

# **Appendix F**

## **Best Management Practices**

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Reported as of 5/7/05

**BMP 03: System Water Audits, Leak Detection and Repair**

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Has your agency completed a pre-screening system audit for this reporting year? yes
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF) 44418
  - b. Determine other system verifiable uses (AF) 0
  - c. Determine total supply into the system (AF) 44838
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.99
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
- 6. Does your agency operate a system leak detection program? yes
  - a. If yes, describe the leak detection program:  
 monthly review of metered sales vs. supply

**B. Survey Data**

- 1. Total number of miles of distribution system line. 26
- 2. Number of miles of distribution system line surveyed. 26

**C. System Audit / Leak Detection Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	5000	6000
2. Actual Expenditures	5000	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

Reported as of 5/7/05

**BMP 07: Public Information Programs**

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes

a. If YES, describe the program and how it's organized.

Agency provides a quarterly community newsletter to approx. 2,000 people/organizations/elected officials. Utilize paid advertising, public and media events and Agency conservation garden to promote water conservation in service area.

2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	10
b. Public Service Announcement	yes	0
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	15
f. Special Events, Media Events	yes	10
g. Speaker's Bureau	yes	3
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

**B. Conservation Information Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	147102	100000
2. Actual Expenditures	144283	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

A2d. Retailers are billed based on usage and are shown last year's usage of Agency wholesale production. B1 and B2. After 2003, began new accounting system, also re-organized personnel.

Reported as of 5/7/05

### BMP 08: School Education Programs

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

1. Has your agency implemented a school information program to promote water conservation? yes

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	147	3033	0
Grades 4th-6th	yes	67	2421	0
Grades 7th-8th	yes	0	0	0
High School	yes	0	0	0

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program? 09/01/1995

#### B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	114670	115000
2. Actual Expenditures	110979	

#### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

#### D. Comments

Have expanded program to include more workshops, career days and job fairs. PROBLEM: increased school district emphasis on testing has made entry into Grades 7-12 very difficult.

Reported as of 5/7/05

### BMP 10: Wholesale Agency Assistance Programs

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

##### 1. Financial Support by BMP

BMP	Financial Incentives Offered?	Budgeted Amount	Amount Awarded	BMP	Financial Incentives Offered?	Budgeted Amount	Amount Awarded
1	No	0	0	8	yes	165852	162161
2	yes	10000	10000	9	No		
3	No			10	yes	93659	72659
4	No			11	No		
5	No			12	yes	58000	58000
6	No			13	No		
7	yes	147102	144283	14	yes	20000	20000

##### 2. Technical Support

- a. Has your agency conducted or funded workshops addressing CUWCC procedures for calculating program savings, costs and cost-effectiveness? yes
- b. Has your agency conducted or funded workshops addressing retail agencies' BMP implementation reporting requirements? yes
- c. Has your agency conducted or funded workshops addressing:
  - 1) ULFT replacement yes
  - 2) Residential retrofits yes
  - 3) Commercial, industrial, and institutional surveys No
  - 4) Residential and large turf irrigation No
  - 5) Conservation-related rates and pricing No

##### 3. Staff Resources by BMP

BMP	Qualified Staff Available for BMP?	No. FTE Staff Assigned to BMP	BMP	Qualified Staff Available for BMP?	No. FTE Staff Assigned to BMP
<b>1</b>	yes	.5	<b>8</b>	yes	10
<b>2</b>	yes	.5	<b>9</b>	yes	.5
<b>3</b>	yes	1	<b>10</b>	yes	2
<b>4</b>	yes	.5	<b>11</b>	yes	.5
<b>5</b>	yes	2.5	<b>12</b>	yes	2
<b>6</b>	yes	.5	<b>13</b>	yes	.5
<b>7</b>	yes	3	<b>14</b>	yes	.5

#### 4. Regional Programs by BMP

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BMP	Implementation/ Management Program?	BMP	Implementation/ Management Program?
<b>1</b>	No	<b>8</b>	yes
<b>2</b>	yes	<b>9</b>	yes
<b>3</b>	No	<b>10</b>	yes
<b>4</b>	No	<b>11</b>	No
<b>5</b>	yes	<b>12</b>	yes
<b>6</b>	No	<b>13</b>	No
<b>7</b>	yes	<b>14</b>	yes

**B. Wholesale Agency Assistance Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	494613	500000
2. Actual Expenditures	467103	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 11: Conservation Pricing**

Reporting Unit:  
**Castaic Lake Water Agency**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2003**

**A. Implementation****Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$6049713
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$3264000

**2. Commercial**

- a. Water Rate Structure
- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

**3. Industrial**

- a. Water Rate Structure
- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

**4. Institutional / Government**

- a. Water Rate Structure
- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

**5. Irrigation**

- a. Water Rate Structure
- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

**6. Other**

- a. Water Rate Structure

- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

**B. Conservation Pricing Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 12: Conservation Coordinator**

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Does your Agency have a conservation coordinator? yes
- 2. Is this a full-time position? no
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
- 4. Partner agency's name:
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 50%
  - b. Coordinator's Name Mary Lou Cotton
  - c. Coordinator's Title Water Resources Manager
  - d. Coordinator's Experience and Number of Years 11
  - e. Date Coordinator's position was created (mm/dd/yyyy) 02/15/2001
- 6. Number of conservation staff, including Conservation Coordinator. 3

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	68497	59000
2. Actual Expenditures	68497	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

One position filled for only part of calendar year.

Reported as of 5/7/05

### BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2004**

#### A. Implementation

- 1. Has your agency completed a pre-screening system audit for this reporting year? yes
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF) 46669
  - b. Determine other system verifiable uses (AF) 0
  - c. Determine total supply into the system (AF) 47088
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.99
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
- 6. Does your agency operate a system leak detection program? yes

a. If yes, describe the leak detection program:  
 monthly review of metered sales vs. supply

#### B. Survey Data

- 1. Total number of miles of distribution system line. 26
- 2. Number of miles of distribution system line surveyed. 26

#### C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	6000	6000
2. Actual Expenditures	6000	

#### D. "At Least As Effective As"

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

#### E. Comments

Reported as of 5/7/05

### BMP 07: Public Information Programs

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2004**

#### A. Implementation

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes

a. If YES, describe the program and how it's organized.

Agency provides a quarterly community newsletter to approx. 50,000 people/organizations/elected officials. Utilize paid advertising, public and media events and Agency conservation garden to promote water conservation in service area.

2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	15
b. Public Service Announcement	yes	0
c. Bill Inserts / Newsletters / Brochures	yes	5
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	15
f. Special Events, Media Events	yes	3
g. Speaker's Bureau	yes	8
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

#### B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	235163	200000
2. Actual Expenditures	241461	

#### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

#### D. Comments

A2d. Retailers are billed based on usage and are shown last year's usage of Agency wholesale production. B1 and B2. Reflects new accounting process and reorganization.

Reported as of 5/7/05

**BMP 08: School Education Programs**

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Has your agency implemented a school information program to promote water conservation? yes

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	54	1080	0
Grades 4th-6th	yes	21	732	0
Grades 7th-8th	yes	0	0	0
High School	yes	0	0	0

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program? 09/01/1995

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	207270	200000
2. Actual Expenditures	219362	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Continuing difficulty gaining entry into Grades 7-12. B1 and B2. Reflects additional staff hired in 2004.

Reported as of 5/7/05

### BMP 10: Wholesale Agency Assistance Programs

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2004**

#### A. Implementation

##### 1. Financial Support by BMP

BMP	Financial Incentives Offered?	Budgeted Amount	Amount Awarded	BMP	Financial Incentives Offered?	Budgeted Amount	Amount Awarded
1	No			8	yes	235163	241461
2	yes	20000	21000	9	No		
3	No			10	yes	88659	86621
4	No			11	No		
5	No			12	yes	58000	58000
6	No			13	No		
7	yes	207270	219362	14	yes	25000	25000

##### 2. Technical Support

- a. Has your agency conducted or funded workshops addressing CUWCC procedures for calculating program savings, costs and cost-effectiveness? yes
- b. Has your agency conducted or funded workshops addressing retail agencies' BMP implementation reporting requirements? yes
- c. Has your agency conducted or funded workshops addressing:
  - 1) ULFT replacement yes
  - 2) Residential retrofits yes
  - 3) Commercial, industrial, and institutional surveys No
  - 4) Residential and large turf irrigation No
  - 5) Conservation-related rates and pricing No

##### 3. Staff Resources by BMP

BMP	Qualified Staff Available for BMP?	No. FTE Staff Assigned to BMP	BMP	Qualified Staff Available for BMP?	No. FTE Staff Assigned to BMP
<b>1</b>	yes	.5	<b>8</b>	yes	10
<b>2</b>	yes	.5	<b>9</b>	yes	.5
<b>3</b>	yes	1	<b>10</b>	yes	2
<b>4</b>	yes	.5	<b>11</b>	yes	.5
<b>5</b>	yes	2.5	<b>12</b>	yes	2
<b>6</b>	yes	.5	<b>13</b>	yes	.5
<b>7</b>	yes	3	<b>14</b>	yes	.5

**4. Regional Programs by BMP**

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BMP	Implementation/ Management Program?	BMP	Implementation/ Management Program?
<b>1</b>	No	<b>8</b>	yes
<b>2</b>	yes	<b>9</b>	yes
<b>3</b>	No	<b>10</b>	yes
<b>4</b>	No	<b>11</b>	No
<b>5</b>	yes	<b>12</b>	yes
<b>6</b>	No	<b>13</b>	No
<b>7</b>	yes	<b>14</b>	yes

**B. Wholesale Agency Assistance Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	634092	650000
2. Actual Expenditures	651444	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

all budget numbers reflect new accounting process started in 2004.

Reported as of 5/7/05

## BMP 11: Conservation Pricing

Reporting Unit:  
**Castaic Lake Water Agency**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

#### Rate Structure Data Volumetric Rates for Water Service by Customer Class

##### 1. Residential

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$8561300
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$0

##### 2. Commercial

- a. Water Rate Structure
- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

##### 3. Industrial

- a. Water Rate Structure
- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

##### 4. Institutional / Government

- a. Water Rate Structure
- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

##### 5. Irrigation

- a. Water Rate Structure
- b. Sewer Rate Structure
- c. Total Revenue from Volumetric Rates \$
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$

##### 6. Other

- a. Water Rate Structure

b. Sewer Rate Structure

c. Total Revenue from Volumetric Rates \$

d. Total Revenue from Non-Volumetric  
Charges, Fees and other Revenue \$  
Sources

**B. Conservation Pricing Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 12: Conservation Coordinator**

Reporting Unit: **Castaic Lake Water Agency**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Does your Agency have a conservation coordinator? yes
- 2. Is this a full-time position? no
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
- 4. Partner agency's name:
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 50%
  - b. Coordinator's Name Mary Lou Cotton
  - c. Coordinator's Title Water Resources Manager
  - d. Coordinator's Experience and Number of Years 11
  - e. Date Coordinator's position was created (mm/dd/yyyy) 02/18/2001
- 6. Number of conservation staff, including Conservation Coordinator. 3

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	80503	80000
2. Actual Expenditures	80503	

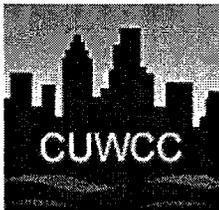
**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**







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### ◆ Base Year Data

Reporting Unit:

**Santa Clarita Water Division**

Submitted to CUWCC

04/19/2003

INSTRUCTIONS: This form MUST BE completed and submitted to the CUWCC prior to filing any BMP reports. The data provided on this form is used in determining coverage requirements for specific BMPs as indicated. If some of the data requested is not available, make reasonable estimates. You can update and edit values, if more precise information becomes available in the future.

**For Customer Classification Definitions (i.e. Single Family, Multi-Family) click [HERE](#).**

### ◆ 1. Your **BASE YEAR** is 2001.

NOTE: Many calculations in determining credit history and coverage requirements are contingent on your BASE YEAR, which is calculated based on the following criteria. If a Signatory signed the MOU in 1997 or earlier, then the Base Year is 1997. If a Signatory signed the MOU after 1997, then the Base Year is the year the MOU was signed. The same holds true for USBR Contractors, except the date their Base Year is calculated from is the date that their Plan was noticed in the Federal Register.

### ◆ BMP 1

2. Number of single-family customers in 2001

20802

3. Number of multi-family units in 2001

1892

### ◆ BMPs 2 and 14

4. Number of single-family housing units constructed prior to 1992

14457

5. Number of multi-family units prior to 1992

3401

### ◆ BMP 4

6. Number of unmetered accounts in 2001

0

### ◆ BMPs 5 and 9

7. Number of commercial accounts in 2001

582

8. Number of industrial accounts in 2001

19

9. Number of institutional accounts in 2001

89

### ◆ 10. Total water use (AF) by commercial, industrial and institutional accounts in 2001

2850

### ◆ BMP 14

11. Average number of toilets per single-family household

2

12. Average number of toilets per multi-family household

2

13. Five-year average resale rate of single-family households

10.6

 Logout

 Memorandum of Understanding

14. Five-year average resale rate of multi-family households	19.1
15. Average persons per single-family household	3.3
16. Average persons per multi-family household	3.3

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Reported as of 5/7/05

**Accounts & Water Use**Reporting Unit Name:  
**Santa Clarita Water Division**Submitted to  
CUWCC  
02/15/2005Year:  
**2003****A. Service Area Population Information:**

1. Total service area population 82200

**B. Number of Accounts and Water Deliveries (AF)**

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	21754	16006	0	0
2. Multi-Family	4216	2594	0	0
3. Commercial	617	888	0	0
4. Industrial	19	135	0	0
5. Institutional	95	764	0	0
6. Dedicated Irrigation	731	4231	0	0
7. Recycled Water	0	0	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	0
<b>Total</b>	27432	24618	0	0
		<b>Metered</b>		<b>Unmetered</b>

Reported as of 5/7/05

### BMP 01: Water Survey Programs for Single-Family and Multi-Family Residential Customers

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

- 1. Based on your signed MOU date, 02/07/2001, your Agency STRATEGY DUE DATE is: 02/07/2003
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? no
  - a. If YES, when was it implemented?
- 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? no
  - a. If YES, when was it implemented?

#### B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0

#### Indoor Survey:

- 3. Check for leaks, including toilets, faucets and meter checks no      no
- 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary no      no
- 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary no      no

#### Outdoor Survey:

- 6. Check irrigation system and timers no      no
- 7. Review or develop customer irrigation schedule no      no
- 8. Measure landscaped area (Recommended but not required for surveys) no      no
- 9. Measure total irrigable area (Recommended but not required for surveys) no      no
- 10. Which measurement method is typically used (Recommended but not required for surveys) None
- 11. Were customers provided with information packets that included evaluation results and water savings recommendations? no      no
- 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? no      no
  - a. If yes, in what form are surveys tracked? None

b. Describe how your agency tracks this information.

### C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### E. Comments

Waiting on BMP revision before beginning implementation.

Reported as of 5/7/05

**BMP 02: Residential Plumbing Retrofit**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
  
- 2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no
- 3. Estimated percent of single-family households with low-flow showerheads: %
- 4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no
- 5. Estimated percent of multi-family households with low-flow showerheads: %
- 6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

**B. Low-Flow Device Distribution Information**

- 1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes
  - a. If YES, when did your agency begin implementing this strategy? 5/12/2002
  - b. Describe your targeting/ marketing strategy.

Newspaper ads, flyers and newsletter notifications of distribution events.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	83	4
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	25	15
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Manual Activity
b. If yes, describe your tracking and distribution system :		

Keep records of which account addresses received low-flow devices.

**C. Low-Flow Device Distribution Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0

2. Actual Expenditures 0

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

All funding provided by CLWA on behalf of retailers.

Reported as of 5/7/05

**BMP 03: System Water Audits, Leak Detection and Repair**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Has your agency completed a pre-screening system audit for this reporting year? no
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF)
  - b. Determine other system verifiable uses (AF)
  - c. Determine total supply into the system (AF)
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.00
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? no
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
- 6. Does your agency operate a system leak detection program? yes
  - a. If yes, describe the leak detection program:  
  
Visual inspections/response to customers.

**B. Survey Data**

- 1. Total number of miles of distribution system line. 286
- 2. Number of miles of distribution system line surveyed. 0

**C. System Audit / Leak Detection Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

Reported as of 5/7/05

**BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
  - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
  - b. Describe the program:
- 3. Number of previously unmetered accounts fitted with meters during report year. 0

**B. Feasibility Study**

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
  - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 700
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 0

**C. Meter Retrofit Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

All connections are metered.

Reported as of 5/7/05

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
**Santa Clarita Water  
 Division**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 731 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:                       | 0   |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):                     | 0   |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):                       | 0   |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no  |

### B. Landscape Surveys

- |  |    |
|--|----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy?                    |    |
| b. Description of marketing / targeting strategy:                                    |    |
| 2. Number of Surveys Offered.  | 0  |
| 3. Number of Surveys Completed.  | 0  |
| 4. Indicate which of the following Landscape Elements are part of your survey:       |    |
| a. Irrigation System Check   | no |
| b. Distribution Uniformity Analysis  | no |
| c. Review / Develop Irrigation Schedules   | no |
| d. Measure Landscape Area  | no |
| e. Measure Total Irrigable Area  | no |
| f. Provide Customer Report / Information   | no |
| 5. Do you track survey offers and results?   | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys?      | no |
| a. If YES, describe below:   |    |

### C. Other BMP 5 Actions

- |   |     |
|---|-----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? | no  |
| 2. Number of CII mixed-use accounts with landscape budgets.   | 0   |
| 3. Do you offer landscape irrigation training?  | yes |
| 4. Does your agency offer financial incentives to improve   | no  |

landscape water use efficiency?

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
------------------------------	-----------------------	-----------------------------	----------------------

- a. Rebates
- b. Loans
- c. Grants

5. Do you provide landscape water use efficiency information to new customers and customers changing services?	yes
--	-----

a. If YES, describe below:

Information and training provided by Castaic Lake WA

6. Do you have irrigated landscaping at your facilities?	yes
--	-----

a. If yes, is it water-efficient?	yes
-----------------------------------	-----

b. If yes, does it have dedicated irrigation metering?	yes
--	-----

7. Do you provide customer notices at the start of the irrigation season?	no
---	----

8. Do you provide customer notices at the end of the irrigation season?	no
---	----

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**E. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP?	No
---	----

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**F. Comments**

Reported as of 5/7/05

**BMP 06: High-Efficiency Washing Machine Rebate Programs**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? no  
 a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

2. Does your agency offer rebates for high-efficiency washers? no

3. What is the level of the rebate? 0

4. Number of rebates awarded. 0

**B. Rebate Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 07: Public Information Programs**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? no

a. If YES, describe the program and how it's organized.

CLWA as wholesaler runs program for retailers. See CLWA form.

2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	no	
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	no	
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

**B. Conservation Information Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program provided by Castaic Lake WA.

Reported as of 5/7/05

**BMP 08: School Education Programs**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

1. Has your agency implemented a school information program to promote water conservation? no

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
-----				
Grades K-3rd				
Grades 4th-6th				
Grades 7th-8th				
High School				

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program?

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program provided by CLWA on behalf of retailers.

Reported as of 5/7/05

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit:  
**Santa Clarita Water  
 Division**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

**A. Implementation**

- 1. Has your agency identified and ranked COMMERCIAL customers according to use? yes
- 2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

**Option A: CII Water Use Survey and Customer Incentives Program**

- 4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? no

<b>CII Surveys</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
a. Number of New Surveys Offered			
b. Number of New Surveys Completed			
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)			
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)			
<b>CII Survey Components</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no
<b>Agency CII Customer Incentives</b>	<b>Budget (\$/Year)</b>	<b>No. Awarded to Customers</b>	<b>Total \$ Amount Awarded</b>
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

---

**Option B: CII Conservation Program Targets**

---

- 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? no
- 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? no
- 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.
- 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.

**B. Conservation Program Expenditures for CII Accounts**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Not implementing BMP.

Reported as of 5/7/05

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

1. Did your agency implement a CII ULFT replacement program in the reporting year? No  
 If No, please explain why on Line B. 10.

**A. Targeting and Marketing**

1. What basis does your agency use to target customers for participation in this program?  
 Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

2. How does your agency advertise this program? Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

**B. Implementation**

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)
2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency?
3. What is the total number of customer accounts participating in the program during the last year.?

4. CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Government				
i. Churches				
j. Other				

- 5. Program design.
- 6. Does your agency use outside services to implement this program?
  - a. If yes, check all that apply.
- 7. Participant tracking and follow-up.
- 8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.
  - a. Disruption to business
  - b. Inadequate payback
  - c. Inadequate ULFT performance
  - d. Lack of funding
  - e. American's with Disabilities Act
  - f. Permitting
  - g. Other. Please describe in B. 9.
- 9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.
- 10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

Not implementing BMP.

**C. Conservation Program Expenditures for CII ULFT**

1. CII ULFT Program: Annual Budget & Expenditure Data

	<b>Budgeted</b>	<b>Actual Expenditure</b>
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	
b. State agency contribution	
c. Federal agency contribution	
d. Other contribution	
e. Total	0

Reported as of 5/7/05

**BMP 11: Conservation Pricing**

Reporting Unit:  
**Santa Clarita Water Division**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2003**

**A. Implementation****Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$6968914
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2740750

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$337293
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$122163

**3. Industrial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$51278
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$9310

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$290286
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$42691

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1606562
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$215115

**6. Other**

a. Water Rate Structure	Service Not Provided
-------------------------	----------------------

- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$0
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$0

**B. Conservation Pricing Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

2003 revenues reflect new accounting process.

Reported as of 5/7/05

**BMP 12: Conservation Coordinator**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Does your Agency have a conservation coordinator? no
- 2. Is this a full-time position? no
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? yes
- 4. Partner agency's name: Castaic Lake WA
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? %
  - b. Coordinator's Name
  - c. Coordinator's Title
  - d. Coordinator's Experience and Number of Years
  - e. Date Coordinator's position was created (mm/dd/yyyy)
- 6. Number of conservation staff, including Conservation Coordinator. 0

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**Santa Clarita Water Division**

BMP Form Status:

**100% Complete**

Year:

**2003**

**A. Requirements for Documenting BMP Implementation**

- 1. Is a water waste prohibition ordinance in effect in your service area? no
  - a. If YES, describe the ordinance:
  
- 2. Is a copy of the most current ordinance(s) on file with CUWCC? no
  - a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

**B. Implementation**

- 1. Indicate which of the water uses listed below are prohibited by your agency or service area.
  - a. Gutter flooding no
  - b. Single-pass cooling systems for new connections no
  - c. Non-recirculating systems in all new conveyor or car wash systems yes
  - d. Non-recirculating systems in all new commercial laundry systems no
  - e. Non-recirculating systems in all new decorative fountains yes
  - f. Other, please name no

2. Describe measures that prohibit water uses listed above:

Recirculating systems required in all car washes and fountains (city/san district ordinance).

**Water Softeners:**

- 3. Indicate which of the following measures your agency has supported in developing state law:
  - a. Allow the sale of more efficient, demand-initiated regenerating DIR models. no
  - b. Develop minimum appliance efficiency standards that:
    - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. no
    - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no
  - c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. no
- 4. Does your agency include water softener checks in home water audit programs? no

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? no

**C. Water Waste Prohibition Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

Agency supported San District water softener ban ordinance adopted in 2003.

Reported as of 5/7/05

**BMP 14: Residential ULFT Replacement Programs**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes

**Number of Toilets Replaced by Agency Program During Report Year**

Replacement Method	SF Accounts	MF Units
2. Rebate	60	9
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>60</b>	<b>9</b>

6. Describe your agency's ULFT program for single-family residences.

publicly advertised rebate program

7. Describe your agency's ULFT program for multi-family residences.

publicly advertised rebate program

8. Is a toilet retrofit on resale ordinance in effect for your service area? no

9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

**B. Residential ULFT Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	10000	20000
2. Actual Expenditures	10000	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program run by CLWA on behalf of retailers

Reported as of 5/7/05

**Accounts & Water Use**

Reporting Unit Name:  
**Santa Clarita Water Division**

Submitted to  
 CUWCC  
 02/15/2005

Year:  
**2004**

**A. Service Area Population Information:**

1. Total service area population 85300

**B. Number of Accounts and Water Deliveries (AF)**

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	22404	16922	0	0
2. Multi-Family	4351	2538	0	0
3. Commercial	627	917	0	0
4. Industrial	19	127	0	0
5. Institutional	97	790	0	0
6. Dedicated Irrigation	773	4828	0	0
7. Recycled Water	0	0	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	0
<b>Total</b>	<b>28271</b>	<b>26122</b>	<b>0</b>	<b>0</b>
		<b>Metered</b>		<b>Unmetered</b>

Reported as of 5/7/05

## BMP 01: Water Survey Programs for Single-Family and Multi-Family Residential Customers

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Implementation

- |  |            |
|--|------------|
| 1. Based on your signed MOU date, 02/07/2001, your Agency STRATEGY DUE DATE is:  | 02/07/2003 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | no         |
| a. If YES, when was it implemented?  |            |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys?  | no         |
| a. If YES, when was it implemented?  |            |

### B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0

### Indoor Survey:

- |   |    |    |
|---|----|----|
| 3. Check for leaks, including toilets, faucets and meter checks   | no | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary   | no | no |
| 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary | no | no |

### Outdoor Survey:

- |  |    |      |
|--|----|------|
| 6. Check irrigation system and timers  | no | no   |
| 7. Review or develop customer irrigation schedule  | no | no   |
| 8. Measure landscaped area (Recommended but not required for surveys)  | no | no   |
| 9. Measure total irrigable area (Recommended but not required for surveys)   | no | no   |
| 10. Which measurement method is typically used (Recommended but not required for surveys)                                |    | None |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | no | no   |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?                     | no | no   |
| a. If yes, in what form are surveys tracked?   |    | None |

b. Describe how your agency tracks this information.

### C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### E. Comments

Waiting on BMP revision before beginning implementation.

Reported as of 5/7/05

**BMP 02: Residential Plumbing Retrofit**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
  
- 2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no
- 3. Estimated percent of single-family households with low-flow showerheads: %
- 4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no
- 5. Estimated percent of multi-family households with low-flow showerheads: %
- 6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

**B. Low-Flow Device Distribution Information**

- 1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes
  - a. If YES, when did your agency begin implementing this strategy? 5/12/2002
  - b. Describe your targeting/ marketing strategy.

Newspaper ads, flyers and newsletter notifications of distribution events.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	41	3
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	25	10
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Manual Activity
b. If yes, describe your tracking and distribution system :		

Keep records of which account addresses received low-flow devices.

**C. Low-Flow Device Distribution Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0

2. Actual Expenditures 0

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

All funding provided by CLWA on behalf of retailers.

Reported as of 5/7/05

**BMP 03: System Water Audits, Leak Detection and Repair**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Has your agency completed a pre-screening system audit for this reporting year? no
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF)
  - b. Determine other system verifiable uses (AF)
  - c. Determine total supply into the system (AF)
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.00
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? no
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
- 6. Does your agency operate a system leak detection program? yes

a. If yes, describe the leak detection program:  
 Visual inspections/response to customers.

**B. Survey Data**

- 1. Total number of miles of distribution system line. 299
- 2. Number of miles of distribution system line surveyed. 0

**C. System Audit / Leak Detection Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

Reported as of 5/7/05

**BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
  - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
  - b. Describe the program:
- 3. Number of previously unmetered accounts fitted with meters during report year. 0

**B. Feasibility Study**

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
  - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 715
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 0

**C. Meter Retrofit Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

All connections are metered.

Reported as of 5/7/05

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
**Santa Clarita Water  
 Division**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 773 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:                       | 0   |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):                     | 0   |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):                       | 0   |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no  |

### B. Landscape Surveys

- |  |    |
|--|----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy?                    |    |
| b. Description of marketing / targeting strategy:                                    |    |
| 2. Number of Surveys Offered.  | 0  |
| 3. Number of Surveys Completed.  | 0  |
| 4. Indicate which of the following Landscape Elements are part of your survey:       |    |
| a. Irrigation System Check   | no |
| b. Distribution Uniformity Analysis  | no |
| c. Review / Develop Irrigation Schedules   | no |
| d. Measure Landscape Area  | no |
| e. Measure Total Irrigable Area  | no |
| f. Provide Customer Report / Information   | no |
| 5. Do you track survey offers and results?   | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys?      | no |
| a. If YES, describe below:   |    |

### C. Other BMP 5 Actions

- |   |     |
|---|-----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? | no  |
| 2. Number of CII mixed-use accounts with landscape budgets.   | 0   |
| 3. Do you offer landscape irrigation training?  | yes |
| 4. Does your agency offer financial incentives to improve   | no  |

landscape water use efficiency?

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
------------------------------	-----------------------	-----------------------------	----------------------

- a. Rebates
- b. Loans
- c. Grants

5. Do you provide landscape water use efficiency information to new customers and customers changing services?	yes
--	-----

a. If YES, describe below:

Information and training provided by Castaic Lake WA

6. Do you have irrigated landscaping at your facilities?	yes
--	-----

a. If yes, is it water-efficient?	yes
-----------------------------------	-----

b. If yes, does it have dedicated irrigation metering?	yes
--	-----

7. Do you provide customer notices at the start of the irrigation season?	no
---	----

8. Do you provide customer notices at the end of the irrigation season?	no
---	----

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**E. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP?	No
---	----

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**F. Comments**

Reported as of 5/7/05

## BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? no  
 a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

2. Does your agency offer rebates for high-efficiency washers? no

3. What is the level of the rebate? 0

4. Number of rebates awarded. 0

### B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### D. Comments

Reported as of 5/7/05

**BMP 07: Public Information Programs**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? no
- a. If YES, describe the program and how it's organized.

CLWA as wholesaler runs program for retailers. See CLWA form.

2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	no	
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	no	
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

**B. Conservation Information Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program provided by Castaic Lake WA.

Reported as of 5/7/05

**BMP 08: School Education Programs**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Has your agency implemented a school information program to promote water conservation? no

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
-----				
Grades K-3rd				
Grades 4th-6th				
Grades 7th-8th				
High School				

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program?

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program provided by CLWA on behalf of retailers.

Reported as of 5/7/05

### BMP 09: Conservation Programs for CII Accounts

Reporting Unit:  
**Santa Clarita Water  
 Division**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

#### A. Implementation

- 1. Has your agency identified and ranked COMMERCIAL customers according to use? yes
- 2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

#### Option A: CII Water Use Survey and Customer Incentives Program

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? no

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered			
b. Number of New Surveys Completed			
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)			
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)			
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	no		no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

**Option B: CII Conservation Program Targets**

- 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? no
- 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? no
- 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.
- 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.

**B. Conservation Program Expenditures for CII Accounts**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Not implementing BMP.

Reported as of 5/7/05

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

1. Did your agency implement a CII ULFT replacement program in the reporting year? No  
 If No, please explain why on Line B. 10.

**A. Targeting and Marketing**

1. What basis does your agency use to target customers for participation in this program?  
 Check all that apply.
  - a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.
  
2. How does your agency advertise this program? Check all that apply.
  - a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

**B. Implementation**

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)
2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency?
3. What is the total number of customer accounts participating in the program during the last year ?

4.	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Government				
i. Churches				
j. Other				

- 5. Program design.
- 6. Does your agency use outside services to implement this program?
  - a. If yes, check all that apply.
- 7. Participant tracking and follow-up.
- 8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.
  - a. Disruption to business
  - b. Inadequate payback
  - c. Inadequate ULFT performance
  - d. Lack of funding
  - e. American's with Disabilities Act
  - f. Permitting
  - g. Other. Please describe in B. 9.
- 9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.
- 10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

Not implementing BMP.

**C. Conservation Program Expenditures for CII ULFT**

1. CII ULFT Program: Annual Budget & Expenditure Data

	<b>Budgeted</b>	<b>Actual Expenditure</b>
a. Labor		
b. Materials		
c. Marketing & Advertising		
d. Administration & Overhead		
e. Outside Services		
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution		
b. State agency contribution		
c. Federal agency contribution		
d. Other contribution		
e. Total		0

Reported as of 5/7/05

**BMP 11: Conservation Pricing**

Reporting Unit:  
**Santa Clarita Water Division**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2004**

**A. Implementation****Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$8082631
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$3716432

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$374628
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$166423

**3. Industrial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$52330
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$12265

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$339935
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$57314

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2072553
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$299384

**6. Other**

a. Water Rate Structure	Service Not Provided
-------------------------	----------------------

- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$0
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$0

**B. Conservation Pricing Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

CII revenues are combined and shown in Commercial

Reported as of 5/7/05

**BMP 12: Conservation Coordinator**

Reporting Unit:

**Santa Clarita Water Division**

BMP Form Status:

**100% Complete**

Year:

**2004****A. Implementation**

1. Does your Agency have a conservation coordinator? no
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? yes
4. Partner agency's name: Castaic Lake WA
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? %
  - b. Coordinator's Name
  - c. Coordinator's Title
  - d. Coordinator's Experience and Number of Years
  - e. Date Coordinator's position was created (mm/dd/yyyy)
6. Number of conservation staff, including Conservation Coordinator. 0

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**Santa Clarita Water Division**

BMP Form Status:

**100% Complete**

Year:

**2004****A. Requirements for Documenting BMP Implementation**

1. Is a water waste prohibition ordinance in effect in your service area? no
- a. If YES, describe the ordinance:
2. Is a copy of the most current ordinance(s) on file with CUWCC? no
- a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

**B. Implementation**

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
- a. Gutter flooding no
- b. Single-pass cooling systems for new connections no
- c. Non-recirculating systems in all new conveyor or car wash systems no
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains no
- f. Other, please name no
2. Describe measures that prohibit water uses listed above:
- Recirculating systems required in all car washes and fountains (city/san district ordinance).

**Water Softeners:**

3. Indicate which of the following measures your agency has supported in developing state law:
- a. Allow the sale of more efficient, demand-initiated regenerating DIR models. no
- b. Develop minimum appliance efficiency standards that:
- i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. no
- ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no
- c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. no
4. Does your agency include water softener checks in home water audit programs? no

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? no

### C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### E. Comments

Agency supported San District water softener ban ordinance adopted in 2003.

Reported as of 5/7/05

**BMP 14: Residential ULFT Replacement Programs**

Reporting Unit: **Santa Clarita Water Division**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes

**Number of Toilets Replaced by Agency Program During Report Year**

Replacement Method	SF Accounts	MF Units
2. Rebate	125	10
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>125</b>	<b>10</b>

6. Describe your agency's ULFT program for single-family residences.

publicly advertised rebate program

7. Describe your agency's ULFT program for multi-family residences.

publicly advertised rebate program

8. Is a toilet retrofit on resale ordinance in effect for your service area? no

9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

**B. Residential ULFT Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	20000	20000
2. Actual Expenditures	20000	

**C. "At Least As Effective As"**

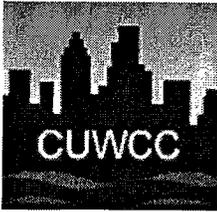
1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program run by CLWA on behalf of retailers





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### Base Year Data

Reporting Unit:

**Valencia Water Company**

Submitted to CUWCC

04/19/2003

INSTRUCTIONS: This form MUST BE completed and submitted to the CUWCC prior to filing any BMP reports. The data provided on this form is used in determining coverage requirements for specific BMPs as indicated. If some of the data requested is not available, make reasonable estimates. You can update and edit values, if more precise information becomes available in the future.

**For Customer Classification Definitions (i.e. Single Family, Multi-Family) click [HERE](#).**

1. Your **BASE YEAR** is **2001**.  
 NOTE: Many calculations in determining credit history and coverage requirements are contingent on your BASE YEAR, which is calculated based on the following criteria. If a Signatory signed the MOU in 1997 or earlier, then the Base Year is 1997. If a Signatory signed the MOU after 1997, then the Base Year is the year the MOU was signed. The same holds true for USBR Contractors, except the date their Base Year is calculated from is the date that their Plan was noticed in the Federal Register.

### BMP 1

2. Number of single-family customers in 2001

19565

3. Number of multi-family units in 2001

219

### BMPs 2 and 14

4. Number of single-family housing units constructed prior to 1992

12871

5. Number of multi-family units prior to 1992

152

### BMP 4

6. Number of unmetered accounts in 2001

0

### BMPs 5 and 9

7. Number of commercial accounts in 2001

567

8. Number of industrial accounts in 2001

901

9. Number of institutional accounts in 2001

52

10. Total water use (AF) by commercial, industrial and institutional accounts in 2001

6650

### BMP 14

11. Average number of toilets per single-family household

2

12. Average number of toilets per multi-family household

2

13. Five-year average resale rate of single-family households

8.6



14. Five-year average resale rate of multi-family households	8.9
15. Average persons per single-family household	3.3
16. Average persons per multi-family household	3.3

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Reported as of 5/7/05

**Accounts & Water Use**Reporting Unit Name:  
**Valencia Water Company**Submitted to  
CUWCC  
02/15/2005Year:  
**2003****A. Service Area Population Information:**

1. Total service area population 89000

**B. Number of Accounts and Water Deliveries (AF)**

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	23365	14191	0	0
2. Multi-Family	277	1186	0	0
3. Commercial	854	5110	0	0
4. Industrial	441	1825	0	0
5. Institutional	59	1101	0	0
6. Dedicated Irrigation	400	2952	0	0
7. Recycled Water	1	96	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	0
<b>Total</b>	<b>25397</b>	<b>26461</b>	<b>0</b>	<b>0</b>
	<b>Metered</b>		<b>Unmetered</b>	

Reported as of 5/7/05

**BMP 01: Water Survey Programs for Single-Family and Multi-Family Residential Customers**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Based on your signed MOU date, 02/07/2001, your Agency STRATEGY DUE DATE is: 02/07/2003
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? no
  - a. If YES, when was it implemented?
- 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? no
  - a. If YES, when was it implemented?

**B. Water Survey Data**

<b>Survey Counts:</b>	<b>Single Family Accounts</b>	<b>Multi-Family Units</b>
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0

**Indoor Survey:**

- 3. Check for leaks, including toilets, faucets and meter checks no      no
- 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary no      no
- 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary no      no

**Outdoor Survey:**

- 6. Check irrigation system and timers no      no
- 7. Review or develop customer irrigation schedule no      no
- 8. Measure landscaped area (Recommended but not required for surveys) no      no
- 9. Measure total irrigable area (Recommended but not required for surveys) no      no
- 10. Which measurement method is typically used (Recommended but not required for surveys) None
- 11. Were customers provided with information packets that included evaluation results and water savings recommendations? no      no
- 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? no      no
  - a. If yes, in what form are surveys tracked? None

b. Describe how your agency tracks this information.

### C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### E. Comments

waiting on BMP revision

Reported as of 5/7/05

**BMP 02: Residential Plumbing Retrofit**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
  
- 2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no
- 3. Estimated percent of single-family households with low-flow showerheads: %
- 4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no
- 5. Estimated percent of multi-family households with low-flow showerheads: %
- 6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

**B. Low-Flow Device Distribution Information**

- 1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes
  - a. If YES, when did your agency begin implementing this strategy? 5/12/2002
  - b. Describe your targeting/ marketing strategy.

Distribution at public events, paid advertising.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	25	6
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	30	5
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Database
b. If yes, describe your tracking and distribution system :		

Names and address of recipient.

**C. Low-Flow Device Distribution Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0

2. Actual Expenditures 0

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

CLWA provides program and funding on behalf of retailers.

Reported as of 5/7/05

### BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

1. Has your agency completed a pre-screening system audit for this reporting year? no
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF)
  - b. Determine other system verifiable uses (AF)
  - c. Determine total supply into the system (AF)
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.00
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? yes
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
6. Does your agency operate a system leak detection program? no
  - a. If yes, describe the leak detection program:

#### B. Survey Data

1. Total number of miles of distribution system line. 310
2. Number of miles of distribution system line surveyed. 310

#### C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

#### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

see 2002 explanation

#### E. Comments

Reported as of 5/7/05

**BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
  - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
  - b. Describe the program:
- 3. Number of previously unmetered accounts fitted with meters during report year. 0

**B. Feasibility Study**

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
  - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 0
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 0

**C. Meter Retrofit Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

All connections are metered.

Reported as of 5/7/05

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**Valencia Water Company**

BMP Form Status:

**100% Complete**

Year:

**2003**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 400 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:                       | 0   |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):                     | 0   |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):                       | 0   |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no  |

### B. Landscape Surveys

- |  |    |
|--|----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy?                    |    |
| b. Description of marketing / targeting strategy:                                    |    |
| 2. Number of Surveys Offered.  | 0  |
| 3. Number of Surveys Completed.  | 0  |
| 4. Indicate which of the following Landscape Elements are part of your survey:       |    |
| a. Irrigation System Check   | no |
| b. Distribution Uniformity Analysis  | no |
| c. Review / Develop Irrigation Schedules   | no |
| d. Measure Landscape Area  | no |
| e. Measure Total Irrigable Area  | no |
| f. Provide Customer Report / Information   | no |
| 5. Do you track survey offers and results?   | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys?      | no |
| a. If YES, describe below:   |    |

### C. Other BMP 5 Actions

- |   |     |
|---|-----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? | no  |
| 2. Number of CII mixed-use accounts with landscape budgets.   | 0   |
| 3. Do you offer landscape irrigation training?  | yes |
| 4. Does your agency offer financial incentives to improve   | no  |

landscape water use efficiency?

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	0	0	0
b. Loans	0	0	0
c. Grants	0	0	0
5. Do you provide landscape water use efficiency information to new customers and customers changing services?			No

a. If YES, describe below:

CLWA provides training and information on behalf of retailers

- |   |     |
|---|-----|
| 6. Do you have irrigated landscaping at your facilities?                  | yes |
| a. If yes, is it water-efficient?   | yes |
| b. If yes, does it have dedicated irrigation metering?                    | yes |
| 7. Do you provide customer notices at the start of the irrigation season? | no  |
| 8. Do you provide customer notices at the end of the irrigation season?   | no  |

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**E. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**F. Comments**

Reported as of 5/7/05

## BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

**Valencia Water Company**

BMP Form Status:

**100% Complete**

Year:

**2003**

### A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? no

a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

2. Does your agency offer rebates for high-efficiency washers? no

3. What is the level of the rebate?

4. Number of rebates awarded.

### B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### D. Comments

Reported as of 5/7/05

**BMP 07: Public Information Programs**

Reporting Unit:  
**Valencia Water Company**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

**A. Implementation**

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes

a. If YES, describe the program and how it's organized.

Newsletters, bill inserts, website, coordination with wholesaler.

2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	3
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	3
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

**B. Conservation Information Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Coordinate public outreach with CLWA programs/part of CLWA budget

Reported as of 5/7/05

**BMP 08: School Education Programs**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

1. Has your agency implemented a school information program to promote water conservation? no

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd				
Grades 4th-6th				
Grades 7th-8th				
High School				

3. Did your Agency's materials meet state education framework requirements? no

4. When did your Agency begin implementing this program?

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program is run by CLWA on behalf of retailers

Reported as of 5/7/05

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- |  |     |
|--|-----|
| 1. Has your agency identified and ranked COMMERCIAL customers according to use?    | yes |
| 2. Has your agency identified and ranked INDUSTRIAL customers according to use?    | yes |
| 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? | yes |

**Option A: CII Water Use Survey and Customer Incentives Program**

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? yes

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	16	4	4
b. Number of New Surveys Completed	12	2	4
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	yes	yes
f. Evaluation of all water-using apparatus and processes	yes	yes	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	yes	yes
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

**Option B: CII Conservation Program Targets**

---

- 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? no
- 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? no
- 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. 0
- 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. 0

**B. Conservation Program Expenditures for CII Accounts**

	This Year	Next Year
1. Budgeted Expenditures	40000	45000
2. Actual Expenditures	40000	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Operating a pilot survey program while waiting on BMP revision.

Reported as of 5/7/05

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

1. Did your agency implement a CII ULFT replacement program in the reporting year? No  
 If No, please explain why on Line B. 10.

**A. Targeting and Marketing**

1. What basis does your agency use to target customers for participation in this program?  
 Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

2. How does your agency advertise this program? Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

**B. Implementation**

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)

2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency?

3. What is the total number of customer accounts participating in the program during the last year ?

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Government				
i. Churches				
j. Other				

- 5. Program design.
- 6. Does your agency use outside services to implement this program?
  - a. If yes, check all that apply.
- 7. Participant tracking and follow-up.
- 8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.
  - a. Disruption to business
  - b. Inadequate payback
  - c. Inadequate ULFT performance
  - d. Lack of funding
  - e. American's with Disabilities Act
  - f. Permitting
  - g. Other. Please describe in B. 9.
- 9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.
- 10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

ULFTs are part of a pilot CII survey program. Seemed well-accepted by those entities that accepted surveys

**C. Conservation Program Expenditures for CII ULFT**

1. CII ULFT Program: Annual Budget & Expenditure Data

	<b>Budgeted</b>	<b>Actual Expenditure</b>
a. Labor		
b. Materials		
c. Marketing & Advertising		
d. Administration & Overhead		
e. Outside Services		
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

- a. Wholesale agency contribution
- b. State agency contribution
- c. Federal agency contribution
- d. Other contribution

e. Total

0

**D. Comments**

Reported as of 5/7/05

## BMP 11: Conservation Pricing

Reporting Unit:  
**Valencia Water Company**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

#### Rate Structure Data Volumetric Rates for Water Service by Customer Class

##### 1. Residential

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$5886000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$3181000

##### 2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1984000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$468000

##### 3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$708000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$262000

##### 4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$426000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$426000

##### 5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1152000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$238000

##### 6. Other

a. Water Rate Structure	Uniform
-------------------------	---------

- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$33000
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$1000

**B. Conservation Pricing Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

"Other" is recycled water service initiated in 2003.

Reported as of 5/7/05

**BMP 12: Conservation Coordinator**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Does your Agency have a conservation coordinator? no
- 2. Is this a full-time position? no
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? yes
- 4. Partner agency's name: Castaic Lake WA
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? %
  - b. Coordinator's Name
  - c. Coordinator's Title
  - d. Coordinator's Experience and Number of Years
  - e. Date Coordinator's position was created (mm/dd/yyyy)
- 6. Number of conservation staff, including Conservation Coordinator. 2

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 13: Water Waste Prohibition**

Reporting Unit:  
**Valencia Water Company**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

**A. Requirements for Documenting BMP Implementation**

- 1. Is a water waste prohibition ordinance in effect in your service area? no
  - a. If YES, describe the ordinance:
  
- 2. Is a copy of the most current ordinance(s) on file with CUWCC? no
  - a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

**B. Implementation**

- 1. Indicate which of the water uses listed below are prohibited by your agency or service area.
  - a. Gutter flooding no
  - b. Single-pass cooling systems for new connections no
  - c. Non-recirculating systems in all new conveyor or car wash systems yes
  - d. Non-recirculating systems in all new commercial laundry systems no
  - e. Non-recirculating systems in all new decorative fountains yes
  - f. Other, please name no

2. Describe measures that prohibit water uses listed above:

Local planning rules.

**Water Softeners:**

- 3. Indicate which of the following measures your agency has supported in developing state law:
  - a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes
  - b. Develop minimum appliance efficiency standards that:
    - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. yes
    - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes
  - c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. yes
- 4. Does your agency include water softener checks in home water audit programs? no
- 5. Does your agency include information about DIR and exchange-

type water softeners in educational efforts to encourage replacement of less efficient timer models? no

**C. Water Waste Prohibition Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

Reported as of 5/7/05

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes

#### Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	40	7
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>40</b>	<b>7</b>

6. Describe your agency's ULFT program for single-family residences.

publicly-advertised rebate program

7. Describe your agency's ULFT program for multi-family residences.

publicly-advertised rebate program

8. Is a toilet retrofit on resale ordinance in effect for your service area? no

9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

#### B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	20000
2. Actual Expenditures	10000	

#### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

#### D. Comments

Program run by CLWA on behalf of retailers

Reported as of 5/7/05

### Water Supply & Reuse

Reporting Unit:

Year:

**2004**

### Water Supply Source Information

Supply Source Name

Quantity (AF) Supplied

Supply Type

**Total AF:**

Reported as of 5/7/05

**Accounts & Water Use**

Reporting Unit Name:  
**Valencia Water Company**

Submitted to  
 CUWCC  
 02/15/2005

Year:  
**2004**

**A. Service Area Population Information:**

1. Total service area population 93000

**B. Number of Accounts and Water Deliveries (AF)**

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	24297	15522	0	0
2. Multi-Family	293	1288	0	0
3. Commercial	928	5827	0	0
4. Industrial	442	1957	0	0
5. Institutional	63	928	0	0
6. Dedicated Irrigation	405	3193	0	0
7. Recycled Water	8	420	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	0
<b>Total</b>	26436	29135	0	0
	Metered		Unmetered	

Reported as of 5/7/05

## BMP 01: Water Survey Programs for Single-Family and Multi-Family Residential Customers

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Implementation

- 1. Based on your signed MOU date, 02/07/2001, your Agency STRATEGY DUE DATE is: 02/07/2003
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? no
  - a. If YES, when was it implemented?
- 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? no
  - a. If YES, when was it implemented?

### B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0

### Indoor Survey:

- 3. Check for leaks, including toilets, faucets and meter checks no      no
- 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary no      no
- 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary no      no

### Outdoor Survey:

- 6. Check irrigation system and timers no      no
- 7. Review or develop customer irrigation schedule no      no
- 8. Measure landscaped area (Recommended but not required for surveys) no      no
- 9. Measure total irrigable area (Recommended but not required for surveys) no      no
- 10. Which measurement method is typically used (Recommended but not required for surveys) None
- 11. Were customers provided with information packets that included evaluation results and water savings recommendations? no      no
- 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? no      no
  - a. If yes, in what form are surveys tracked? None

b. Describe how your agency tracks this information.

### C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### E. Comments

waiting on BMP revision

Reported as of 5/7/05

**BMP 02: Residential Plumbing Retrofit**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
  
- 2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no
- 3. Estimated percent of single-family households with low-flow showerheads: %
- 4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no
- 5. Estimated percent of multi-family households with low-flow showerheads: %
- 6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

**B. Low-Flow Device Distribution Information**

- 1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes
  - a. If YES, when did your agency begin implementing this strategy? 5/12/2002
  - b. Describe your targeting/ marketing strategy.

Distribution at public events, paid advertising.

<b>Low-Flow Devices Distributed/ Installed</b>	<b>SF Accounts</b>	<b>MF Units</b>
2. Number of low-flow showerheads distributed:	20	5
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	25	5
6. Does your agency track the distribution and cost of low-flow devices? <span style="float: right;">yes</span>		
a. If YES, in what format are low-flow devices tracked? <span style="float: right;">Database</span>		
b. If yes, describe your tracking and distribution system :		

Names and address of recipient.

**C. Low-Flow Device Distribution Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	0	0

2. Actual Expenditures 0

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

CLWA provides program and funding on behalf of retailers.

Reported as of 5/7/05

**BMP 03: System Water Audits, Leak Detection and Repair**

Reporting Unit:

BMP Form Status:

Year:

**Valencia Water Company****100% Complete****2004****A. Implementation**

1. Has your agency completed a pre-screening system audit for this reporting year? no
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF)
  - b. Determine other system verifiable uses (AF)
  - c. Determine total supply into the system (AF)
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.00
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? yes
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
6. Does your agency operate a system leak detection program? no
  - a. If yes, describe the leak detection program:

**B. Survey Data**

1. Total number of miles of distribution system line. 323
2. Number of miles of distribution system line surveyed. 323

**C. System Audit / Leak Detection Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

see 2002 explanation

**E. Comments**

Reported as of 5/7/05

**BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
  - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
  - b. Describe the program:
- 3. Number of previously unmetered accounts fitted with meters during report year. 0

**B. Feasibility Study**

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
  - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 0
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 0

**C. Meter Retrofit Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**E. Comments**

Reported as of 5/7/05

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

Valencia Water Company

BMP Form Status:

100% Complete

Year:

2004

### A. Water Use Budgets

- |  |      |
|--|------|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 1119 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:                       | 0    |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):                     | 0    |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):                       | 0    |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no   |

### B. Landscape Surveys

- |  |    |
|--|----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy?                    |    |
| b. Description of marketing / targeting strategy:                                    |    |
| 2. Number of Surveys Offered.  | 0  |
| 3. Number of Surveys Completed.  | 0  |
| 4. Indicate which of the following Landscape Elements are part of your survey:       |    |
| a. Irrigation System Check   | no |
| b. Distribution Uniformity Analysis  | no |
| c. Review / Develop Irrigation Schedules   | no |
| d. Measure Landscape Area  | no |
| e. Measure Total Irrigable Area  | no |
| f. Provide Customer Report / Information   | no |
| 5. Do you track survey offers and results?   | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys?      | no |
| a. If YES, describe below:   |    |

### C. Other BMP 5 Actions

- |   |     |
|---|-----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? | no  |
| 2. Number of CII mixed-use accounts with landscape budgets.   | 0   |
| 3. Do you offer landscape irrigation training?  | yes |
| 4. Does your agency offer financial incentives to improve   | no  |

landscape water use efficiency?

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	0	0	0
b. Loans	0	0	0
c. Grants	0	0	0
5. Do you provide landscape water use efficiency information to new customers and customers changing services?			No

a. If YES, describe below:

CLWA provides training on behalf of retailers

6. Do you have irrigated landscaping at your facilities?	yes
a. If yes, is it water-efficient?	yes
b. If yes, does it have dedicated irrigation metering?	yes
7. Do you provide customer notices at the start of the irrigation season?	no
8. Do you provide customer notices at the end of the irrigation season?	no

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**E. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP?	No
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a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**F. Comments**

Reported as of 5/7/05

**BMP 06: High-Efficiency Washing Machine Rebate Programs**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? no
  - a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.
  
- 2. Does your agency offer rebates for high-efficiency washers? no
- 3. What is the level of the rebate?
- 4. Number of rebates awarded.

**B. Rebate Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 07: Public Information Programs**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes
- a. If YES, describe the program and how it's organized.

Newletters, bill inserts, website, coordination with wholesaler.

2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	3
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	3
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

**B. Conservation Information Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Coordinate public outreach with CLWA programs/part of CLWA budget

Reported as of 5/7/05

**BMP 08: School Education Programs**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Has your agency implemented a school information program to promote water conservation? no

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd				
Grades 4th-6th				
Grades 7th-8th				
High School				

3. Did your Agency's materials meet state education framework requirements? no

4. When did your Agency begin implementing this program?

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program is run by CLWA on behalf of retailers

Reported as of 5/7/05

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Has your agency identified and ranked COMMERCIAL customers according to use? yes
2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes
3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

**Option A: CII Water Use Survey and Customer Incentives Program**

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? yes

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	7	3	0
b. Number of New Surveys Completed	7	3	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	yes	yes
f. Evaluation of all water-using apparatus and processes	yes	yes	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	yes	yes
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

**Option B: CII Conservation Program Targets**

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- 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? no
- 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? no
- 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. 0
- 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. 0

**B. Conservation Program Expenditures for CII Accounts**

	This Year	Next Year
1. Budgeted Expenditures	40000	40000
2. Actual Expenditures	45000	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Operating a pilot survey program while waiting on BMP revision.

Reported as of 5/7/05

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

1. Did your agency implement a CII ULFT replacement program in the reporting year? No  
 If No, please explain why on Line B. 10.

**A. Targeting and Marketing**

1. What basis does your agency use to target customers for participation in this program?  
 Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

2. How does your agency advertise this program? Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

**B. Implementation**

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)
2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency?
3. What is the total number of customer accounts participating in the program during the last year ?

4.	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Government				
i. Churches				
j. Other				

- 5. Program design.
- 6. Does your agency use outside services to implement this program?
  - a. If yes, check all that apply.
- 7. Participant tracking and follow-up.
- 8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.
  - a. Disruption to business
  - b. Inadequate payback
  - c. Inadequate ULFT performance
  - d. Lack of funding
  - e. American's with Disabilities Act
  - f. Permitting
  - g. Other. Please describe in B. 9.
- 9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.
- 10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

ULFTs are part of a pilot CII survey program. Seemed well-accepted by those entities that accepted surveys

**C. Conservation Program Expenditures for CII ULFT**

1. CII ULFT Program: Annual Budget & Expenditure Data

	<b>Budgeted</b>	<b>Actual Expenditure</b>
a. Labor		
b. Materials		
c. Marketing & Advertising		
d. Administration & Overhead		
e. Outside Services		
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

- a. Wholesale agency contribution
- b. State agency contribution
- c. Federal agency contribution
- d. Other contribution

<b>D. Comments</b>	e. Total	0
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Reported as of 5/7/05

**BMP 11: Conservation Pricing**

Reporting Unit:  
**Valencia Water Company**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2004**

**A. Implementation**

**Rate Structure Data Volumetric Rates for Water Service by Customer Class**

**1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$6504000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$3190000

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2420000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$489000

**3. Industrial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$813000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$245000

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$385000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$58000

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1331000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$231000

**6. Other**

a. Water Rate Structure	Service Not Provided
-------------------------	----------------------

b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$143000
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$7000

**B. Conservation Pricing Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

"Other" is recycled water

Reported as of 5/7/05

**BMP 12: Conservation Coordinator**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Does your Agency have a conservation coordinator? no
- 2. Is this a full-time position? no
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? yes
- 4. Partner agency's name: Castaic Lake WA
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? %
  - b. Coordinator's Name
  - c. Coordinator's Title
  - d. Coordinator's Experience and Number of Years
  - e. Date Coordinator's position was created (mm/dd/yyyy)
- 6. Number of conservation staff, including Conservation Coordinator. 2

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Reported as of 5/7/05

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**Valencia Water Company**

BMP Form Status:

**100% Complete**

Year:

**2004****A. Requirements for Documenting BMP Implementation**

1. Is a water waste prohibition ordinance in effect in your service area? no
- a. If YES, describe the ordinance:
2. Is a copy of the most current ordinance(s) on file with CUWCC? no
- a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

**B. Implementation**

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
- a. Gutter flooding no
- b. Single-pass cooling systems for new connections no
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name no

2. Describe measures that prohibit water uses listed above:

Local planning rules.

**Water Softeners:**

3. Indicate which of the following measures your agency has supported in developing state law:
- a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes
- b. Develop minimum appliance efficiency standards that:
- i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. yes
- ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes
- c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. yes
4. Does your agency include water softener checks in home water audit programs? no
5. Does your agency include information about DIR and exchange-

type water softeners in educational efforts to encourage replacement of less efficient timer models? no

### C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### E. Comments

Reported as of 5/7/05

**BMP 14: Residential ULFT Replacement Programs**

Reporting Unit: **Valencia Water Company**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
<b>Number of Toilets Replaced by Agency Program During Report Year</b>		
Replacement Method	SF Accounts	MF Units
2. Rebate	90	4
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<hr/>		
<b>Total</b>	<b>90</b>	<b>4</b>

6. Describe your agency's ULFT program for single-family residences.

publicly-advertised rebate program

7. Describe your agency's ULFT program for multi-family residences.

publicly-advertised rebate program

8. Is a toilet retrofit on resale ordinance in effect for your service area? no

9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

**B. Residential ULFT Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	20000	20000
2. Actual Expenditures	20000	

**C. "At Least As Effective As"**

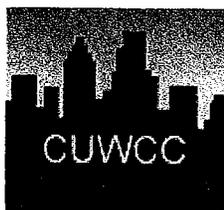
1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

Program run by CLWA on behalf of retailers





## Best Management Practices Report Filing

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### Base Year Data

<b>Reporting Unit:</b> Newhall County Water District	<b>Submitted to CUWCC</b> 08/21/2003
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**INSTRUCTIONS:** This form **MUST BE** completed and submitted to the CUWCC prior to filing any BMP reports. The data provided on this form is used in determining coverage requirements for specific BMPs as indicated. If some of the data requested is not available, make reasonable estimates. You can update and edit values, if more precise information becomes available in the future.

**For Customer Classification Definitions (i.e. Single Family, Multi-Family) click [HERE](#).**

**1. Your BASE YEAR is 2002.**  
NOTE: Many calculations in determining credit history and coverage requirements are contingent on your BASE YEAR, which is calculated based on the following criteria. If a Signatory signed the MOU in 1997 or earlier, then the Base Year is 1997. If a Signatory signed the MOU after 1997, then the Base Year is the year the MOU was signed. The same holds true for USBR Contractors, except the date their Base Year is calculated from is the date that their Plan was noticed in the Federal Register.

#### BMP 1

2. Number of single-family customers in 2002	6662
3. Number of multi-family units in 2002	4812

#### BMPs 2 and 14

4. Number of single-family housing units constructed prior to 1992	5522
5. Number of multi-family units prior to 1992	4756

#### BMP 4

6. Number of unmetered accounts in 2002	0
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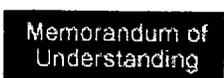
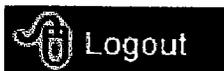
#### BMPs 5 and 9

7. Number of commercial accounts in 2002	323
8. Number of industrial accounts in 2002	8
9. Number of institutional accounts in 2002	71

10. Total water use (AF) by commercial, industrial and institutional accounts in 2002	2289.66
---	---------

#### BMP 14

11. Average number of toilets per single-family household	2.5
12. Average number of toilets per multi-family household	1.2
13. Five-year average resale rate of single-family households	4.46



14. Five-year average resale rate of multi-family households	9.02
15. Average persons per single-family household	3.35
16. Average persons per multi-family household	2.51

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**Accounts & Water Use**

Reporting Unit Name:  
**Newhall County Water District**

Submitted to  
 CUWCC  
 11/30/2004

Year:  
**2003**

**A. Service Area Population Information:**

1. Total service area population 32000

**B. Number of Accounts and Water Deliveries (AF)**

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	6807	5687	0	0
2. Multi-Family	384	1803	0	0
3. Commercial	267	562	0	0
4. Industrial	7	76	0	0
5. Institutional	64	632	0	0
6. Dedicated Irrigation	70	945	0	0
7. Recycled Water	0	0	0	0
8. Other	72	130.4	0	0
9. Unaccounted	NA	21.55	NA	12.48
<b>Total</b>	<b>7671</b>	<b>9856.95</b>	<b>0</b>	<b>12.48</b>
		<b>Metered</b>		<b>Unmetered</b>

**Accounts & Water Use**

Reporting Unit Name:  
Newhall County Water District

Submitted to  
CUWCC  
11/30/2004

Year:  
2004

**A. Service Area Population Information:**

1. Total service area population 35000

**B. Number of Accounts and Water Deliveries (AF)**

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	7544	6054	0	0
2. Multi-Family	367	1682	0	0
3. Commercial	283	524	0	0
4. Industrial	7	116	0	0
5. Institutional	63	613	0	0
6. Dedicated Irrigation	77	1457	0	0
7. Recycled Water	0	0	0	0
8. Other	81	54	0	0
9. Unaccounted	NA	6.62	NA	826.23
<b>Total</b>	8422	10506.62	0	826.23
		<b>Metered</b>		<b>Unmetered</b>

## BMP 01: Water Survey Programs for Single-Family and Multi-Family Residential Customers

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

### A. Implementation

- |  |            |
|--|------------|
| 1. Based on your signed MOU date, 03/05/2002, your Agency STRATEGY DUE DATE is:  | 03/04/2004 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | no         |
| a. If YES, when was it implemented?  | N/A        |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys?  | no         |
| a. If YES, when was it implemented?  | N/A        |

### B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0

#### Indoor Survey:

- |   |    |    |
|---|----|----|
| 3. Check for leaks, including toilets, faucets and meter checks   | no | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary   | no | no |
| 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary | no | no |

#### Outdoor Survey:

- |  |    |      |
|--|----|------|
| 6. Check irrigation system and timers  | no | no   |
| 7. Review or develop customer irrigation schedule  | no | no   |
| 8. Measure landscaped area (Recommended but not required for surveys)  | no | no   |
| 9. Measure total irrigable area (Recommended but not required for surveys)   | no | no   |
| 10. Which measurement method is typically used (Recommended but not required for surveys)                                |    | None |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | no | no   |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?                     | no | no   |
| a. If yes, in what form are surveys tracked?   |    | None |

b. Describe how your agency tracks this information.

NCWD did not have a residential survey program from 7/2002 - 6/2003. However, in Fiscal Year 2002/2003 NCWD updated their database system

to enhance which allowed for customer service to more easily identify and log customers based on their class code. Single-family and multi-family customers were classified in separate classes and homeowner association accounts, neighborhood recreation facilities, and other common irrigated areas were coded as landscape for future BMP 5 programs. The enhance system also allowed NCWD to electronically sort residential customers by parcel groupings or books. From the listed books/groups, Customer Service was able to calculate the estimated number of single and multi-family dwelling units built before 1992. This data information can then be used for the development and marketing BMP 2 (Residential Plumbing Retrofit) and 14 (ULFT Rebate Program).

**C. Water Survey Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**E. Comments**

NCWD signed the MOU in 3/2002 and therefore was not required to implement a Residential Water Use Survey Program until 7/2003 which is the start of the 2004 reporting period. Although a residential water use survey program was not implemented in FY 2002/03, NCWD offered residential customers informative material and guidebooks to help them identify water waste or inefficiency and how they could conserve. All new residential customers were given Conservation Packets with information on water conservation for indoor and outdoor residential water usage. These packets included irrigation and gardening guidebooks (Sunset Magazine), 55 Quick Tips, recommendations to identify and prevent leaks, how to complete a self audit of your home, and other useful pamphlets and material.

Reported as of 5/18/05

## BMP 01: Water Survey Programs for Single-Family and Multi-Family Residential Customers

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Implementation

- |   |            |
|---|------------|
| 1. Based on your signed MOU date, 03/05/2002, your Agency STRATEGY DUE DATE is:   | 03/04/2004 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no         |
| a. If YES, when was it implemented?   | N/A        |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys?  | no         |
| a. If YES, when was it implemented?   | N/A        |

### B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0

#### Indoor Survey:

- |   |    |    |
|---|----|----|
| 3. Check for leaks, including toilets, faucets and meter checks   | no | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary   | no | no |
| 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary | no | no |

#### Outdoor Survey:

- |  |     |          |
|--|-----|----------|
| 6. Check irrigation system and timers  | no  | no       |
| 7. Review or develop customer irrigation schedule  | no  | no       |
| 8. Measure landscaped area (Recommended but not required for surveys)  | no  | no       |
| 9. Measure total irrigable area (Recommended but not required for surveys)   | no  | no       |
| 10. Which measurement method is typically used (Recommended but not required for surveys)                                |     | None     |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | no  | no       |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?                     | yes | yes      |
| a. If yes, in what form are surveys tracked?   |     | database |

b. Describe how your agency tracks this information.

A tracking system for monitoring participation in BMP 1 and other programs was created in NCWD's Inhance database in 2002/03 which is

connected to the customer service and billing database. In 2003/04, NCWD's Customer Service staff began connecting the BMP data to the district's GIS mapping software. With the GIS, NCWD is able to map out pre and post 1992 residential accounts so that the district could have additional information such as lot size, topographic conditions and other issues essential to identify ideal customers for a residential survey program. Furthermore, a new detailed BMP data section was added to the Inhance system to log customer participation in each of the BMP programs including residential surveys. Combining the new BMP data section and the GIS capabilities, NCWD was able to determine trends in customer behavior/participation so that BMP 1 and other programs can be better marketed and implemented. Specific data and information related to BMP 1 is also tracked in an excel database.

**C. Water Survey Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**E. Comments**

NCWD filed a late exemption in November 2004 for the District's first year (2003/04 reporting period) for implementing BMP 1. NCWD did not have the staff or budgeted funds to implement a residential survey program. NCWD has begun development of a pilot survey program in late FY 2003/04 to evaluate the effectiveness (resulting water savings and cost savings achieved) of a district managed residential survey program. The pilot survey program is expected to begin in 2005. After the completion of 30-50 surveys and post-survey monitoring and assessments, NCWD will determine the most cost-effective method for reducing residential water usage out of the listed options below: 1. In-house (staff operated and maintained) survey program. 2. Outsourced (to outside consulting firm) large scale residential survey program. 3. Valley-wide survey program (with other local retailers and CLWA assistance). 4. Discontinuation of any and all residential survey programs. Although a residential water use survey program was not implemented in FY 2003/04, NCWD continued to offer residential customers informative material and guidebooks to help them identify water waste or inefficiency and how they could conserve. All new residential customers were given Conservation Packets with information on water conservation for indoor and outdoor residential water usage. These packets included irrigation and gardening guidebooks (Sunset Magazine), 55 Quick Tips, recommendations to identify and prevent leaks, how to complete a self audit of your home, and other useful pamphlets and material.

Reported as of 5/18/05

## BMP 02: Residential Plumbing Retrofit

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
 

The City of Santa Clarita requires the replacement of high flow plumbing fixtures and devices in high stage drought conditions only. No other local ordinance or code requiring installation or retrofit of low flow plumbing devices (for residential customers) is in place for NCWD's service area in the Santa Clarita Valley. NCWD is creating a Water Use Efficiency Ordinance (effective 12/2004) with listed recommendations to be water efficient including the installation of low flow plumbing devices. NCWD is considering requiring that customers/residents follow these recommendations during a DWR declared drought.
2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no
3. Estimated percent of single-family households with low-flow showerheads: 1.3%
4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no
5. Estimated percent of multi-family households with low-flow showerheads: .15%
6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

N/A

### B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes
  - a. If YES, when did your agency begin implementing this strategy? 01/01/2003
  - b. Describe your targeting/ marketing strategy.

Showerheads and aerators were provided by the wholesaler (CLWA) to give out to customers at local events (i.e. Open House, River Rally, Emergency Expo). The program was mainly marketed by CLWA; however NCWD advertised the program in the quarterly newsletter and at the front office desk. In 2003/04 NCWD expanded the BMP 2 program to also include all pre-1992 multi-family homes in addition to the (pre-1992) single-family homes. This includes several mobile home parks and small apartment buildings built prior to 1992. Customers were allocated up to 4 devices per household unless they could prove additional low flow devices were necessary.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	21	4
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	29	27

6. Does your agency track the distribution and cost of low-flow devices? yes

a. If YES, in what format are low-flow devices tracked? Database

b. If yes, describe your tracking and distribution system :

In 2003/04 NCWD staff added data box in the customer service and billing database (Inhance) in order to accurately track customer participation. BMP participation was categorized by program and tracked based on the status or level of a customer's participation as follows: 1. Call or email of interest 2. Received Application Form (for rebate programs) 3. Participated in designated BMP program (example: received showerhead) 4. Customer on waiting list 5. Post program follow up completed For BMP 2, each low flow device (i.e. showerheads, faucet aerators and garden hose spray nozzles) was tracked as well. Using the database, NCWD was able to map the distribution of participation throughout the four service areas and easily identify patterns and trends. For example, participation in BMP 2 was clumped in neighborhoods most likely due to communication between neighbors regarding the programs.

**C. Low-Flow Device Distribution Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	2228.4	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**E. Comments**

In June of 2/004, NCWD offered the free devices to both single and multi-family customers to increase distribution and meet the requirements of BMP 2. NCWD also started providing the low flow devices to customers at the district's front office rather than strictly at public events. The estimated expenditures are for approximately 60 hours of staff time invested at \$37.14/hour. Staff hours includes the time necessary to created the tracking database and maps, coordinating with CLWA, assisting customers, stocking front office inventory, and logging customer participation.

Reported as of 5/18/05

**BMP 03: System Water Audits, Leak Detection and Repair**

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Has your agency completed a pre-screening system audit for this reporting year? yes
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF) 9840.96
  - b. Determine other system verifiable uses (AF) 0
  - c. Determine total supply into the system (AF) 9869.43
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 1.00
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
- 6. Does your agency operate a system leak detection program? no
  - a. If yes, describe the leak detection program:

Although NCWD does not have a proactive leak detection program, the district monitors key data to quickly identify leaks and other necessary repairs in the distribution system. Monthly records of total water purchased from CLWA and water supply obtained through district wells (groundwater), as well as the total water sales and other verifiable usage for all 4 service areas is logged. The percent water loss is tracked to determine potential leaks or system misreads throughout the 4 service areas. The total (annual) water loss for the entire district averages around 7.5 to 9.0 percent.

**B. Survey Data**

- 1. Total number of miles of distribution system line. 134.93
- 2. Number of miles of distribution system line surveyed. 0

**C. System Audit / Leak Detection Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	500000	382.343
2. Actual Expenditures	567444.49	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**E. Comments**

The listed budget and expenditures [Section C (1,2)] include all maintenance, leak and general repairs, upgrades and replacement of the distribution system in the four service areas. NCWD investigates

potential leaks and system damages as needed and monitors the collected data to detect major leaks and other irregularities in the system. The investigation of system leaks is classified under system maintenance in the 2002-03 Budget. A detailed breakdown of the budget and expenditures for Leak Detection, Repair and Distribution System Maintenance is attached (submitted separately to CUWCC).

Reported as of 5/18/05

**BMP 03: System Water Audits, Leak Detection and Repair**

Reporting Unit:	BMP Form Status:	Year:
Newhall County Water District	100% Complete	2004

**A. Implementation**

1. Has your agency completed a pre-screening system audit for this reporting year? no
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF) 10507.16
  - b. Determine other system verifiable uses (AF) -4.04
  - c. Determine total supply into the system (AF) 11332.85
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.93
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? yes
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? no
  - a. If yes, describe the leak detection program:

Refer to 2002-03 Submission

**B. Survey Data**

1. Total number of miles of distribution system line. 147.41
2. Number of miles of distribution system line surveyed. 0

**C. System Audit / Leak Detection Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	382343	500000
2. Actual Expenditures	358475.08	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**E. Comments**

The listed budget and expenditures [Section C (1,2)] include all maintenance, leak and general repairs, upgrades and replacement of the distribution system in the four service areas. NCWD investigates potential leaks and system damages as needed and monitors the collected data to detect major leaks and other irregularities in the system. The investigation of system leaks is classified under system maintenance in the 2002-03 Budget. A detailed breakdown of the budget and expenditures for Leak Detection, Repair and Distribution System Maintenance is attached (submitted separately to CUWCC).

Reported as of 5/18/05

### BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

1. Does your agency require meters for all new connections and bill by volume-of-use? yes

2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no

a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed? Always Metered

b. Describe the program:

All existing accounts are metered and have been for several years. All new connections are required to install the appropriate size meter and type (i.e. CII mixed or dedication irrigation meter) as determined necessary by the district's engineering department and approved by management.

3. Number of previously unmetered accounts fitted with meters during report year. 0

#### B. Feasibility Study

1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no

a. If YES, when was the feasibility study conducted? N/A (mm/dd/yy)

b. Describe the feasibility study:

N/A - NCWD has an "at least as effective" district policy to assess the benefits of installing a dedicated irrigation meter on a case by case basis [see Section D(b)].

2. Number of CII accounts with mixed-use meters. 341

3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 0

#### C. Meter Retrofit Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

#### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

NCWD meets the requirements under BMP 4 Sections A(a), C, and D as described in the BMP. A dedicated irrigation meter retrofit program [Section A(b)] and a feasibility study [Section a(c)] on the merits of an incentive program to switch mixed meters to dedicated landscape (irrigation) meters has not been completed. These two requirements have been met through NCWD's new water service connection policies and procedures. Currently, dedicated irrigation meters have been installed in all appropriate CII properties within the district and therefore there are no retrofit opportunities available. Like all CII and other meters, the dedicated irrigation meters are

billed based on monthly usage. The irrigation meters are also separately billed from a property's main meter with a separate monthly service fee (based on the size of the meter), energy and water availability fees, and other standard monthly charges. Instead of a feasibility study to determine the potential merits of an incentive program, NCWD requires developers to install dedicated irrigation meters when appropriate (as determined by the district). NCWD evaluates the cost/benefits of installing a dedicated irrigation meter during a new projects\* (or customer\*s) water service application and installation process. The engineering staff work with the developer/customer to determine if a dedicated irrigation meter is necessary and will benefit the customer and the district to help conserve water. If the NCWD\*s engineering department determines a dedicated irrigation meter is necessary, the developer/customer is required to install the separate meter and incur any related installation costs. As a result of these policies, NCWD has a significant number of dedicated irrigation meters in the CII sectors that will allow the district to better audit these accounts and establish water budgets (for BMP 5 requirements) to reduce district water usage.

#### **E. Comments**

NCWD has met the requirements stated under BMP 4 requiring meters for all existing and new customers. Furthermore, dedicated irrigation meters are installed at the time of initial service connection (when appropriate) to reduce water usage and minimize costs to the district and the customer. NCWD will assist any property owners in retrofitting their property with a dedicated irrigation meter if there is an increase in the landscape area(s) or other circumstance to constitute the need for a separate landscape/irrigation meter. However, NCWD does not offer any incentive for customers to retrofit and the associated installation costs are the responsibility of the customers.

Reported as of 5/18/05

**BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing**

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
  - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed? N/A
  - b. Describe the program:
 

All existing accounts are metered and have been for several years. All new connections are required to install the appropriate size meter and type (i.e. CII mixed, residential, dedication irrigation meter, etc.) as determined necessary by the district's engineering department.
- 3. Number of previously unmetered accounts fitted with meters during report year. 0

**B. Feasibility Study**

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? N/A (mm/dd/yy)
  - b. Describe the feasibility study:
 

N/A
- 2. Number of CII accounts with mixed-use meters. 358
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 0

**C. Meter Retrofit Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."
 

N/A ñ NCWD has an "at least as effective" district policy to assess the benefits of installing a dedicated irrigation meter on a case by case basis [see Section D(a) 2002-03 submission].

**E. Comments**

NCWD continues to meet the requirements under BMP 4 Sections A(a), C, D as described in the BMP, as well as Section A(b) (retrofit program) and Section A(c) (feasibility study) under the district's "at least as effective" program in place. These two requirements are met through NCWD's new water service connection policies and procedures. The incentives of installing a dedicated irrigation meter are evaluated during the initial service application process for each individual service application.

Dedicated irrigation meters are installed in all appropriate CII properties during the initial service connection to minimize retrofit costs to the district and the customer (refer to BMP 4 2002-03 Comment submission).

Reported as of 5/18/05

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

### A. Water Use Budgets

- 1. Number of Dedicated Irrigation Meter Accounts: 118
- 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: 0
- 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): 0
- 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): 0
- 5. Does your agency provide water use notices to accounts with budgets each billing cycle? no

### B. Landscape Surveys

- 1. Has your agency developed a marketing / targeting strategy for landscape surveys? no
  - a. If YES, when did your agency begin implementing this strategy? N/A
  - b. Description of marketing / targeting strategy:  
  
N/A
- 2. Number of Surveys Offered. 0
- 3. Number of Surveys Completed. 0
- 4. Indicate which of the following Landscape Elements are part of your survey:
  - a. Irrigation System Check no
  - b. Distribution Uniformity Analysis no
  - c. Review / Develop Irrigation Schedules no
  - d. Measure Landscape Area no
  - e. Measure Total Irrigable Area no
  - f. Provide Customer Report / Information no
- 5. Do you track survey offers and results? no
- 6. Does your agency provide follow-up surveys for previously completed surveys? no
  - a. If YES, describe below:  
  
N/A

### C. Other BMP 5 Actions

- 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? no
- 2. Number of CII mixed-use accounts with landscape budgets. 0
- 3. Do you offer landscape irrigation training? no
- 4. Does your agency offer financial incentives to improve landscape water use efficiency? no

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded

a. Rebates	0	0	0
b. Loans	0	0	0
c. Grants	0	0	0

5. Do you provide landscape water use efficiency information to new customers and customers changing services? yes

a. If YES, describe below:

NCWD offers basic landscape design manuals (published by AWWA) to help customers incorporate native and drought tolerant plants with consideration to the unique conditions found in the Santa Clarita Valley. Information on efficient gardening is also provided to children in the Culver and AWWA published coloring and activity books provided to customers at events and the NCWD office. The local water wholesaler (CLWA) also provides NCWD and the other local retailers with several sources and opportunities for all customers to learn more about water efficient landscape irrigation. Residents and businesses in the valley have access to an extensive list of plants and key information on planting and maintaining the recommended species on CLWA's website. CLWA also offers training courses to all Santa Clarita Valley residents (including NCWD customers), gardeners and business owners on creating and maintaining a water efficient landscape. Classes include organic gardening, drip irrigation, native and drought tolerant plants, among other classes available. NCWD further promotes water efficient landscape design and irrigation through newsletter articles, local newspaper articles and through the district's Ordinance 101 (Water Conservation) that lists recommended watering hours and outdoor (and indoor) water wasting activities.

6. Do you have irrigated landscaping at your facilities? yes

a. If yes, is it water-efficient? yes

b. If yes, does it have dedicated irrigation metering? yes

7. Do you provide customer notices at the start of the irrigation season? yes

8. Do you provide customer notices at the end of the irrigation season? yes

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**E. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**F. Comments**

There are no listed expenditures for BMP 5 for 2002/03 since any costs for landscape /irrigation educational material and guidebooks were included in expenditures for BMP 7 (Public Information Programs). Estimated expenditures specifically for educational material on water efficient landscape/irrigation are approximately \$400 ordered from AWWA. Staff hours and miscellaneous costs are also calculated under BMP 7. NCWD signed the MOU in 3/2002 and therefore was not

required to implement a Landscape Survey Program until 7/2004 which is the start of the 2005 reporting period.

Reported as of 5/18/05

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Water Use Budgets

- 1. Number of Dedicated Irrigation Meter Accounts: 133
- 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: 0
- 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): 0
- 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): 0
- 5. Does your agency provide water use notices to accounts with budgets each billing cycle? no

### B. Landscape Surveys

- 1. Has your agency developed a marketing / targeting strategy for landscape surveys? no
  - a. If YES, when did your agency begin implementing this strategy? N/A
  - b. Description of marketing / targeting strategy:  
  
N/A
- 2. Number of Surveys Offered. 0
- 3. Number of Surveys Completed. 0
- 4. Indicate which of the following Landscape Elements are part of your survey:
  - a. Irrigation System Check no
  - b. Distribution Uniformity Analysis no
  - c. Review / Develop Irrigation Schedules no
  - d. Measure Landscape Area no
  - e. Measure Total Irrigable Area no
  - f. Provide Customer Report / Information no
- 5. Do you track survey offers and results? no
- 6. Does your agency provide follow-up surveys for previously completed surveys? no
  - a. If YES, describe below:  
  
N/A

### C. Other BMP 5 Actions

- 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? no
- 2. Number of CII mixed-use accounts with landscape budgets. 0
- 3. Do you offer landscape irrigation training? yes
- 4. Does your agency offer financial incentives to improve landscape water use efficiency? no

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
------------------------------	-----------------------	-----------------------------	----------------------

a. Rebates	0	0	0
b. Loans	0	0	0
c. Grants	0	0	0

5. Do you provide landscape water use efficiency information to new customers and customers changing services? yes

a. If YES, describe below:

In 2003/04 NCWD expanded its library of water conservation information and resources to include more landscape and irrigation guidebooks, references and other helpful material for customers. The District provided the Sunset Magazine series to all new homeowners and made them available to customers attending public events and to customers at the NCWD office. The Sunset magazine series included; iSmart Water & Energy Use in the West, iHow to Water Your Garden, i and iWater-Wise Gardening for California. NCWD also offers basic landscape design manuals (published by AWWA) to help customers incorporate native and drought tolerant plants with consideration to the unique conditions found in the Santa Clarita Valley. Information on efficient gardening is also provided to children in the Culver and AWWA published coloring and activity books provided to customers at events and the NCWD office. The local wholesaler (CLWA) continues to provide a list of native and drought tolerant vegetation on their website and offer various courses on water efficient landscape design and irrigation. The resources provided by CLWA are available to all NCWD customers and other residents of the Santa Clarita Valley. NCWD will continue to expand its efforts to promote water efficient landscape and irrigation practices throughout the district. At the end of 2003/04, The Engineering and Conservation Department began applying customer data to the district's GIS mapping system to start gathering necessary information and data to establish water budgets. The information will also help the district in identify ideal candidates for landscape surveys and/or water budgets based on their lot size, location, topographic features and water usage history.

6. Do you have irrigated landscaping at your facilities? yes

a. If yes, is it water-efficient? yes

b. If yes, does it have dedicated irrigation metering? yes

7. Do you provide customer notices at the start of the irrigation season? yes

8. Do you provide customer notices at the end of the irrigation season? yes

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**E. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**F. Comments**

There are no listed expenditures for BMP 5 for 2002/03 since any costs for landscape /irrigation educational material and guidebooks was included in expenditures for BMP 7 (Public Information Programs). Estimated expenditures specifically for educational material on water

efficient landscape/irrigation are \$2,343.30 for the 3 Sunset Magazine guidebooks, and approximately \$1,500 to \$2,000 for various education materials from AWWA and the Culver Company. Staff hours and miscellaneous costs are also calculated under BMP 7. NCWD is investigating installing a CIMIS weather station for district customers to use to obtain accurate (local) ET values to improve the efficiency of their irrigation systems. The district will be increasing its efforts to promote water efficient irrigation and will be developing a landscape survey program targeting top water using meters (per square foot landscape area). NCWD filed a late exemption in November 2004 for the District's second reporting period (2005/06) for implementing BMP 5. The exemption was filed since NCWD currently does not have the staff or budgeted funds to implement a landscape survey program, however the district will actively seek funding sources for such a program.

Reported as of 5/18/05

## BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

### A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? no
- a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

NCWD did not offer a rebate program in 2002-03. Los Angeles County Sanitation Districts 32 & 26 (LACSD) and Southern California Edison did not offer any type of rebate for water efficient clothes washers.

2. Does your agency offer rebates for high-efficiency washers? no
3. What is the level of the rebate? 0
4. Number of rebates awarded. 0

### B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

### D. Comments

N/A

Reported as of 5/18/05

**BMP 06: High-Efficiency Washing Machine Rebate Programs**

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? no

a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

Los Angeles County Sanitation Districts or LACSD, (specifically 32 & 26) offer a cost reduction of 20%, 40% or 60% for customers that reduce their wastewater (sewer) discharge by 20% or more. The reduction is calculated based on a 12 month comparison of water usage as shown on the customer's water bill (from NCWD). If they reduced their bill 20%, they receive a 20% reduction on their fees. Customers must reduce their water usage (and thus discharge) by at least 20% in order to qualify for the financial incentives. Installing a water efficient clothes washer could generate 20% water savings and therefore qualify the customer for a reduction. However, neither LACSD nor Southern California Edison offers a rebate specifically for high efficiency clothes washers. Thus, at this time NCWD is not offering a complementing rebate to customers.

2. Does your agency offer rebates for high-efficiency washers? no

3. What is the level of the rebate? 0

4. Number of rebates awarded. 0

**B. Rebate Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**D. Comments**

NCWD currently does not have the staff or funds to implement a water efficient clothes washer rebate program. NCWD will reassess the cost-effectiveness of such a program as funding sources change and/or Southern California Edison or LACSD implement a specific clothes washer rebate program.

Reported as of 5/18/05

## BMP 07: Public Information Programs

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

### A. Implementation

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes

a. If YES, describe the program and how it's organized.

NCWD has a comprehensive public outreach and education program to promote water conservation and water use efficiency. The district efforts are designed to target the various classes of customers including (single & multi-family) residential, CII and large landscape. For several years the district has been releasing a quarterly newsletter to the entire customer base to inform customers on district upgrades and additions to improve the water quality and service, recognition of employee excellence, and education on new district policies and programs. Most importantly, the newsletter includes a "Water Awareness" section that provides customers with useful tips and recommendations to be water efficient and to reduce water waste. The newsletters also include a seasonal article describing how to increase water efficiency such as how to set your summer irrigation schedule or how to protect pipes from freezing temperatures in the winter. In addition to the newsletter, NCWD includes a bill notice (or by-line) with important reminders and water conservation tips. For example, the bill notice in May 2003 reminded customers to change out their old toilets and receive a ULFT rebate voucher from the district. NCWD also includes bill stuffers in the customer's monthly water bill several times a year to promote conservation programs and/or to provide general information on conservation. NCWD participates in 4 major community events (River Rally, CLWA Open House, Emergency Expo and The Street Fair) to further reach out to the customers and the general public. At these events and at the district office, customers can obtain pamphlets, guidebooks, conservation promo items and children's coloring and activities books on water conservation, and other informative material. NCWD maintains an extensive inventory of information resource material on conservation, leak detection, water safety, district operations, water quality (annual reports), and more. In FY 2002-03 NCWD expanded its website to include a "Water Conservation" section which includes easy tips for conserving water. NCWD continues to expand all areas of public outreach and education

2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	0
b. Public Service Announcement	no	0
c. Bill Inserts / Newsletters / Brochures	yes	5
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	4
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

### B. Conservation Information Program Expenditures

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	0	0
2. Actual Expenditures	14930.85	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

In 2002/03 the BMP 7 (Public Information Programs) budget was not separately defined and therefore only actual expenditures are provided. Expenditures were taken from a general account that is used for various uses including public outreach and education, employee supplies and uniforms, and other marketing uses. The expenditures were calculated based on the development and production (printing, mailing, etc.) costs associated with the PR material and events, as well as the employee time expended. Various levels of staff participated in public outreach efforts including management, customer service, accounting, and technical field staff. Therefore, an average hourly employee rate of \$37.14 was used which includes auxiliary costs such as insurance, worker\*s compensation, taxes and other fees. With a total of 7,715 meter accounts and an estimated population of 28,000, NCWD expended \$1.94 per meter account or \$0.53 per person.

Reported as of 5/18/05

**BMP 07: Public Information Programs**

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes

a. If YES, describe the program and how it's organized.

NCWD continued to maintain a comprehensive public outreach and education program to promote water conservation and water use efficiency in FY 2003/04. In 2003/04 NCWD identified that irrigation constituted a significant portion of the district's water usage and therefore added new information material to educate and promote water efficient irrigation (to residential customers). The District provided the Sunset Magazine series to all new homeowners and made them available to customers attending public events and to customers at the NCWD office. The Sunset magazine series included; Smart Water & Energy Use in the West, How to Water Your Garden, and Water-Wise Gardening for California. NCWD continued to release a quarterly newsletter to the entire customer base to inform customers on district upgrades and additions to improve the water quality and service, recognition of employee excellence, education on new district policies and programs and water conservation. The newsletters also continued to include seasonal articles describing how to increase water efficiency for indoor and outdoor water usage. In May of 2003, NCWD included a bill notice (or by-line) in the customer's monthly water bill to remind customers to change out their old toilets and receive a ULFT rebate voucher from the district. A separate postcard was also sent to advertise the valley wide Residential ULFT Rebate Program sponsored and organized by the local wholesaler (CLWA). The district works with the wholesaler and the other local water retailers in the Santa Clarita Valley to promote water efficiency and conservation through various PR campaigns, advertising and newspaper articles. Since the annual city Street Fair was not held September 2003, NCWD only participated in 3 major community events (River Rally, CLWA Open House, and the Emergency Expo) to further reach out to the customers and the general public. At these events and at the district office, customers can obtain pamphlets, guidebooks, conservation promo items and children's coloring and activities books on water conservation, and other informative material. NCWD maintains an extensive inventory of information resource material on conservation, leak detection, water safety, district operations, water quality (annual reports), and more. NCWD continued to expand the Water Conservation section of the district website adding new easy tips for conserving water and links to useful information sites.

2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	0
b. Public Service Announcement	no	0
c. Bill Inserts / Newsletters / Brochures	yes	6
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	3

- g. Speaker's Bureau no 0
- h. Program to coordinate with other government agencies, industry and public interest groups and media yes

**B. Conservation Information Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	10000
2. Actual Expenditures	25692.01	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

In mid 2003/04 a separate BMP budget account was created to better record expenses related to the BMP programs. Therefore, the expenditures for BMP 7 in 2003/04 are recorded under two separate accounts in the district's budget and expenditures report. Most of the recorded BMP expenses were for BMP 7 (Public Information Programs) such as design and printing costs, educational and promotional item purchases and other related costs. The expenditures were calculated based on the development and production (printing, mailing, etc.) costs associated with the PR material and events, as well as the employee time expended. Various levels of staff participated in public outreach efforts including management, customer service, accounting, and technical field staff. Therefore, an average hourly employee rate of \$37.14 was used which includes auxiliary costs such as insurance, worker's compensation, taxes and other fees. With a total of 8,531 meter accounts and an estimated population of 32,000, NCWD expended \$3.01 per meter account or \$0.80 per person.

Reported as of 5/18/05

**BMP 08: School Education Programs**

Reporting Unit:  
**Newhall County Water  
 District**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

**A. Implementation**

1. Has your agency implemented a school information program to promote water conservation? yes

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	47	1410	0
Grades 4th-6th	yes	23	700	0
Grades 7th-8th	yes	0	0	0
High School	yes	0	0	0

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program? 01/01/1993

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**D. Comments**

The education program is provided entirely by our wholesaler (CLWA) on our behalf since 1993 for K-6 and 7-12, however the program has been unsuccessful at reach students and teachers in grades 7-12. Students travel to CLWA for their workshops and presentations which include a tour of CLWA's drought tolerant and native vegetation garden and classes how water science, conservation and composting. The actual number of workshops held was not provided to NCWD, therefore an estimated value is provided in this report. The estimated number of presentations was based on the total number of participating students assuming 30 students per workshop or presentation. Currently, CLWA does not offer curriculum workshops teachers on water conservation and related topics.

Reported as of 5/18/05

**BMP 08: School Education Programs**

Reporting Unit:  
**Newhall County Water District**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

**A. Implementation**

1. Has your agency implemented a school information program to promote water conservation? yes

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	29	844	0
Grades 4th-6th	yes	22	650	0
Grades 7th-8th	yes	0	0	0
High School	yes	0	0	0

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program? 01/01/1993

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**D. Comments**

CLWA continues to organize and implement a school education program on our behalf of NCWD and the other water retailers in the Santa Clarita Valley since 1993 for K-6. In 2003-04, grades and 7-12 students and teachers did not participate. CLWA is working on developing a program in 2005 specifically targeted at grades 7-12. The actual number of workshops held was not provided to NCWD for 2003-04, therefore an estimated value is provided in this report. The estimated number of presentations was based on the total number of participating students assuming 30 students per workshop or presentation. Currently, CLWA does not offer curriculum workshops teachers on water conservation and related topics.

Reported as of 5/18/05

### BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**Newhall County Water District**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

#### A. Implementation

- 1. Has your agency identified and ranked COMMERCIAL customers according to use? yes
- 2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

#### Option A: CII Water Use Survey and Customer Incentives Program

- 4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? no

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

#### Option B: CII Conservation Program Targets

- 5. Does your agency track CII program interventions and water no

savings for the purpose of complying with BMP 9 under this option?

6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? no

7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. 0

8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. 0

### B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

### D. Comments

Based on NCWD signatory date of the MOU, the district does not need to implement a CII conservation program until FY 2004-05. NCWD's Customer Service staff began preparations for a CII program in 2002-03 by sorting accounts by the BMP class codes such as commercial, industrial, large landscape, etc. The class codes were applied to the Inhance (customer service and billing database) System to use for future CII programs.

Reported as of 5/18/05

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit:

**Newhall County Water District**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

**A. Implementation**

- 1. Has your agency identified and ranked COMMERCIAL customers according to use? yes
- 2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

**Option A: CII Water Use Survey and Customer Incentives Program**

- 4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? no

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

**Option B: CII Conservation Program Targets**

- 5. Does your agency track CII program interventions and water no

savings for the purpose of complying with BMP 9 under this option?

- 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? no
- 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. 0
- 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. 0

**B. Conservation Program Expenditures for CII Accounts**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**D. Comments**

NCWD did not have a CII Survey program in 2003-04 as the MOU was signed in March 2002. During 2003-04, NCWD began gather necessary data and information to implement a CII Survey or conservation program for the next reporting period (2005-06) as scheduled.

Reported as of 5/18/05

### BMP 09a: CII ULFT Water Savings

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

1. Did your agency implement a CII ULFT replacement program in the reporting year? No  
 If No, please explain why on Line B. 10.

#### A. Targeting and Marketing

1. What basis does your agency use to target customers for participation in this program? Consumption ranking  
Potential savings  
Oldest meter  
 Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

NCWD did not implement a CII ULFT program during the 2003-04 reporting period, however a program is in potential development (as part of a CII survey program) for the 2004-05 that will identify target customers based on the facilities water usage (consumption) volume, water savings potential and if the site has plumbing fixtures installed or replaced prior to January 1992.

2. How does your agency advertise this program? Check all that apply. Direct letter  
Bill insert  
Bill message  
Newsletter  
Telephone  
Web page  
Radio PSAs  
Newspapers  
Trade publications  
Other print media  
Trade shows and events  
Telemarketing

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

All BMP programs are advertised in our district newsletter, through newspaper articles, our website, customer calls, bill inserts and other applicable and other cost effective means. Although a CII toilet rebate program was not implemented in 2003-04 reporting period, the above marked advertising efforts were included for the residential ULFT rebate program (5/2003 & 5/2004).

#### B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.) Yes

2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency? Yes

3. What is the total number of customer accounts participating in the program during the last year ? 0

CII Subsector	Number of Toilets Replaced			
4.	Standard	Air	Valve Floor	Valve Wall

	Gravity Tank	Assisted	Mount	Mount
a. Offices	0	0	0	0
b. Retail / Wholesale	0	0	0	0
c. Hotels	0	0	0	0
d. Health	0	0	0	0
e. Industrial	0	0	0	0
f. Schools: K to 12	0	0	0	0
g. Eating	0	0	0	0
h. Government	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design.

- Rebate or voucher
- Direct installation
- Direct installation with customer co-payment
- Direct distribution
- Direct distribution with customer co-payment
- Retrofit on resale

6. Does your agency use outside services to implement this program? Yes

a. If yes, check all that apply.

- Community Based Organization
- Plumbing contractors/subcontracts

7. Participant tracking and follow-up.

- Letter
- Telephone

8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.

- a. Disruption to business 4
- b. Inadequate payback 5
- c. Inadequate ULFT performance 2
- d. Lack of funding 4
- e. American's with Disabilities Act 1
- f. Permitting 2
- g. Other. Please describe in B. 9. 3

9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.

Although a specific program has not been implemented, several CII customers have been informally surveyed during customer service phone calls and at public events. regarding participation in district programs. From the provided customer input, the above rankings were determined for reasons for not participating in conservation and rebate programs.

10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and

budgeting?

N/A - CII ULFT Retrofit program was not implemented in NCWD.

### C. Conservation Program Expenditures for CII ULFT

#### 1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	0	0

#### 2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	0
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	0

### D. Comments

N/A - CII ULFT Retrofit program was not implemented in NCWD.

Reported as of 5/18/05

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

1. Did your agency implement a CII ULFT replacement program in the reporting year? No  
 If No, please explain why on Line B. 10.

**A. Targeting and Marketing**

1. What basis does your agency use to target customers for participation in this program?

Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

N/A

2. How does your agency advertise this program? Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

N/A

**B. Implementation**

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)

2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency? Yes

3. What is the total number of customer accounts participating in the program during the last year ? 0

4. CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
a. Offices	0	0	0	0
b. Retail / Wholesale	0	0	0	0
c. Hotels	0	0	0	0
d. Health	0	0	0	0
e. Industrial	0	0	0	0
f. Schools: K to 12	0	0	0	0
g. Eating	0	0	0	0
h. Government	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design.

6. Does your agency use outside services to implement this program? No

a. If yes, check all that apply.

7. Participant tracking and follow-up.

8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.

- a. Disruption to business 4
- b. Inadequate payback 5
- c. Inadequate ULFT performance 2
- d. Lack of funding 4
- e. American's with Disabilities Act 1
- f. Permitting 2
- g. Other. Please describe in B. 9. 3

9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.

N/A - NCWD did not implement a CII ULFT Rebate program in 2003/04. Refer to BMP 9(a) 2002/03 regarding general acceptance/resistance by customers for all BMP and other conservation programs within in NCWD.

10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

N/A

**C. Conservation Program Expenditures for CII ULFT**

1. CII ULFT Program: Annual Budget & Expenditure Data

	<b>Budgeted</b>	<b>Actual Expenditure</b>
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	0
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	0

**D. Comments**

A CII ULFT Rebate Program was not implemented in 2003/04. The district is reviewing the cost-effectiveness of incorporating a ULFT Rebate program with the CII Survey project.

Reported as of 5/18/05

**BMP 11: Conservation Pricing**

Reporting Unit:  
Newhall County Water District

BMP Form  
Status:  
100% Complete

Year:  
2003

**A. Implementation****Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2610115.2
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$4971003.58

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$195845.76
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$426019.58

**3. Industrial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$26484.48
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$37008.69

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$220239.36
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$468008.64
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$605189.36

**6. Other**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided

c. Total Revenue from Volumetric Rates \$48438.72

d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$490129.57

### B. Conservation Pricing Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

### D. Comments

All NCWD customers are metered and billed based on their usage and standard monthly fees and other miscellaneous charges. NCWD received \$6,704,884.61 in revenue for volumetric and non-volumetric charges (as a total for all classes). Non-volumetric revenue collected from institutional customers is incorporated in the commercial class non-volumetric revenue. The volumetric revenue for each class was calculated using the flat rate of \$0.80/ccf and the class usage values as provided in the Customer Account and Usage Worksheet.

Reported as of 5/18/05

**BMP 11: Conservation Pricing**

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation****Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2695841.28
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$5672106.46

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$182603.52
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$458349.06

**3. Industrial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$40423.68
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$67094.02

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$213618.24
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$507735.36
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$809294.6

**6. Other**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric	

Rates	\$18817.92
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$462445.13

**B. Conservation Pricing Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	30000
2. Actual Expenditures	0	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

**D. Comments**

All NCWD customers are metered and billed based on their usage and standard monthly fees and other miscellaneous charges. NCWD received \$7,603,691.87 in revenue for volumetric and non-volumetric charges (as a total for all classes). Non-volumetric revenue collected from institutional customers is incorporated in the commercial class non-volumetric revenue. The volumetric revenue for each class was calculated using the flat rate of \$0.80/ccf and the class usage values as provided in the Customer Account and Usage Worksheet. NCWD budgeted for a water rate structure study to identify the most effective rate structure for residential customers to increase water conservation while meeting revenue goals. The study evaluated several water districts' and other retailers' rate structures based on the impact on conservation, revenue, customer service and satisfaction, and implementation and maintenance time and effort. The NCWD Board voted to implement a tiered rate structure for individually metered residential customers starting January 2005.

Reported as of 5/18/05

**BMP 12: Conservation Coordinator**

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Does your Agency have a conservation coordinator? yes
- 2. Is this a full-time position? no
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program? yes
- 4. Partner agency's name: Castaic Lake Water Agency (Wholesaler)
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 35%
  - b. Coordinator's Name Paula Forsberg
  - c. Coordinator's Title Customer Service Manager
  - d. Coordinator's Experience and Number of Years Customer Service 22 years
  - e. Date Coordinator's position was created (mm/dd/yyyy) 03/01/2002
- 6. Number of conservation staff, including Conservation Coordinator. 5

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	30000	30000
2. Actual Expenditures	27000	

**C. "At Least As Effective As"**

- 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**D. Comments**

The budget and expenditures are strictly estimates based on the number of estimated staff hours used for BMP programs including gathering the Base Year data for the BMP reporting requirements. An estimated 535-550 hours of staff time went into BMP programs for 2002-03. An average employee per hour estimated cost including benefits and other miscellaneous charges is approximately \$37.14, however management and supervisory level staff also participated in BMP efforts.

Reported as of 5/18/05

**BMP 12: Conservation Coordinator**

Reporting Unit:

**Newhall County Water  
District**BMP Form Status:  
**100% Complete**Year:  
**2004****A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? yes
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name: Castaic Lake Water Agency  
(CLWA)
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 85%
  - b. Coordinator's Name Melinda Weinrich
  - c. Coordinator's Title Environmental Conservation  
Specialist
  - d. Coordinator's Experience and Number of Years Conservation/Program  
Management/Consulting 10 years
  - e. Date Coordinator's position was created (mm/dd/yyyy) 05/10/2004
6. Number of conservation staff, including Conservation Coordinator. 6

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	30000	60000
2. Actual Expenditures	35000	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
  - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**D. Comments**

A new position was created in May of 2004 in order to address the conservation issues within the district and to meet the requirements of the BMP under CUWCC. The Conservation Coordinator works with the Customer Service staff, field team, engineering and other departments as needed. As a small district, the entire staff works on some aspect of the BMP and other water conservation programs at the district such as working at public events, providing data and reports, mapping participation, etc.

Reported as of 5/18/05

### BMP 13: Water Waste Prohibition

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Requirements for Documenting BMP Implementation

1. Is a water waste prohibition ordinance in effect in your service area? yes

a. If YES, describe the ordinance:

NCWD's Ordinance (Water Conservation) was adopted in 2/1991 due to water supply conditions in the district's service area. The purpose of the ordinance is to provide a water conservation plan to minimize the effect of shortage of water supplies on the customers of the district. The ordinance sets parameters or irrigation hours and schedules to optimize water efficiency and prevent water waste. The ordinance also states that it is the duty of all persons to inspect for leaks and damages to indoor and outdoor plumbing and fixtures and to repair as necessary as soon as possible. The ordinance also lists prohibited use of water for washing vehicles, for cleaning and operating decorative fountains and for serving water in restaurants, cafeterias and other food service locations. A copy of the complete ordinance was submitted to the CUWCC as an attachment to this BMP report.

2. Is a copy of the most current ordinance(s) on file with CUWCC? no

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

1. LA County Sanitation District (32 & 26)  
2. City of Santa Clarita  
3. County of Los Angeles

1. Ordinance Prohibiting the Installation of Certain Water Softening Appliances  
2. City Code, Title 9 Health & Safety, Chapter 9.38 (Water Conservation & Water Waste), Chapter 10.04 Runoff Water & Pollution  
3. County Code, Title 11 Health & Safety, Chapter 11.38 (Water & Sewer) \* All the above listed ordinances and codes were submitted to the CUWCC for reference.

#### B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections no
- c. Non-recirculating systems in all new conveyor or car wash systems no
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes  
See listed measures below (B2) & in attached Ordinance 101

2. Describe measures that prohibit water uses listed above:

- 1. Watering lawns and landscaped areas more than once a day. 2.

Watering lawns and landscaped areas between 10am through 5pm 3.  
 Causing water to runoff into the street, storm drains, gutters, parking lots, etc. 4. Not repairing leaks or broken indoor and outdoor plumbing and fixtures. 5. Serving water to customers in restaurants, cafeterias or other food service location unless the customer specifically request water

**Water Softeners:**

3. Indicate which of the following measures your agency has supported in developing state law:

- a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes
- b. Develop minimum appliance efficiency standards that:
  - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. yes
  - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes
- c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. yes

4. Does your agency include water softener checks in home water audit programs? no

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? yes

**C. Water Waste Prohibition Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**E. Comments**

Copies of NCWD's Ordinance 101 as well as the LA County, Los Angeles County Sanitation District (LACSD) and city of Santa Clarita's ordinances and codes related to water waste were submitted to the CUWCC as an attachment to these 2003-04 BMP reports.

Reported as of 5/18/05

**BMP 13: Water Waste Prohibition**

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Requirements for Documenting BMP Implementation**

1. Is a water waste prohibition ordinance in effect in your service area? yes

a. If YES, describe the ordinance:

NCWD's Ordinance (Water Conservation) was adopted in 2/1991 due to water supply conditions in the district's service area. The purpose of the ordinance is to provide a water conservation plan to minimize the effect of shortage of water supplies on the customers of the district. The ordinance sets parameters or irrigation hours and schedules to optimize water efficiency and prevent water waste. The ordinance also states that it is the duty of all persons to inspect for leaks and damages to indoor and outdoor plumbing and fixtures and to repair as necessary as soon as possible. The ordinance also lists prohibited use of water for washing vehicles, for cleaning and operating decorative fountains and for serving water in restaurants, cafeterias and other food service locations. A copy of the complete ordinance was submitted to the CUWCC as an attachment to this BMP report.

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

1. City of Santa Clarita  
2. County of Los Angeles

1. Title 9 Health & Safety, Chapter 9.38 & Chapter 10.4 Stormwater & Urban Runoff Pollution Control (see submitted documents)  
2. County Codes, Title 11 Health & Safety, Chapter 11.38 (Water & Sewers)

**B. Implementation**

1. Indicate which of the water uses listed below are prohibited by your agency or service area.

- |   |     |
|---|-----|
| a. Gutter flooding  | yes |
| b. Single-pass cooling systems for new connections                                | no  |
| c. Non-recirculating systems in all new conveyor or car wash systems              | no  |
| d. Non-recirculating systems in all new commercial laundry systems                | no  |
| e. Non-recirculating systems in all new decorative fountains                      | yes |
| f. Other, please name<br>See list of measures below & in Ordinance 101 (attached) | yes |

2. Describe measures that prohibit water uses listed above:

1. Watering lawns and landscaped areas more than once a day.  
2. Watering lawns and landscaped areas between 10am through 5pm  
3. Causing water to runoff into the street, storm drains, gutters, parking lots, etc.  
4. Not repairing leaks or broken indoor and outdoor plumbing and fixtures.  
5. Serving water to customers in restaurants, cafeterias or other food service location unless the customer specifically request water.

**Water Softeners:**

3. Indicate which of the following measures your agency has supported in developing state law:
- a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes
  - b. Develop minimum appliance efficiency standards that:
    - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. yes
    - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes
  - c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. yes
4. Does your agency include water softener checks in home water audit programs? no
5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? yes

**C. Water Waste Prohibition Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

**D. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**E. Comments**

Copies of NCWD's Ordinance 101 as well as the LA County and city of Santa Clarita's ordinances and codes related to water waste were submitted to the CUWCC as an attachment to these 2003-04 BMP reports.

Reported as of 5/18/05

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

	Single-Family Accounts	Multi- Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	no

#### Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	69	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>69</b>	<b>0</b>

6. Describe your agency's ULFT program for single-family residences.

The ULFT (residential) Rebate program was conducted by the area wholesaler (CLWA) for pre-1993 single family homes in the Santa Clarita Valley. All the local retailers participated including Valencia Water Company, Santa Clarita Water District and LA County District 36. CLWA promoted the program in the local paper and throughout the community. NCWD released additional PR notices to district customers in the quarterly newsletter, on the monthly water bill (by-line) and with a postcard notices regarding the program. The program started May 1, 2003. Customers were required to contact the district (by phone or in person) to receive a rebate form to complete. NCWD made a copy of the rebate form for district records and to log which customers received rebates and those who also returned the voucher forms. Customers had 30 days upon receiving their voucher sheet and rebate number to purchase a ULFT and return the voucher form and their receipt to NCWD or the wholesaler. NCWD forwarded all forms to CLWA for final processing. Santa Clarita Water District coordinated the processing of the rebate checks and tallied participation. Once a customer returned their voucher form and ULFT receipt, they were mailed a rebate check for either \$20 or \$40. Customers who purchased ULFT between \$50 and \$75 received a \$20 rebate and \$40 for ULFT above \$75. There was no limit on the number of rebates allocated per customers, however no customer took more than 3 voucher forms. The program lasted until the end of May 2003 with NCWD customers receiving 69 total rebates.

7. Describe your agency's ULFT program for multi-family residences.

CLWA selected to only target single-family residents for the 2003 ULFT Rebate Program.

8. Is a toilet retrofit on resale ordinance in effect for your service area? no

9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

1. City of Santa Clarita 2. Los Angeles County	There is currently no ordinance requiring retrofit of toilets (to ULFT) upon resale in the Santa Clarita Valley.
---	--

**B. Residential ULFT Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	0	5000
2. Actual Expenditures	3946.57	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**D. Comments**

The 2003-03 ULFT Rebate Program Budget was based on the employee time and effort, program marketing and PR efforts and miscellaneous supplies and costs. The costs are as follows: 1. Printing cost for ULFT Rebate Program notification postcard - \$393.21 2. Postcard Postage to 3,500 qualified customers (at \$0.23/postcard) - \$805.00 3. Staff Time of 74 hours at \$37.14/hour (average wage with benefit costs) - \$2,748.36  
Total Costs \$3,946.57

Reported as of 5/18/05

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Newhall County Water District**      BMP Form Status: **100% Complete**      Year: **2004**

#### A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
<b>Number of Toilets Replaced by Agency Program During Report Year</b>		
<b>Replacement Method</b>	<b>SF Accounts</b>	<b>MF Units</b>
2. Rebate	104	5
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>104</b>	<b>5</b>

6. Describe your agency's ULFT program for single-family residences.

CLWA coordinated a residential ULFT rebate program for all the local retailers in the Santa Clarita Valley (including NCWD). The rebate program starts on May 1st offering rebates to eligible customers (with toilets installed prior to 1992) to receive a rebate for purchasing a ULFT. Customers received a \$30 rebate for ULFT from \$50 to \$75, and \$60 rebate for ULFTs over \$75. Retailers receive a percentage of the available rebate funds (\$20,000 for entire program) based on their customer population or eligible residents. Customers had 30 days to return their voucher form with their ULFT receipt in order to receive their rebate check. NCWD had such a high demand from customers that a waiting list had to be created. Over 135 customers were signed up on the waiting list to receive a voucher form if additional program funding became available.

7. Describe your agency's ULFT program for multi-family residences.

NCWD allowed multi-family residents to receive a rebate for the purchase of a ULFT through the CLWA. Previously, the rebate was only offered to single-family residents. Two landlords (or property owners) received rebates to update their rental facilities and two tenants received rebates. There was no limit on the number of rebates allocated per person; however District staff confirmed the number of toilets needed for any customers who request more than 3 rebates.

8. Is a toilet retrofit on resale ordinance in effect for your service area? no

9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

City of Santa Clarita & LA County	There is no retrofit on resale ordinance in the Santa Clarita Valley.
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#### B. Residential ULFT Program Expenditures

This Year      Next Year

1. Budgeted Expenditures	5000	3000
2. Actual Expenditures	4417.31	

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

**D. Comments**

Budget for Residential ULFT Rebate Program includes the following calculated costs: 1. Staff time (approximately 50 hours) - Preparation & implementation - Planning meetings - PR efforts, mail outs, bill stuffers, etc. - Creating rebate forms and database - Translating program documents into Spanish 2. Printing and postage cost for postcard notice to customers 3. Creating & incorporating bill stuffers 4. Miscellaneous Costs (supplies & materials & other costs)

Reported as of 5/18/05