

APPENDIX D
CUWCC Best Management Practices Annual Reporting

California Urban Water Conservation Council Annual Reports

CUWCC BMP Retail Coverage Report 2009-2010

GPCD Compliance

GPCD Worksheet

Base Year Data 2008

Reporting Year 2009

Water Sources and Usage

Water Usage

Water Sources

BMP 1 Operations Practices

1.1 Conservation Coordinator and Water Waste Prevention

1.2 Water Loss Control

1.3 Metering with Commodity Rates

1.4 Retail Conservation Pricing

BMP 2 Education Programs

2.1 Public Outreach

2.2 School Education Programs

Reporting Year 2010

Water Sources and Usage

Water Usage

Water Sources

BMP 1 Operations Practices

1.1 Conservation Coordinator and Water Waste Prevention

1.2 Water Loss Control

1.3 Metering with Commodity Rates

1.4 Retail Conservation Pricing

BMP 2 Education Programs

2.1 Public Outreach

2.2 School Education Programs



CUWCC BMP RETAIL COVERAGE REPORT 2009-2010

Foundation Best Management Practices for Urban Water Efficiency

Agency: **Alameda County Water District**
Retail

District Name: **Alameda County Water District**

CUWCC Unit #: **7**

Primary Contact **Stephanie Nevins**

Telephone **510.668.4207**

Email: **stephanie.nevins@acwd.com**

Compliance Option Chosen By Reporting Agency:
(Traditional, Flex Track or GPCD)

GPCD if used:

GPCD in 2010	128
GPCD Target for 2018	135

Year	Report	Target		Highest Acceptable Bound	
		% Base	GPCD	% Base	GPCD
2010	1	96.4%	159	100%	165
2012	2	92.8%	153	96%	159
2014	3	89.2%	147	93%	153
2016	4	85.6%	141	89%	147
2018	5	82.0%	135	82%	135

Not on Track if 2010 GPCD is \geq than target

GPCD in 2010 **128**

Highest

Acceptable GPCD **165**

for 2010

On Track



CUWCC BMP RETAIL COVERAGE REPORT 2009-2010

Foundation Best Management Practices for Urban Water Efficiency

Foundational BMPs

BMP 1.1 Operational Practices

	2009	2010	
1. Conservation Coordinator provided with necessary resources to implement BMPs?	Name: Stephanie Nevins Title: Water Conservation Administrator Email: [Redacted]	Name: Stephanie Nevins Title: Water Conservation Administrator Email: stephanie.nevins@acwd.net	Conservation Coordinator provided with necessary resources to implement BMPs?
	On Track	On Track	
2. Water waste prevention documentation			On Track if any one of the 6 ordinance actions done, plus documentation or links provided
Descriptive File	Alameda County WD_Alameda	Alameda County WD_Alameda County WD_7_2010_operations practices_BMP1-1_Ordinance Prohibiting Wasteful Use of Water.pdf	
Descriptive File 2010	[Redacted]	[Redacted]	
URL	[Redacted]	0	
URL 2010	[Redacted]	0	
Describe Ordinance Terms	[Redacted]	0	
Describe Ordinance Terms 2010	[Redacted]	[Redacted]	0
	On Track	On Track	



CUWCC BMP RETAIL COVERAGE REPORT 2009-2010

Foundation Best Management Practices for Urban Water Efficiency

BMP 1.2 Water Loss Control

	2009																
Compile Standard Water Audit using AWWA Software?	Yes	On Track	On Track if Yes, Not on Track if No														
AWWA file provided to CUWCC?	72	On Track	On Track if Yes, Not on Track if No														
AWWA Water Audit Validity Score?	yes		Info only until 2012														
Completed Training in AWWA Audit Method?	Yes																
Completed Training in Component Analysis Process?	No		Info only until 2012														
Complete Component Analysis?	will be completed in 2012-2013		Info only until 2012														
Repaired all leaks and breaks to the extent cost effective?	Yes	On Track	On Track if Yes, Not on Track if No														
Locate and repair unreported leaks to the extent cost effective.	On Track		On Track if Yes, Not on Track if No														
Maintain a record-keeping system for the repair of reported leaks, including time of report, leak location, type of leaking pipe segment or fitting, and leak running time from report to repair.			Info only until 2012														
Provided 7 types of Water Loss Control Info			Info only until 2012														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Leaks Repaired</th> <th style="width: 10%;">Value Real Losses</th> <th style="width: 10%;">Value Apparent Losses</th> <th style="width: 10%;">Miles Surveyed</th> <th style="width: 10%;">Press Reduction</th> <th style="width: 10%;">Cost of Interventions</th> <th style="width: 10%;">Water Saved</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">\$ -</td> <td style="text-align: center;">\$ -</td> <td style="text-align: center;">0</td> <td style="text-align: center;">Off</td> <td style="text-align: center;">\$ -</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	Leaks Repaired	Value Real Losses	Value Apparent Losses	Miles Surveyed	Press Reduction	Cost of Interventions	Water Saved	0	\$ -	\$ -	0	Off	\$ -	0			
Leaks Repaired	Value Real Losses	Value Apparent Losses	Miles Surveyed	Press Reduction	Cost of Interventions	Water Saved											
0	\$ -	\$ -	0	Off	\$ -	0											

ACWD activities include distribution system leak detection and repair of reported and unreported leaks and a residential leak detection program where meter readers assess for leaks when a reading is unusually high.



CUWCC BMP RETAIL COVERAGE REPORT 2009-2010

Foundation Best Management Practices for Urban Water Efficiency

		2010	
Compile Standard Water Audit using AWWA Software?		Yes	On Track
AWWA file provided to CUWCC?	Alameda County WD_Alameda County WD_7_2010_Water		On Track
AWWA Water Audit Validity Score?		71	
Completed Training in AWWA Audit Method?		yes	
Completed Training in Component Analysis Process?		Yes	
Complete Component Analysis?		No	
Repaired all leaks and breaks to the extent cost effective?		Yes	On Track
Locate and repair unreported leaks to the extent cost effective.		Yes	On Track
Maintain a record-keeping system for the repair of reported leaks, including time of report, leak location, type of leaking pipe segment or fitting, and leak running time from report to repair.			
Provided 7 types of Water Loss Control Info			
Leaks Repaired	Value Real Losses	Value Apparent Losses	Miles Surveyed
391	\$ 2,364,018	\$ 1,506,426	0
		Press Reduction	Cost of Interventions
		Off	\$ 3,649,581
			Water Saved
			0

On Track if Yes, Not on Track if No

On Track if Yes, Not on Track if No

Info only until 2012

Info only until 2012

Info only until 2012

On Track if Yes, Not on Track if No

On Track if Yes, Not on Track if No

Info only until 2012

Info only until 2012



CUWCC BMP RETAIL COVERAGE REPORT 2009-2010

Foundation Best Management Practices for Urban Water Efficiency

1.3 METERING WITH COMMODITY RATES FOR ALL NEW CONNECTIONS AND RETROFIT OF EXISTING CONNECTIONS

Exemption or 'At least as Effective As' accepted by CUWCC

Numbered Unmetered Accounts **2008**

Metered Accounts billed by volume of use

Number of CII accounts with Mixed Use meters

Conducted a feasibility study to assess merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters?

Feasibility Study provided to CUWCC?

Completed a written plan, policy or program to test, repair and replace meters

	2009		2010	
	0	On Track	0	On Track
	Yes	On Track	Yes	On Track
	4,280		4,281	
	Yes	On Track	Yes	On Track
	Yes	On Track	Yes	On Track
	Yes	On Track	Yes	On Track

If signed MOU prior to 31 Dec 1997, On Track if all connections metered; If signed after 31 Dec 1997, complete meter installations by 1 July 2012 or within 6 yrs of signing and 20% biannual reduction of unmetered connections.

On Track if no unmetered accounts

Volumetric billing required for all connections on same schedule as metering

Info only

On Track if Yes, Not on Track if No

On Track if Yes, Not on Track if No

On Track if Yes, Not on Track if No



CUWCC BMP RETAIL COVERAGE REPORT 2009-2010

Foundation Best Management Practices for Urban Water Efficiency

Agency: **Alameda County Water District**
Retail

District Name: **Alameda County Water District**

CUWCC Unit #: **7**

Primary Contact: **Stephanie Nevins**

Email: **stephanie.nevins@acwd.com**

1.4 Retail Conservation Pricing

On Track if: Increasing Block, Uniform, Allocation, Standby Service; Not on Track if otherwise

Metered Water Rate Structure

Customer Class	2009 Rate Type	Conserving Rate?	Customer Class	2010 Rate Type	Conserving Rate?
Single-Family	Uniform	Yes	Single-Family	Uniform	Yes
Multi-Family	Uniform	Yes	Multi-Family	Uniform	Yes
Commercial	Uniform	Yes	Commercial	Uniform	Yes
Industrial	Uniform	Yes	Industrial	Uniform	Yes
Institutional	Uniform	Yes	Institutional	Uniform	Yes
Dedicated Irrigation	Uniform	Yes	Dedicated Irrigation	Uniform	Yes
Other	Uniform	Yes	Other	Uniform	Yes
On Track			On Track		

Year Volumetric Rates began for Agencies with some Unmetered Accounts

Info only

Agencies with Partially Metered Service Areas: If signed MOU prior to 31 Dec. 1997, implementation starts no later than 1 July 2010. If signed MOU after 31 Dec. 1997, implementation starts no later than 1 July 2013, or within seven years of signing the MOU,



CUWCC BMP RETAIL COVERAGE REPORT 2009-2010

Foundation Best Management Practices for Urban Water Efficiency

Agency: **Alameda County Water District** District Name: **Alameda County Water District** CUWCC Unit #: **7**
 Primary Contact: **Stephanie Nevins** Telephone: **#N/A** Email: **stephanie.nevins@acwd.com**

BMP 2. EDUCATION PROGRAMS

BMP 2.1 Public Outreach Actions Implemented and Reported to CUWCC

- 1) Contacts with the public (minimum = 4 times per year)
- 2) Water supplier contacts with media (minimum = 4 times per year, i.e., at least quarterly).
- 3) An actively maintained website that is updated regularly (minimum = 4 times per year, i.e., at least quarterly).
- 4) Description of materials used to meet minimum requirement.

	2009	2010	
1) Contacts with the public (minimum = 4 times per year)	3,049	3,048	
2) Water supplier contacts with media (minimum = 4 times per year, i.e., at least quarterly).	18	20	
3) An actively maintained website that is updated regularly (minimum = 4 times per year, i.e., at least quarterly).	Yes	yes	
4) Description of materials used to meet minimum requirement.	Newsletter articles on conservation Website General water conservation information Email Messages Articles or stories resulting from outreach News releases Newspaper contacts Radio contacts	Newsletter articles on conservation Website General water conservation information Email Messages Articles or stories resulting from outreach News releases Newspaper contacts Radio contacts	All 6 action types implemented and reported to CUWCC to be 'On Track'
	Description is too large for text area. Data will be stored in the BMP Reporting database when online.		
5) Annual budget for public outreach program.	\$ 178,579	\$ 193,309	
6) Description of all other outreach programs	Description is too large for text area. Data will be stored in the BMP Reporting database when online.		
	OnTrackfor 6 Actions	OnTrackfor 6 Actions	

Agency: **Alameda County Water District**

District Name: **Alameda County Water District**

CUWCC Unit #: **7**



CUWCC BMP RETAIL COVERAGE REPORT 2009-2010

Foundation Best Management Practices for Urban Water Efficiency

2.2 School Education Programs Implemented and Reported to CUWCC

	2009	2010	
Does a wholesale agency implement School Education Programs for this utility's benefit? Name of Wholesale Supplier?	No 0	No 0	
1) Curriculum materials developed and/or provided by agency	ACWD provides resource materials to teachers about water supply and water conservation. Materials include workbooks, lesson plans, curriculum guides, brochures, videos, posters, maps, games, stickers, pencils, rulers, and magnets. Each year, approximately 70,000 pieces of material are distributed.	ACWD provides resource materials to teachers about water supply and water conservation. Materials include workbooks, lesson plans, curriculum guides, brochures, videos, posters, maps, games, stickers, pencils, rulers, and magnets. Each year, approximately 70,000 pieces of material are distributed. Project WET	Yes/ No
2) Materials meet state education framework requirements and are grade-level appropriate?	Yes	Yes	All 5 actions types implemented and reported to CUWCC to be 'On Track'
3) Materials Distributed to K-6? Describe K-6 Materials	yes ACWD provides workbooks, lesson plans, curriculum guides, brochures, videos, posters, maps, stickers.	Yes ACWD provides workbooks, lesson plans, curriculum guides, brochures, videos, posters, maps, stickers.	
Materials distributed to 7-12 students?	Yes	Yes	Info Only
4) Annual budget for school education program.	\$107,837	\$ 110,461	
5) Description of all other water supplier education programs	ACWD's school education program includes classroom instruction, a water conservation school assembly program, distribution of educational resource materials, tours, a mini-grant program for local teachers, teacher workshops (Project WET, etc.) and educational material available on ACWD's homepage www.acwd.org.	ACWD's school education program includes classroom instruction, a water conservation school assembly program, distribution of educational resource materials, tours, a mini-grant program for local teachers, teacher workshops (Project WET, etc.) and educational material available on ACWD's homepage www.acwd.org.	
	1 On Track	1 On Track	



TARGETS / COMPLIANCE (CUWCC MOU)

Baseline / Initial GPCD (Use option buttons to select)

GPCD in 2006 152.4
 Baseline GPCD (1997 to 2006) 165.0

GPCD in 2010 127.5
 GPCD Target for 2018 135.3

Potable Water GPCD for each Year in the Baseline Period

Year	GPCD
2006	152.4
2005	154.9
2004	163.0
2003	159.5
2002	163.6
2001	164.9
2000	170.2
1999	168.5
1998	165.2
1997	188.0

Biennial GPCD Compliance Table

Year	Report	Target		Highest Acceptable Bound	
		% Base	GPCD	% Base	GPCD
2010	1	96.4%	159.1	100%	165.0
2012	2	92.8%	153.1	96.4%	159.1
2014	3	89.2%	147.2	92.8%	153.1
2016	4	85.6%	141.3	89.2%	147.2
2018	5	82.0%	135.3	82.0%	135.3

Monthly GPCD Data for Weather Normalization

Year	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2010	93.5	79.6	97.5	101.6	132.0	163.9	183.8	178.0	166.0	140.8	103.4	90.2
Baseline avg*	111.5	102.7	125.1	151.1	186.8	211.7	234.2	228.4	207.2	175.9	129.6	116.2

* The average for each month is based on the baseline period 1997 to 2006

The fields in red are required.



Agency name: Primary contact:

Reporting unit name (District name): Last name:

Reporting unit number: Email:

You must enter the re **Submit Form** w
 agency. Click here to open a table to obtain this number.

Base Year Data

[Link to FAQs](#)

Reporting Unit Base Year What is your reporting period?

Base Year

BMP 1.3 Metering

Number of unmetered accounts in Base Year

BMP 3.1 & BMP 3.2 & BMP 3.3 Residential Programs

Number of Single Family Customers in Base Year

Number of Multi Family Units in Base Year

BMP 3.4 WaterSense Specification (WSS) Toilets

Number of Single Family Housing Units constructed prior to 1992

Number of Multi Family Units prior to 1992

Average number of toilets per single family household

Average number of toilets per multi family household

Five year average resale rate of single family households

Five-year average resale rate of multi family households

Average number of persons per single family household

Average number of persons per multi family household

BMP 4.0 & BMP 5.0 CII & Landscape

Total water use (in Acre Feet) by CII accounts

Number of accounts with dedicated irrigation meters

Number of CII accounts without meters or with Mixed Use Meters

Number of CII accounts

Comments:

Five Year average resale rate of SF/MF households: This information came from Zillow.com. Weighted average of Fremont, Newark, Union City based on 2000 census data. Number of CII accts with Mixed Use Meters: The no. of CII accts with mixed use meters is assumed to be the no. of CII accts due to the difficulty in identifying mixed use accts among all CII accts. The actual number is likely to be substantially less. A new customer information system to be launched in early 2012, and will allow us to get a better estimate.

The fields in red are required.

Agency name: Alameda County Water District

Primary contact: Stephanie

Division name (Reporting unit): Alameda County Water District

Last name: Nevins

Reporting unit number: 7

Email: stephanie.nevins@acwd.com

Submit Form



WATER SOURCES

Service Area Population: 333,881

Potable Water

Own Supply Source Name	AF/YEAR	Water Supply Type	Water Supply Description
Del Valle	4,200.00	Surface	Del Valle Treated at Surface Water
ACWD Groundwater	13,000.00	Groundwater	Wells + Desal - Imported Recharge
		Other	

Imported Supply Source Name	AF/YEAR	Water Supply Type	Water Supply Description
SFPUC	12,600.00	Surface	SFPUC Surface Water
Statewater	16,600.00	Surface	Statewater Treated at Surface Water
Statewater/Groundwater	4,400.00	Groundwater	Statewater Recharged and Pumped
		Other	

Exported Water Name	AF/YEAR	Where Exported?
None	0.00	

2009

The fields in red are required.



Agency name: Alameda County Water District

Primary contact:

First name: Stephanie

You must enter the reporting unit number we have on record for your agency. Click here to open a table to obtain this number.

Submit Form

Reporting unit name

(District name)

Alameda County Water District

Last name:

Nevins

Reporting unit number:

7

Email:

stephanie.nevins@acwd.com

[Link to FAQs](#)

[See the complete MOU:](#)

[View MOU](#)

[See the coverage requirements for this BMP:](#)



2009

BMP 1.1 Operations Practices

Comments:

Conservation Coordinator

Conservation Coordinator Yes No

Contact Information

First Name: Stephanie

Last Name: Nevins

Title: Water Conservation Administrator

Phone: 510.668.4207

Email: stephanie.nevins@acwd.com

Note that the contact information may be the same as the primary contact information at the top of the page. If this is your case, excuse the inconvenience but please enter the information again.

Water Waste Prevention

Water Agency shall do one or more of the following:

- a. Enact and enforce an ordinance or establish terms of service that prohibit water waste
- b. Enact and enforce an ordinance or establish terms of service for water efficient design in new development
- c. Support legislation or regulations that prohibit water waste
- d. Enact an ordinance or establish terms of service to facilitate implementation of water shortage response measures
- e. Support local ordinances that prohibit water waste
- f. Support local ordinances that establish permits requirements for water efficient design in new

To document this BMP, provide the following:

- a. A description of, or electronic link to, any ordinances or terms of service
- b. A description of, or electronic link to, any ordinances or requirements adopted by local jurisdictions or regulatory agencies with the water agency's service area.
- c. A description of any water agency efforts to cooperate with other entities in the adoption or enforcement of local requirement
- d. description of agency support positions with respect to adoption of legislation or regulations

You can show your documentation by providing files, links (web addresses), and/or entering a description.



File name(s): Email files to natalie@cuwcc.org

Alameda County WD_Alameda County WD_7_2009_operations practices_BMP1-1_Ordinance Prohibitin

Web address(s) URL: comma-separated list

Enter a description:

ORDINANCE NO. 2008-01

AN ORDINANCE OF THE BOARD OF DIRECTORS OF ALAMEDA COUNTY
WATER DISTRICT PROHIBITING WASTEFUL USE OF WATER, PURSUANT
TO WATER CODE SECTION 375

A. REGULATIONS AND RESTRICTIONS ON WATER USE

It is hereby declared by the Board of Directors that, in order to conserve the District's water supply for the greatest public benefit, reduce the quantity of water used by the District's customers, and maintain the District's commitment to implementing cost effective Best Management Practices (BMPs) as a signatory to the Memorandum of Understanding (MOU) on Urban Water Conservation, it is necessary that wasteful use of water be eliminated. Customers of the District shall observe the following regulations and restrictions on water use:

1. Residential customers shall not:
 - a. Use water for lawn or garden watering, or any other irrigation, in a manner which results in excessive flooding or excessive runoff in gutters or other waterways, patios, driveways, walks or streets;
 - b. Use water for washing sidewalks, walkways, driveways, patios, parking lots, tennis courts or other hard-surfaced areas in a manner which results in excessive runoff or waste;
 - c. Use water for washing cars, boats, trailers or other vehicles and machinery in a manner which results in excessive runoff or waste. Hoses should be equipped with shutoff nozzles.
2. Nonresidential customers shall not:
 - a. Use single pass cooling systems in new connections;
 - b. Use non-recirculating systems in new conveyer car wash and commercial laundry systems;
 - c. Use non-recycling decorative water fountains;
 - d. Use water for lawn or garden watering, or any other irrigation, in a manner which results in excessive flooding or runoff in gutters or other waterways, patios, driveways, walks or streets;

PROHIBITING WASTEFUL USE OF WATER

(Continued)

- e. Use water for washing sidewalks, walkways, driveways, patios, parking lots, tennis courts or other hard-surfaced areas in a manner which results in excessive runoff or waste.
3. All Customers Shall:
 - a. Reduce other interior or exterior water uses to minimize or eliminate excessive runoffs or waste; and
 - b. Repair leaks as soon as practicable.

B. EXCEPTIONS

Consideration of written applications for exceptions regarding regulations and restrictions on water use set forth in this Ordinance shall be as follows:

1. Written applications for exceptions shall be accepted, and may be granted, by the Manager of Customer Service or designee.
2. Denials of applications may be appealed in writing to the General Manager;
3. Grounds for granting such exceptions are:
 - a. Failure to do so would cause an unnecessary and undue hardship to the Applicant, including but not limited to, adverse economic impacts, such as loss of production or jobs; or
 - b. Failure to do so would cause a condition affecting the health, sanitation, fire protection or safety of the Applicant or the public.

C. ENFORCEMENT

1. If the District determines that a customer is using water in violation of this Ordinance, the District will send a written warning to the customer that identifies the wasteful use of water, requests that the customer stop such wasteful use, informs the customer about the process for applying for an exception from the requirements of this Ordinance, and informs the customer that failure to comply with this Ordinance may result in the termination of service.
2. The District may, after issuing a written warning, and if the customer does not request an exception, conduct a follow-up visit in order to ascertain whether wasteful use of water is still occurring. In the event that continued waste of water is observed, and no exception has been granted, the District will issue a second written warning by on-site notification of wasteful water use and the

PROHIBITING WASTEFUL USE OF WATER
(Continued)

customer will be charged for the follow-up visit consistent with the field service visit charge in the District's Rate and Fee Schedule, Section 3A.

3. In the event that District personnel observe excessive water use occurring at a customer's premises in violation of the regulations and restrictions on water use set forth in this Ordinance more than 48 hours after the on-site notification, the General Manager may authorize termination of water service.
4. The charge for restoring service shall be consistent with the reconnection charge in District's Rate and Fee Schedule, Section 3E. The customer must have stopped the wasteful use of water and have paid all charges owed to the District under this Ordinance before the District will restore water service.

This Ordinance shall become effective and be enforced as of June 6, 2008.

The District Secretary shall cause a copy of this ordinance to be published in a newspaper of general circulation in the District.

PASSED AND ADOPTED THIS 5th day of June, 2008, by the following vote:

AYES: Directors Huang, Koller, Lampert, and Weed

NOES: None

ABSENT: Director Gunther

/s/ JOHN H. WEED
John H. Weed, President
Board of Directors
Alameda County Water District

ATTEST:

APPROVED AS TO FORM:

/s/ GINA MARKOU
Gina Markou, District Secretary
Alameda County Water District

/s/ RAY MCDEVITT
Ray McDevitt, Attorney
Alameda County Water District

The fields in red are required.



Agency name: Primary contact:
 Reporting unit name (District name): Last name:
 Reporting unit number: Email:

You must enter the **Submit Form** agency. Click here to open a table to obtain this number.

[Link to FAQs](#)

2009 BMP 1.2 Water Loss Control

[View MOU](#)



AWWA Water Audit

Agency to complete a Water Audit & Balance Using The AWWA Software Yes No
 Email to natalie@cuwcc.org - Worksheets (AWWA Water Audit). Enter the name of the file below:

Water Audit Validity Score from AWWA spreadsheet

Agency Completed Training In The AWWA Water Audit Method Yes No
 Agency Completed Training In The Component Analysis Process Yes No

Completed/Updated the Component Analysis (at least every 4 years)? Yes No
 Component Analysis Completed/Updated Date

Water Loss Performance

Agency Repaired All Reported Leaks & Breaks To The Extent Cost Effective Yes No

Recording Keeping Requirements:

Date/Time Leak Reported	Leak Location
Type of Leaking Pipe Segment or Fitting	Leak Running Time From Report to Repair
Leak Volume Estimate	Cost of Repair

Agency Located and Repaired Unreported Leaks to the Extent Cost Effective Yes No
 Type of Program Activities Used to Detect Unreported Leaks

Annual Summary Information

Complete the following table with annual summary information (required for reporting years 2-5 only)

Total Leaks Repaired	Economic Value Of Real Loss	Economic Value Of Apparent Loss	Miles Of System Surveyed For Leaks	Pressure Reduction Undertaken for loss reduction	Cost Of Interventions	Water Saved (AF/Year)

Comments:

version 1.0

2010

AWWA WLCC Free Water Audit Software: Reporting Worksheet

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WAS v4.2

[Back to Instructions](#)

[?](#) Click to access definition

Water Audit Report for: **Alameda County Water District**
 Reporting Year: **2009** / 7/2008 - 6/2009

Please enter data in the white cells below. Where available, metered values should be used; if metered values are unavailable please estimate a value. Indicate your confidence in the accuracy of the input data by grading each component (1-10) using the drop-down list to the left of the input cell. Hover the mouse over the cell to obtain a description of the grades

All volumes to be entered as: MILLION GALLONS (US) PER YEAR

WATER SUPPLIED

<< Enter grading in column 'E'

Volume from own sources:	<input type="text" value="7"/>	<input type="text" value="12,453.200"/>	Million gallons (US)/yr (MG/Yr)
Master meter error adjustment (enter positive value):	<input type="text" value="5"/>	<input type="text" value="0.000"/>	MG/Yr
Water imported:	<input type="text" value="8"/>	<input type="text" value="4,097.400"/>	MG/Yr
Water exported:	<input type="text" value="7"/>	<input type="text" value="0.000"/>	MG/Yr
WATER SUPPLIED:		16,550.600	MG/Yr

AUTHORIZED CONSUMPTION

Billed metered:	<input type="text" value="7"/>	<input type="text" value="15,819.000"/>	MG/Yr
Billed unmetered:	<input type="text" value="7"/>	<input type="text" value="0.000"/>	MG/Yr
Unbilled metered:	<input type="text" value="8"/>	<input type="text" value="7.197"/>	MG/Yr
Unbilled unmetered:	<input type="text" value="5"/>	<input type="text" value="26.600"/>	MG/Yr
AUTHORIZED CONSUMPTION:		15,852.797	MG/Yr

Click here: for help using option buttons below

Pcnt: Value:

Use buttons to select percentage of water supplied OR value

WATER LOSSES (Water Supplied - Authorized Consumption)

697.803 MG/Yr

Apparent Losses

Unauthorized consumption: MG/Yr

Default option selected for unauthorized consumption - a grading of 5 is applied but not displayed

Customer metering inaccuracies: MG/Yr
 Systematic data handling errors: MG/Yr

Apparent Losses:

Pcnt: Value:

Choose this option to enter a percentage of billed metered consumption. This is NOT a default value

Real Losses (Current Annual Real Losses or CARL)

Real Losses = Water Losses - Apparent Losses: MG/Yr

WATER LOSSES: **697.803** MG/Yr

NON-REVENUE WATER

NON-REVENUE WATER: MG/Yr

= Total Water Loss + Unbilled Metered + Unbilled Unmetered

SYSTEM DATA

Length of mains:	<input type="text" value="8"/>	<input type="text" value="874.1"/>	miles
Number of active AND inactive service connections:	<input type="text" value="8"/>	<input type="text" value="79,787"/>	
Connection density:		<input type="text" value="91"/>	conn./mile main
Average length of customer service line:	<input type="text" value="10"/>	<input type="text" value="0.0"/>	ft (pipe length between curbstop and customer meter or property boundary)
Average operating pressure:	<input type="text" value="4"/>	<input type="text" value="70.0"/>	psi

COST DATA

Total annual cost of operating water system:	<input type="text" value="8"/>	<input type="text" value="\$65,763,100"/>	\$/Year
Customer retail unit cost (applied to Apparent Losses):	<input type="text" value="9"/>	<input type="text" value="\$2.53"/>	\$/100 cubic feet (ccf)
Variable production cost (applied to Real Losses):	<input type="text" value="7"/>	<input type="text" value="\$2,791.42"/>	\$/Million gallons

PERFORMANCE INDICATORS

Financial Indicators

Non-revenue water as percent by volume of Water Supplied:	<input type="text" value="4.4%"/>
Non-revenue water as percent by cost of operating system:	<input type="text" value="3.5%"/>
Annual cost of Apparent Losses:	<input type="text" value="\$1,626,228"/>
Annual cost of Real Losses:	<input type="text" value="\$606,190"/>

Operational Efficiency Indicators

Apparent Losses per service connection per day:	<input type="text" value="16.50"/>	gallons/connection/day
Real Losses per service connection per day*:	<input type="text" value="7.46"/>	gallons/connection/day
Real Losses per length of main per day*:	<input type="text" value="N/A"/>	
Real Losses per service connection per day per psi pressure:	<input type="text" value="0.11"/>	gallons/connection/day/psi
<input type="text" value="7"/> Unavoidable Annual Real Losses (UARL):	<input type="text" value="426.60"/>	million gallons/year
From Above, Real Losses = Current Annual Real Losses (CARL):	<input type="text" value="217.16"/>	million gallons/year
<input type="text" value="7"/> Infrastructure Leakage Index (ILI) [CARL/UARL]:	<input type="text" value="0.51"/>	

* only the most applicable of these two indicators will be calculated

WATER AUDIT DATA VALIDITY SCORE:

***** YOUR SCORE IS: 72 out of 100 *****

A weighted scale for the components of consumption and water loss is included in the calculation of the Water Audit Data Validity Score

PRIORITY AREAS FOR ATTENTION:

Based on the information provided, audit accuracy can be improved by addressing the following components:

- 1: Volume from own sources
- 2: Billed metered
- 3: Unauthorized consumption

[For more information, click here to see the Grading Matrix worksheet](#)

The fields in red are required.

Primary contact:

You must enter the reporting unit number

Agency name: Alameda County Water District

First name: Stephanie

Reporting unit name (District name): Alameda County Water District

Last name: Nevins

Reporting unit number: 7

Email: stephanie.nevins@acwd.com

Submit Form
agency. Click here to open a table to obtain this number.



BMP 1.3 Metering with Commodity

[Link to FAQs](#)

See the complete MOU: [View MOU](#)

See the coverage requirements for this BMP:

Implementation

Does your agency have any unmetered service connections? Yes No

If YES, has your agency completed a meter retrofit plan? Yes No

Enter the number of previously unmetered accounts fitted with meters during reporting year:

Are all new service connections being metered? Yes No

Are all new service connections being billed volumetrically? Yes No

Has your agency completed and submitted electronically to the Council a written plan, policy or program to test, repair and replace meters? Yes No

Please Fill Out The Following Matrix

Account Type	# Metered Accounts	# Metered Accounts Read	# Metered Accounts Billed by Volume	Billed by	Billing Frequency Per Year	# of estimated bills/yr
Single-Family	71,085	71,085	71,085		Bi-monthly	668
Multi-Family	2,061	2,061	2,061		Bi-monthly	54
Commercial	2,726	2,726	2,726		Bi-monthly	106
Industrial	846	846	846		Bi-monthly	49
Institutional	708	708	708		Bi-monthly	28
Dedicated Irrigation	2,105	2,105	2,105		Bi-monthly	61
Other	2,145	2,145	2,145		Bi-monthly	0
Other					Other	
Other					Other	
Other					Other	

Number of CII Accounts with Mixed-use Meters

Number of CII Accounts with Mixed-use Meters Retrofitted with Dedicated Irrigation Meters during Reporting Period

Feasibility Study

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? Yes No

If YES, please fill in the following information:

A. When was the Feasibility Study conducted

B. Email or provide a link to the feasibility study (or description of):

File name(s): Email files to natalie@cuwcc.org

Web address(s) URL: comma-separated list

General Comments about BMP 1.3:

The fields in red are required.

Primary contact:

You must enter the reporting unit number.

Agency name:

First name:

Submit Form

Reporting unit name (District name)

Last name:

agency. Click here to open a table to obtain this number.

Reporting unit number:

Email:



BMP 1.4 Retail Conservation Pricing

[Link to FAQs](#)

[View MOU](#)

If you are reporting more rate structures than this form allows, add the structures to a spreadsheet and send the file to natalie@cuwcc.org.

2009

Implementation (Water Rate Structure)

Enter the Water Rate Structures that are assigned to the majority of your customers, by customer class

Rate Structure	Customer Class	Total Revenue	Commodity Charges	Total Revenue Customer Meter/Service (Fixed Charges)
<input type="text" value="Uniform"/>	<input type="text" value="Single-Family"/>	<input type="text" value="25,524,165.00"/>		<input type="text" value="4,659,777.00"/>
<input type="text" value="Uniform"/>	<input type="text" value="Multi-Family"/>	<input type="text" value="8,570,617.00"/>		<input type="text" value="507,908.00"/>
<input type="text" value="Uniform"/>	<input type="text" value="Commercial"/>	<input type="text" value="5,353,747.00"/>		<input type="text" value="393,798.00"/>
<input type="text" value="Uniform"/>	<input type="text" value="Industrial"/>	<input type="text" value="3,275,831.00"/>		<input type="text" value="203,251.00"/>
<input type="text" value="Uniform"/>	<input type="text" value="Institutional"/>	<input type="text" value="2,223,280.00"/>		<input type="text" value="171,887.00"/>
<input type="text" value="Uniform"/>	<input type="text" value="Dedicated Irrigation"/>	<input type="text" value="5,916,977.00"/>		<input type="text" value="235,159.00"/>
<input type="text" value="Uniform"/>	<input type="text" value="Other"/>	<input type="text" value="168,393.00"/>		<input type="text" value="91,347.00"/>

Implementation Option (Conservation Pricing Option)

- Use Annual Revenue As Reported
 Use Canadian Water & Wastewater Association Rate Design Model

If CWWA is select, enter the file name and email the spreadsheet to natalie@cuwcc.org

Retail Waste Water (Sewer) Rate Structure by Customer Class

Agency Provide Sewer Service

Yes No

Select the Retail Waste Water(Sewer) Rate Structure assigned to the majority of your customers within a specific customer class.

Rate Structure	Customer Class	Total Revenue	Commodity Charges	Total Revenue Customer Meter/Service (Fixed Charges)
<input type="text" value="Select a Rate Struc"/>	<input type="text" value="Other"/>	<input type="text"/>		<input type="text"/>
<input type="text" value="Select a Rate Struc"/>	<input type="text" value="Other"/>	<input type="text"/>		<input type="text"/>
<input type="text" value="Select a Rate Struc"/>	<input type="text" value="Other"/>	<input type="text"/>		<input type="text"/>
<input type="text" value="Select a Rate Struc"/>	<input type="text" value="Other"/>	<input type="text"/>		<input type="text"/>
<input type="text" value="Select a Rate Struc"/>	<input type="text" value="Other"/>	<input type="text"/>		<input type="text"/>
<input type="text" value="Select a Rate Struc"/>	<input type="text" value="Other"/>	<input type="text"/>		<input type="text"/>
<input type="text" value="Select a Rate Struc"/>	<input type="text" value="Other"/>	<input type="text"/>		<input type="text"/>

Comments:

The fields in red are required.



Agency name: Primary contact:

Reporting unit name (District name): Last name:

Reporting unit number: Email:

Click here to open a table that displays your agency name reporting unit name and reporting unit number. Please ensure that you enter the correct information.

Submit Form

[Link to FAQs](#)

[View MOU](#)

2009

BMP 2.1 Public Outreach - Retail Reporting

Is a Wholesale Agency Performing Public Outreach?

Are there one or more wholesale agencies performing public outreach which can be counted to help your agency comply with the BMP?

Yes No

Enter the name(s) of the wholesale agency (comma delimited)

Is your agency performing public outreach?

Report a minimum of 4 water conservation related contacts your agency had with the public during the year.

Public Information Programs List

Did at least one contact take place during each quarter of the reporting year?

Number of Public Contacts	Public Information Programs
12	Newsletter articles on conservation
516	Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets
12	Website
509	General water conservation information
2,000	Email Messages

Contact with the Media

Are there one or more wholesale agencies performing media outreach which can be counted to help your agency comply with the BMP?

Yes No

Enter the name(s) of the wholesale agency (comma delimited)

OR Retail Agency (Contacts with the Media)

Did at least one contact take place during each quarter of the reporting year?

Media Contacts List

Number of Media Contacts	Did at least one contact take place during each quarter of the reporting year?	Media Contact Types
2		Articles or stories resulting from outreach
4		News releases
12		Newspaper contacts
0		Radio contacts
0		Television contacts
0		Written editorials

Is a Wholesale Agency Performing Website Updates?

Did one or more CUWCC wholesale agencies agree to assume your agency's responsibility for meeting the requirements of and for CUWCC reporting of this BMP? Yes No

Enter the name(s) of the wholesale agency (comma delimited)

Is Your Agency Performing Website Updates?

Enter your agency's URL (website address):

www.acwd.org

Describe a minimum of four water conservation related updates to your agency's website that took place during the year:

1. Residential High Efficiency Washer Program; Annual Update
 2. Other residential programs; updates as needed (3-4 times per year)
 3. CII and landscape programs; updates as needed (2-3 times per year)
 4. Landscape Classes/Workshops (BAWSCA, Bay-friendly); updated each spring and fall
 5. Garden Tours; Annual Update

Did at least one Website Update take place during each quarter of the reporting year? Yes No

Public Outreach Annual Budget

Enter budget for public outreach programs. You may enter total budget in a single line or brake the budget into discrete categories by entering many rows. Please indicate if personnel costs are included in the entry.

Category	Amount		Personnel Costs Included? <small style="color: red;">If yes, check the box.</small>	Comments
all	\$178,579		<input checked="" type="checkbox"/>	This is the entire Public Outreach Adopted Budget
			<input type="checkbox"/>	

Comments:

The fields in red are required.



Agency name: Alameda County Water District

Primary contact:

First name: Stephanie

Reporting unit name

(District name)

Alameda County Water District

Last name:

Nevins

Reporting unit number:

7

Email:

stephanie.nevins@acwd.com

Click here to open a table that displays your agency reporting unit name reporting unit number. Please ensure that you enter the correct information.

Submit Form

[Link to FAQs](#)

2009

BMP 2.1 Public Outreach Cont'd

[View MOU](#)

Public Outreach Expenses

Enter expenses for public outreach programs. Please include the same kind of expenses you included in the question related to your budget (Section 2.1.7, above). For example, if you included personnel costs in the budget entered above, be sure to include them here as well.

Expense Category	Expense Amount	Personnel Costs Included?
Public Outreach (all expenses)	\$132,878	<input checked="" type="checkbox"/> If yes, check the check box.
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Additional Public Information Program

Please report additional public information contacts. List these additional contacts in order of how your agency views their importance / effectiveness with respect to conserving water, with the most important/ effective listed first (where 1 = most important).

Were there additional Public Outreach efforts?

Yes No

Public Outreach Additional Information

Public Information Programs	Importance
Direct Mail (seasonal irrigation notices, high water use notices)	\$1
Leak detection and notification program	\$1
Booths at fairs/event, presentations to community organizations, demonstration garden	\$1

Social Marketing Programs

Branding

Does your agency have a water conservation "brand," "theme" or mascot? Yes No

Describe the brand, theme or mascot.

Market Research

Have you sponsored or participated in market research to refine your message? Yes No

Market Research Topic

Brand Message

Brand Mission Statement

Community Committees

Do you have a community conservation committee?

Yes No

Enter the names of the community committees:

Training

Training Type	# of Trainings	# of Attendees	Description of Other
Homeowners	\$1	\$40	Water efficient landscape workshops

Social Marketing Expenditures

Public Outreach Social Marketing Expenses

Expense Category	Expense Amount	Description
None	0	

Partnering Programs - Partners

Name

Type of Program

CLCA? Work with members/providing program information for their clients.

Green Building Programs? Work with businesses to get them certified as a green business.

Master Gardeners? Work with Bay-friendly and their trained master gardeners.

Cooperative Extension?

Local Colleges? Ohlone College, Newark Campus (provided help with landscape - ET controllers, and water use assessment)

Other? Cities (Fremont, Newark, Union City), Bay Area Water Supply and Conservation Agency, California Youth Energy Services, Alameda County G

Retail and wholesale outlet; name(s) and type(s) of programs:

Work with local appliance retailers on the high efficiency clothes washer rebate program. Work with local hardware store (Dale Hardware) on pro

Partnering Programs - Newsletters

Number of newsletters per year

1

Number of customers per year

40,000

Partnering with Other Utilities

Describe other utilities your agency partners with, including electrical utilities

Union Sanitary District, Pacific Gas & Electric Company

Conservation Gardens

Describe water conservation gardens at your agency or other high traffic areas or new

ACWD maintains a drought resistant demonstration garden and provides brochures of the garden and irrigation system for our customers. ACWD has also helped Union City with the development of a demonstration garden at their city offices.

Landscape contests or awards

Describe water wise landscape contest or awards program conducted by your agency

ACWD recognizes those Dedicated Landscape Partners that remain within their annual water budget through a "Water Conservation Business of the Year" awards program. These recipients are listed in the local newspaper during May, Water Awareness Month.

Comments:

Empty comment box

The fields in red are required.



Agency name: Alameda County Water District

Primary contact:

First name: Stephanie

Reporting unit name (District name): Alameda County Water District

Last name: Nevins

Reporting unit number: 7

Email: stephanie.nevins@acwd.com

Click here to open a table that displays your agency n... reporting unit name an... reporting unit number. Please ensure that you enter the correct information.

Submit Form

[Link to FAQs](#)

[View MOU](#)

BMP 2.2 School Education Programs, Retail Agencies School Programs

Is a wholesale agency implementing school programs which can be counted to help your agency comply with this BMP?

Yes No

Enter Wholesaler Names, separated by commas:

Materials meet state education framework requirements?

Description of Materials

ACWD provides resource materials to teachers about water supply and water conservation. Materials include workbooks, lesson plans, curriculum guides, brochures, videos, posters, maps, games, stickers, pencils, rulers, and magnets. Each year, approximately 70,000 pieces of material are distributed.

Materials distributed to K-6 Students?

Description of materials distributed to K-6 Students

ACWD provides workbooks, lesson plans, curriculum guides, brochures, videos, posters, maps, stickers.

Number of students reached

11,148

Materials distributed to 7-12 Students?

Description of materials distributed to 7-12 Students

ACWD provides Lesson plans, curriculum guides, brochures, videos, posters, maps.

Number of Distribution

4,430

Annual budget for school education program

\$107,837.00

Description of all other water supplier education programs

ACWD's school education program includes classroom instruction, a water conservation school assembly program, distribution of educational resource materials, tours, a mini-grant program for local teachers, teacher workshops (Project WET, etc.) and educational material available on ACWD's homepage www.acwd.org.

School Program Activities

Classroom presentations:

Number of presentations

Number of attendees

Large group assemblies:

Number of presentations

Number of attendees

Children's water festivals or other events:

Number of presentations

Number of attendees

Cooperative efforts with existing science/water education programs (various workshops, science fair awards or judging) and follow-up:

Number of presentations

Number of attendees

Other methods of disseminating information (i.e. themed age-appropriate classroom loaner kits):

Description

Number distributed

Staffing children's booths at events & festivals:

Number of booths

Number of attendees

Water conservation contests such as poster and photo:

Description

Number distributed

Offer monetary awards/funding or scholarships to students:

Number Offered

Total Funding

Teacher training workshops:

Number of presentations

Number of attendees

Fund and/or staff student field trips to treatment facilities, recycling facilities, water conservation gardens, etc.:

Number of tours or field trips

Number of participants

College internships in water conservation offered:

Number of internships

Total funding

Career fairs/workshops:

Number of presentations

Number of attendees

Additional program(s) supported by agency but not mentioned above:

Description

Number of events (if applicable)

Number of participants

Total reporting period budget expenditures for school education programs (include all agency costs):

Comments



The fields in red are required.



Agency name: Alameda County Water District

Primary contact:

First name: Stephanie

You must enter the reporting unit number we have on record for your agency. Click here to open a table to obtain this number.

Submit Form

Reporting unit name (District name)

Alameda County Water District

Last name: Nevins

Reporting unit number: 7

Email: stephanie.nevins@acwd.com

[Link to FAQs](#)

See the complete MOU: [View MOU](#)

See the coverage requirements for this BMP:

2010

BMP 1.1 Operations Practices

Comments:

Conservation Coordinator

Conservation Coordinator Yes No

Contact Information

First Name: Stephanie

Last Name: Nevins

Title: Water Conservation Administrator

Phone: 510.668.4207

Email: stephanie.nevins@acwd.com

Note that the contact information may be the same as the primary contact information at the top of the page. If this is your case, excuse the inconvenience but please enter the information again.

Water Waste Prevention

Water Agency shall do one or more of the following:

- a. Enact and enforce an ordinance or establish terms of service that prohibit water waste
- b. Enact and enforce an ordinance or establish terms of service for water efficient design in new development
- c. Support legislation or regulations that prohibit water waste
- d. Enact an ordinance or establish terms of service to facilitate implementation of water shortage response measures
- e. Support local ordinances that prohibit water waste
- f. Support local ordinances that establish permits requirements for water efficient design in new

To document this BMP, provide the following:

- a. A description of, or electronic link to, any ordinances or terms of service
- b. A description of, or electronic link to, any ordinances or requirements adopted by local jurisdictions or regulatory agencies with the water agency's service area.
- c. A description of any water agency efforts to cooperate with other entities in the adoption or enforcement of local requirement
- d. description of agency support positions with respect to adoption of legislation or regulations

You can show your documentation by providing files, links (web addresses), and/or entering a description.

File name(s): Email files to natalie@cuwcc.org Alameda County WD_Alameda County WD_7_2010_operations practices_BMP1-1_Ordinance Prohibitin

Web address(s) URL: comma-separated list

Enter a description:

The fields in red are required.



Agency name: Primary contact:
 Reporting unit name (District name): Last name:
 Reporting unit number: Email:

You must enter the **Submit Form** agency. Click here to open a table to obtain this number.

[Link to FAQs](#)

2010 BMP 1.2 Water Loss Control

[View MOU](#)



AWWA Water Audit

Agency to complete a Water Audit & Balance Using The AWWA Software Yes No
 Email to natalie@cuwcc.org - Worksheets (AWWA Water Audit). Enter the name of the file below:

Water Audit Validity Score from AWWA spreadsheet

Agency Completed Training In The AWWA Water Audit Method Yes No
 Agency Completed Training In The Component Analysis Process Yes No

Completed/Updated the Component Analysis (at least every 4 years)? Yes No

Component Analysis Completed/Updated Date

Water Loss Performance

Agency Repaired All Reported Leaks & Breaks To The Extent Cost Effective Yes No

Recording Keeping Requirements:

Date/Time Leak Reported	Leak Location
Type of Leaking Pipe Segment or Fitting	Leak Running Time From Report to Repair
Leak Volume Estimate	Cost of Repair

Agency Located and Repaired Unreported Leaks to the Extent Cost Effective Yes No

Type of Program Activities Used to Detect Unreported Leaks

Annual Summary Information

Complete the following table with annual summary information (required for reporting years 2-5 only)

Total Leaks Repaired	Economic Value Of Real Loss	Economic Value Of Apparent Loss	Miles Of System Surveyed For Leaks	Pressure Reduction Undertaken for loss reduction	Cost Of Interventions	Water Saved (AF/Year)
391	\$2,364,018.00	\$1,506,426.00	0		\$3,649,581.00	

Comments:

version 1.0

2010

The fields in red are required.

Agency name: Alameda County Water District

Primary contact: Stephanie

You must enter the reporting unit number

Reporting unit name (District name): Alameda County Water District

Last name: Nevins

Submit Form
agency. Click here to open a table to obtain this number.

Reporting unit number: 7

Email: stephanie.nevins@acwd.com



BMP 1.3 Metering with Commodity 2010

[Link to FAQs](#)

See the complete MOU: [View MOU](#)

See the coverage requirements for this BMP:

Implementation

Does your agency have any unmetered service connections? Yes No

If YES, has your agency completed a meter retrofit plan? Yes No

Enter the number of previously unmetered accounts fitted with meters during reporting year:

Are all new service connections being metered? Yes No

Are all new service connections being billed volumetrically? Yes No

Has your agency completed and submitted electronically to the Council a written plan, policy or program to test, repair and replace meters? Yes No

Please Fill Out The Following Matrix

Account Type	# Metered Accounts	# Metered Accounts Read	# Metered Accounts Billed by Volume	Billing Frequency Per Year	# of estimated bills/yr
Single-Family	71,394	71,394	71,394	Bi-monthly	632
Multi-Family	2,063	2,063	2,063	Bi-monthly	58
Commercial	2,729	2,729	2,729	Bi-monthly	121
Industrial	851	851	851	Bi-monthly	25
Institutional	701	701	701	Bi-monthly	23
Dedicated Irrigation	2,141	2,141	2,141	Bi-monthly	36
Other	2,150	2,150	2,150	Bi-monthly	0
Other				Other	
Other				Other	
Other				Other	

Number of CII Accounts with Mixed-use Meters

Number of CII Accounts with Mixed-use Meters Retrofitted with Dedicated Irrigation Meters during Reporting Period

Feasibility Study

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? Yes No

If YES, please fill in the following information:

A. When was the Feasibility Study conducted

B. Describe, upload or provide an electronic link to the Feasibility Study Upload File

File name(s): Email files to natalie@cuwcc.org

Web address(s) URL: comma-separated list

Comments:

The fields in red are required.

Primary contact:

You must enter the reporting unit number that we have on record for your agency. Click **Submit Form** to obtain

Agency name: Alameda County Water District

First name: Stephanie

Reporting unit name (District name): Alameda County Water District

Last name: Nevins

Reporting unit number: 7

Email: stephanie.nevins@acwd.com

Submit Form



2010

BMP 1.4 Retail Conservation Pricing

[Link to FAQs](#)

[View MOU](#)

If you are reporting more rate structures than this form allows, add the structures to a spreadsheet and send the file to natalie@cuwcc.org.

Implementation (Water Rate Structure)

Enter the Water Rate Structures that are assigned to the majority of your customers, by customer class

Rate Structure	Customer Class	Total Revenue Commodity Charges	Total Revenue Customer Meter/Service (Fixed Charges)
Uniform	Single-Family	24,343,412.00	4,980,688.00
Uniform	Multi-Family	8,653,656.00	554,936.00
Uniform	Commercial	5,353,272.00	428,942.00
Uniform	Industrial	3,182,058.00	214,767.00
Uniform	Institutional	2,035,687.00	184,315.00
Uniform	Dedicated Irrigation	5,348,810.00	255,143.00
Uniform	Other	107,217.00	81,914.00

Implementation Option (Conservation Pricing Option)

- Use Annual Revenue As Reported
- Use Canadian Water & Wastewater Association Rate Design Model

If CWWA is select, enter the file name and email the spreadsheet to natalie@cuwcc.org

Retail Waste Water (Sewer) Rate Structure by Customer Class

Agency Provide Sewer Service Yes No

Select the Retail Waste Water(Sewer) Rate Structure assigned to the majority of your customers within a specific customer class.

Rate Structure	Customer Class	Total Revenue Commodity Charges	Total Revenue Customer Meter/Service (Fixed Charges)
Select a Rate Struc	Other		
Select a Rate Struc	Other		
Select a Rate Struc	Other		
Select a Rate Struc	Other		
Select a Rate Struc	Other		
Select a Rate Struc	Other		
Select a Rate Struc	Other		

Comments:

Union Sanitary District provides Waste Water Service for ACWD's entire service



The fields in red are required.



Agency name: Alameda County Water District

Primary contact: Stephanie

Reporting unit name (District name): Alameda County Water District

Last name: Nevins

Reporting unit number: 7

Email: stephanie.nevins@acwd.com

Click here to open a table that displays your agency name, reporting unit name and reporting unit number. Please ensure that you enter the correct information.

Submit Form

[Link to FAQs](#)

[View MOU](#)

2010

BMP 2.1 Public Outreach - Retail Reporting

Is a Wholesale Agency Performing Public Outreach?

Are there one or more wholesale agencies performing public outreach which can be counted to help your agency comply with the BMP?

Yes No

Enter the name(s) of the wholesale agency (comma delimited)

Is your agency performing public outreach?

Report a minimum of 4 water conservation related contacts your agency had with the public during the year.

Public Information Programs List

Did at least one contact take place during each quarter of the reporting year?

Number of Public Contacts	Public Information Programs
10	Newsletter articles on conservation
517	Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets
12	Website
509	General water conservation information
2,000	Email Messages

Contact with the Media

Are there one or more wholesale agencies performing media outreach which can be counted to help your agency comply with the BMP?

Yes No

Enter the name(s) of the wholesale agency (comma delimited)

OR Retail Agency (Contacts with the Media)

Did at least one contact take place during each quarter of the reporting year?

Media Contacts List

Number of Media Contacts	Did at least one contact take place during each quarter of the reporting year?	Media Contact Types
4		Articles or stories resulting from outreach
6		News releases
10		Newspaper contacts
0		Radio contacts
0		Television contacts
0		Written editorials

Is a Wholesale Agency Performing Website Updates?

Did one or more CUWCC wholesale agencies agree to assume your agency's responsibility for meeting the requirements of and for CUWCC reporting of this BMP? Yes No

Enter the name(s) of the wholesale agency (comma delimited)

Is Your Agency Performing Website Updates?

Enter your agency's URL (website address):

www.acwd.org

Describe a minimum of four water conservation related updates to your agency's website that took place during the year:

1. Residential High Efficiency Washer Program; Annual Update
 2. Other residential programs; updates as needed (3-4 times per year)
 3. CII and landscape programs; updates as needed (2-3 times per year)
 4. Landscape Classes/Workshops (BAWSCA, Bay-friendly); updated each spring and fall
 5. Garden Tours; Annual Update

Did at least one Website Update take place during each quarter of the reporting year? Yes No

Public Outreach Annual Budget

Enter budget for public outreach programs. You may enter total budget in a single line or brake the budget into discrete categories by entering many rows. Please indicate if personnel costs are included in the entry.

Category	Amount		Personnel Costs Included? <small>If yes, check the box.</small>	Comments
All	\$193,309		<input checked="" type="checkbox"/>	This is the entire Public Outreach adopted bu
			<input type="checkbox"/>	

Comments:

The fields in red are required.



Agency name: Alameda County Water District

Primary contact:

First name: Stephanie

Reporting unit name (District name): Alameda County Water District

Last name: Nevins

Reporting unit number: 7

Email: stephanie.nevins@acwd.com

Click here to open a table that displays your agency reporting unit name reporting unit number. Please ensure that you enter the correct information.

Submit Form

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2010

BMP 2.1 Public Outreach Cont'd

[View MOU](#)

Public Outreach Expenses

Enter expenses for public outreach programs. Please include the same kind of expenses you included in the question related to your budget (Section 2.1.7, above). For example, if you included personnel costs in the budget entered above, be sure to include them here as well.

Expense Category	Expense Amount	Personnel Costs Included?
Public Outreach (all expenses)	\$156,101	<input checked="" type="checkbox"/> If yes, check the check box.
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Additional Public Information Program

Please report additional public information contacts. List these additional contacts in order of how your agency views their importance / effectiveness with respect to conserving water, with the most important/ effective listed first (where 1 = most important).

Were there additional Public Outreach efforts?

Yes No

Public Outreach Additional Information

Public Information Programs	Importance
Direct Mail (seasonal irrigation notices, high water use notices)	\$1
Leak detection and notification program	\$1
Booths at fairs/event, presentations to community organizations, demonstration garden	\$1

Social Marketing Programs

Branding

Does your agency have a water conservation "brand," "theme" or mascot? Yes No

Describe the brand, theme or mascot.

Market Research

Have you sponsored or participated in market research to refine your message? Yes No

Market Research Topic

Brand Message

Brand Mission Statement

Community Committees

Do you have a community conservation committee? Yes No

Enter the names of the community committees:

Training

Training Type	# of Trainings	# of Attendees	Description of Other
Homeowners	\$2	\$40	Water efficient landscape workshops

Social Marketing Expenditures

Public Outreach Social Marketing Expenses

Expense Category	Expense Amount	Description
None	0	

Partnering Programs - Partners

Name

Type of Program

- CLCA? Work with members/providing program information for their clients.
- Green Building Programs? Work with businesses to get them certified as a green business.
- Master Gardeners? Work with Bay-friendly and their trained master gardeners.
- Cooperative Extension?
- Local Colleges? Ohlone College, Newark Campus (provided help with landscape - ET controllers, and water use assessment)
- Other? Cities (Fremont, Newark, Union City), Bay Area Water Supply and Conservation Agency, California Youth Energy Services, Alameda County G
- Retail and wholesale outlet; name(s) and type(s) of programs:

	Work with local appliance retailers on the high efficiency clothes washer rebate program. Work with local hardware store (Dale Hardware) on pro
--	---

Partnering Programs - Newsletters

Number of newsletters per year

1

Number of customers per year

40,000

Partnering with Other Utilities

Describe other utilities your agency partners with, including electrical utilities

Union Sanitary District, Pacific Gas & Electric Company

Conservation Gardens

Describe water conservation gardens at your agency or other high traffic areas or new

ACWD maintains a drought resistant demonstration garden and provides brochures of the garden and irrigation system for our customers. ACWD has also helped Union City with the development of a demonstration garden at their city offices.

Landscape contests or awards

Describe water wise landscape contest or awards program conducted by your agency

ACWD recognizes those Dedicated Landscape Partners that remain within their annual water budget through a "Water Conservation Business of the Year" awards program. These recipients are listed in the local newspaper during May, Water Awareness Month.

Comments:

Empty comment box

The fields in red are required.



Agency name: Alameda County Water District

Primary contact:

First name: Stephanie

Reporting unit name (District name): Alameda County Water District

Last name: Nevins

Reporting unit number: 7

Email: stephanie.nevins@acwd.com

Click here to open a table that displays your agency n reporting unit name an reporting unit number. Please ensure that you enter the correct information.

Submit Form

[Link to FAQs](#)

[View MOU](#)

BMP 2.2 School Education Programs, Retail Agencies School Programs

Is a wholesale agency implementing school programs which can be counted to help your agency comply with this BMP?

Yes No

Enter Wholesaler Names, separated by commas:

Materials meet state education framework requirements?

Description of Materials

ACWD provides resource materials to teachers about water supply and water conservation. Materials include workbooks, lesson plans, curriculum guides, brochures, videos, posters, maps, games, stickers, pencils, rulers, and magnets. Each year, approximately 70,000 pieces of material are distributed.

Materials distributed to K-6 Students?

Description of materials distributed to K-6 Students

ACWD provides workbooks, lesson plans, curriculum guides, brochures, videos, posters, maps, stickers.

Number of students reached

9,143

Materials distributed to 7-12 Students?

Description of materials distributed to 7-12 Students

ACWD provides Lesson plans, curriculum guides, brochures, videos, posters, maps.

Number of Distribution

3,633

Annual budget for school education program

\$110,461.00

Description of all other water supplier education programs

ACWD's school education program includes classroom instruction, a water conservation school assembly program, distribution of educational resource materials, tours, a mini-grant program for local teachers, teacher workshops (Project WET, etc.) and educational material available on ACWD's homepage www.acwd.org.

School Program Activities

Classroom presentations:

Number of presentations

Number of attendees

Large group assemblies:

Number of presentations

Number of attendees

Children's water festivals or other events:

Number of presentations

Number of attendees

Cooperative efforts with existing science/water education programs (various workshops, science fair awards or judging) and follow-up:

Number of presentations

Number of attendees

Other methods of disseminating information (i.e. themed age-appropriate classroom loaner kits):

Description

Number distributed

Staffing children's booths at events & festivals:

Number of booths

Number of attendees

Water conservation contests such as poster and photo:

Description

Number distributed

Offer monetary awards/funding or scholarships to students:

Number Offered

Total Funding

Teacher training workshops:

Number of presentations

Number of attendees

Fund and/or staff student field trips to treatment facilities, recycling facilities, water conservation gardens, etc.:

Number of tours or field trips

Number of participants

College internships in water conservation offered:

Number of internships

Total funding

Career fairs/workshops:

Number of presentations

Number of attendees

Additional program(s) supported by agency but not mentioned above:

Description

Number of events (if applicable)

Number of participants

Total reporting period budget expenditures for school education programs (include all agency costs):

Comments

