</li> <li>• Obtain community input on water / wastewater issues</li> </ul>   |
| 3 | Week of June 15, 2026 (tentative)                 | <ul style="list-style-type: none"> <li>• Update on First Round of Community Engagement</li> <li>• Status of Data Collection</li> <li>• Status of Agency Interviews</li> <li>• Issues or Hurdles Encountered</li> <li>• Schedule Update</li> </ul> |
| 4 | Week of August 28, 2026 (tentative)               | <ul style="list-style-type: none"> <li>• Update on Project</li> <li>• Review and Discuss Preliminary Findings</li> </ul>  |



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Santa Clara County Water & Wastewater Services | Community Survey

\* 1. Which of the following best describe(s) your relationship to the County? *(Select all that apply)*

- Homeowner (primary residence in Santa Clara County)
- Renter (reside in Santa Clara County)
- Business owner/operator residing in Santa Clara County
- Own property in Santa Clara County but reside outside Santa Clara County
- Employed in Santa Clara County
- Other (please specify)

\* 2. How long have you lived in Santa Clara County?

- less than 1 year
- 1-3 years
- 4-7 years
- 8-15 years
- More than 15 years
- Do not live in the County

\* 3. Where do you live in Santa Clara County?

4. What is your zip code?

\* 5. Do you know which agency or organization provides your sewer services?

- Yes
- No
- Not sure
- Other (please specify)

6. Do you know which agency or organization provides your drinking water services?

- Yes
- No
- Not sure
- Other (please specify)

\* 7. Which of the following best describes your understanding of your water provider(s)?  
(Select all that apply)

- City-operated service
- Special district (e.g., water district or sanitary district)
- Private utility company
- Private well
- Not sure
- Other (please specify)

DRAFT

\* 8. Which of the following best describes your understanding of your sewer provider(s)?  
(Select all that apply)

- City-operated service
- Special district (e.g., water district or sanitary district)
- Private utility company
- Septic system
- Not sure
- Other (please specify)

\* 9. How familiar are you with how decisions are made by your water and/or sewer providers? (e.g., who makes decisions, how rates are set, how projects are approved)?

- Extremely familiar
- Very familiar
- Somewhat familiar
- Not so familiar
- Not at all familiar
- Other (please specify)

\* 10. Are you aware of opportunities to observe or participate in decisions about water services (such as public meetings or hearings)?

- Yes, and I have attended or participated
- Yes, but I have not attended
- No, I was not aware
- Not applicable
- Other (please specify)

\* 11. Are you aware of opportunities to observe or participate in decisions about sewer services (such as public meetings or hearings)?

- Yes, and I have attended or participated
- Yes, but I have not attended
- No, I was not aware
- Not applicable
- Other (please specify)

\* 12. How would you rate the transparency of your water provider regarding availability of rates, projects, and service information?

- Very transparent
- Somewhat transparent
- Neutral/unsure
- Somewhat unclear
- Not transparent at all
- Not applicable
- Other (please specify)

\* 13. How would you rate the transparency of your sewer provider regarding availability of rates, projects, and service information?

- Very transparent
- Somewhat transparent
- Neutral/unsure
- Somewhat unclear
- Not transparent at all
- Not applicable
- Other (please specify)

\* 14. Overall, how satisfied are you with your drinking water service (e.g., quality, reliability, pressure)?

|                   |              |                                       |           |                |
|-------------------|--------------|---------------------------------------|-----------|----------------|
| Very dissatisfied | Dissatisfied | Neither satisfied nor<br>dissatisfied | Satisfied | Very Satisfied |
| ★                 | ★            | ★                                     | ★         | ★              |

Other (please specify)

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\* 15. Overall, how satisfied are you with your sewer service (e.g., reliability, odor, backups, maintenance)?

|                   |              |                                       |           |                |
|-------------------|--------------|---------------------------------------|-----------|----------------|
| Very dissatisfied | Dissatisfied | Neither satisfied nor<br>dissatisfied | Satisfied | Very Satisfied |
| ★                 | ★            | ★                                     | ★         | ★              |

Other (please specify)

\* 16. Have you experienced any of the following issues in the past 3-5 years? (Select all that apply)

- Water quality concerns (taste, odor, discoloration)
- Water supply interruptions or low pressure
- Sewer backups or overflows
- Billing or rate concerns
- No issues
- Other (please specify)

17. What water related services would best benefit your community and why?

18. What sewer related services would best benefit your community and why?

19. Please share any additional comments, concerns, or suggestions regarding your water and/or sewer services in your community.

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## **SANTA CLARA COUNTYWIDE WATER AND WASTEWATER REVIEW CRITERIA**

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### **1. Growth and population projections for the affected area**

The amount and percent of population growth projected by the Association of Bay Area Governments.

### **2. The location and characteristics of any disadvantaged unincorporated communities within or contiguous to the sphere of influence(s).**

Existence of DUCs (areas with median household income is less than 80% of the statewide annual median household income and has 12 or more residents) within and/or contiguous to the affected agency' SOI using American Community Service and US Census Bureau data.

### **3. Present and planned capacity of public facilities and adequacy of public services, adequacy of public services, infrastructure needs, or deficiencies related to sewers, municipal and industrial water, and structural fire protection in any disadvantaged, unincorporated communities within or contiguous to the sphere of influence.**

Water:

- The total annual water supply under entitlement for the agency's use from various sources (with each source and authorized use identified).
- The maximum total annual water supply that can be guaranteed every year for the agency's use from various sources (this is the agency's "firm yield"). Identification of the primary causes of the differences between total water supply under entitlement and "firm yield"; and what augmentations each agency is pursuing to close that gap.
- The percentage of the firm yield water supplies in use during average and peak demand periods.
- Projected firm yield estimates over the future planning horizon in 5-year increments (i.e., 2025, 2030, 2035, etc.)
- The physical and operational capacities of the treatment, distribution, and storage system.
- Specific to water distribution, the need for capacity enhancement based on the percent of existing capacity in use during average and peak demand periods.
- Specific to distribution and storage the need for capacity redundancy and/or safeguards against service interruptions.
- The number and type of health and monitoring violations for drinking water as identified by State Water Resources Control Board (SWRCB) Division of Drinking Water (DDW).
- The extent of the agency's/department's (or water supplier(s)) water reserves in days of available water supply should a major disruption in water delivery occur.

- An assessment of the adequacy of the agency's system, operations, and management, including any required improvements, as evaluated and recommended by the DDW during the most recent inspection.
- Infrastructure needs and agency's plans to address these needs, as reported by the agency, or identified in capital improvement plans, and/or recommended by the DDW.
- The percent of the system's capacity in use during average and peak demand periods.
- Projected water demands (by use category) to 2045 as reported by the agency/department.
- Comparison of available firm yield, system capacities, and projected demands to illustrate each agencies' ability to serve in 5-year increments to 2045 (i.e., 2025, 2030, 2035, etc.).

#### Wastewater:

- Annual wastewater demands between 2020 and 2025 including average daily demand, average dry-weather demands, and average wet-weather demands.
- Percent of wastewater treatment capacity in use in 2025.
- Infrastructure needs and agency's/department's plans to address these needs, as reported by the agency/department, or identified in capital improvement plans.
- The number and type of violations and/or enforcement actions for wastewater systems as identified by State Water Resources Control Board's (SWRCB) computer system "California Integrated Water Quality System" (CIWQS) public reports. This may include inspection reports provided by local oversight boards and/or Santa Clara County.

#### Stormwater:

- Identified capital improvement needs (repair, upsizing, retrofits) and backlog of deferred maintenance.
- Reported condition of stormwater infrastructure (if available) from master plans, asset inventories, or CIP narratives, and/or agency input.
- Identification of applicable NPDES Municipal Separate Storm Sewer System (MS4) permit coverage (e.g., Phase I or Phase II).
- Description of routine maintenance activities (e.g., catch basin cleaning, channel maintenance) as outlined in agency documents or websites.

#### **4. Financial ability of agencies to provide services.**

- The degree to which revenues are able to cover annual operating and capital costs, anticipated future capital costs, and maintain a healthy reserve
- The adequacy of the level of financing and any financing challenges or constraints as reported by the agency.

- Rates: The degree to which rates and fees are evaluated and the actions taken by agencies to adopt rates, consistent with Prop 218.
- Capital planning: Whether or not the agency/department has an up-to-date capital improvement plan with estimated timing and anticipated financing sources for each project.
- The degree to which the agency/department is investing in capital as compared to depreciation of capital assets during FYs 23, 24, and 25.
- Capital reserves: The capital reserve fund balance as of June 30, 2025, and the anticipated capital funding needs based on identified infrastructure needs and estimated costs.
- Reserves: The audited unrestricted fund balance for fiscal years 2024 and 2025. Does the agency/department have a reserve policy.
- Preparation of audits and timely reporting to State Controller's Office in compliance with Government Code Sections 53891 and 26909

## **5. Status of, and opportunities for, shared facilities;**

- The extent of existing and/or opportunities for shared facilities with other agencies to enhance service delivery efficiencies and/or reduce costs, including opportunities for shared services such as personnel and equipment, as reported by the agencies.
- Whether an affected agency has ability or excess capacity to provide services to other agencies.

## **6. Accountability for community service needs, including government structure and operational efficiencies.**

- Agency's effort to meet state laws designed to ensure transparency and accountability consisting of:
  - Availability and ease of access of information to the public;
  - Compilation and maintenance of an agency's/department's website that meets all public documents and reporting requirements, including agendas, budgets, financials, and other agency/department pertinent information;
  - Staff and governing board member ethics training and economic interest reporting, as required;
  - Compliance with financial document compilation, adoption, and reporting requirements; and
  - Adherence to open meeting requirements.
- Preparing a budget before the beginning of the fiscal year to plan and budget for community service needs.
- Maintaining current financial records.
- Establishing a process to take and address complaints from the public.
- Availability of rate studies to enable the public to understand how water or sewer rates were set, as well as information on how rates are calculated on the website.
- Whether there are efforts for engagement of public in the planning for infrastructure, facilities, and financial needs of the agency's/department's, such as workshops or advisory committees.

- Regularly conducting Board meetings with public access consistent with Government Code Section 54954, and related Principal Acts.
- Potential restructuring options for the governance of the agency to further enhance transparency and/or increase service efficiencies.

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