

Appendix G: CUWCC Annual Reports

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Water Supply & Reuse

Reporting Unit: **California Water Service Company - Selma** Year: **2004**
Water Supply Source Information
 Supply Source Name: **Cal Water Wells** Quantity (AF) Supplied: **7031.9** Supply Type:

Total AF: 7031.9

Reported as of 4/

Accounts & Water Use

Reporting Unit Name: **California Water Service Company - Selma** Submitted to CUWCC: **02/27/2005** Year: **2004**

A. Service Area Population Information:

1. Total service area population: 19817

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	2296	1565	2770	3075.21
2. Multi-Family	41	597.02	0	0
3. Commercial	466	764.39	0	0
4. Industrial	16	85.91	0	0
5. Institutional	93	267.6	0	0
6. Dedicated Irrigation	0	.8	0	0
7. Recycled Water	0	0	0	0
8. Other	12	113.4	0	0
9. Unaccounted	NA	562.55	NA	0
Total	2924	3956.67	2770	3075.21

Metered Unmetered

Reported as of 4/

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

Reporting Unit: **California Water Service Company - Selma** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

- Based on your signed MOU date, 09/26/1991, your Agency STRATEGY DUE DATE is: 09/25/1993
- Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? **no**
 - If YES, when was it implemented?
- Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? **no**
 - 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?		
b. Describe how your agency tracks this information.		

n/a

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

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

Economic analysis shows that BMP-01 is not cost-effective to implement in the Selma district at this time

Reported as of 4/

BMP 02: Residential Plumbing Retrofit

Reporting Unit: **California Water Service Company - Selma** 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.

n/a
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.

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? 1/1/1994
 - b. Describe your targeting/ marketing strategy.

All customers are targeted. Plumbing devices such as showerheads, kitchen aerators, automatic shut off hose nozzle, faucet aerator are giving to customers when they request them, and at public outreach

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	150	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
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? Spreadsheet		
b. If yes, describe your tracking and distribution system:		

Distribution or plumbing retrofit are track by purchase order, invoices and inventory

C. Low-Flow Device Distribution Expenditures

This Year	Next Year

1. Budgeted Expenditures	250	250
2. Actual Expenditures	772	

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

Even though, implementing BMP-02 is not cost-effective, Cal Water distributed 150 showerheads, 150 hose nozzles 100 toilet flapper and dye table/ leak detection.

Reported as of 4/

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **California Water Service Company - Selma** 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) 3394.13
 - b. Determine other system verifiable uses (AF) 3075.21
 - c. Determine total supply into the system (AF) 7031.9
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.92
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:

Cal Water will fix leaks that are visible and are cost effective

B. Survey Data

1. Total number of miles of distribution system line. 0
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 4/

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

Reporting Unit: **California Water Service Company - Selma** 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:

n/a

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:

Program is not cost effective to implement in the Selma district

2. Number of CII accounts with mixed-use meters. 575
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

Economic analysis shows that BMP-04 is not cost effective to implement in Selma district at this time.

Reported as of 4/

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **California Water Service Company - Selma** BMP Form Status: **100% Complete** Year: **2004**

A. Water Use Budgets

- 1. Number of Dedicated Irrigation Meter Accounts: 0
- 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? No
 - a. If YES, describe below: n/a
- 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? no
- 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

Cal Water does not have approval from the CPUC to implement BMP-05 in the Selma district at this time

Reported as of 4/

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit: **California Water Service Company - Selma** 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. PG&E offered rebates to customer who purchase and install energy efficient clothes washers. PG&E offers \$75 for level 1 and 150 for level 2 or more efficient models
- 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

Cal Water does not have CPUC approval to implement BMP-06 in the Selma district at this time.

Reported as of 4/

BMP 07: Public Information Programs

Reporting Unit: **California Water Service Company - Selma** 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. Implementation consists of the following: Special display both in the lobby, bill inserts, pay advertise, various event throughout the year, books donation to the local library, etc.
- 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	2
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	1000	1000
2. Actual Expenditures	1000	

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 4/

BMP 08: School Education Programs

Reporting Unit: **California Water Service Company - Selma** 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	0	0	0
Grades 4th-6th	yes	0	0	0
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

- 3. Did your Agency's materials meet state education framework requirements? yes
- 4. When did your Agency begin implementing this program? 1/1/1994

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	1500	1500
2. Actual Expenditures	1000	

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

Cal Water purchases Conservation material to distribute to teacher who ask.
Reported as of 4/

BMP 09: Conservation Programs for CII Accounts

Reporting Unit: **California Water Service Company - Selma** 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 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	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

Cal Water does not have CPUC approval to implement BMP-09 in the Selma district at this time.
Reported as of 4/

BMP 09a: CII ULFT Water Savings

Reporting Unit: **California Water Service Company - Selma** 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?

CII Subsector	Number of Toilets Replaced					
4.	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified	
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?

Cal Water does not have CPUC approval to implement BMP-09-a in the selma district

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
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 4/

BMP 11: Conservation Pricing

Reporting Unit: **California Water Service Company - Selma**
 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: \$862053
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources: \$1049306

2. Commercial

- a. Water Rate Structure: Uniform
- b. Sewer Rate Structure: Service Not Provided
- c. Total Revenue from Volumetric Rates: \$318646
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources: \$0

3. Industrial

- a. Water Rate Structure: Uniform
- b. Sewer Rate Structure: Service Not Provided
- c. Total Revenue from Volumetric Rates: \$29041
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources: \$0

4. Institutional / Government

- a. Water Rate Structure: Uniform
- b. Sewer Rate Structure: Service Not Provided
- c. Total Revenue from Volumetric Rates: \$105602
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources: \$3504

5. Irrigation

- a. Water Rate Structure: Uniform
- 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

6. Other

- a. Water Rate Structure: Uniform
- 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

Reported as of 4/

BMP 12: Conservation Coordinator

Reporting Unit: California Water Service Company - Selma
 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: n/a
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 1.14%
 - b. Coordinator's Name Candida Rocha
 - c. Coordinator's Title Conservation Coordinator
 - d. Coordinator's Experience and Number of Years Four years of experience developing implementing programs for Cal Water's 25 reporting units
 - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/1994
6. Number of conservation staff, including Conservation Coordinator: 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	500	500
2. Actual Expenditures	500	

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 4/

BMP 13: Water Waste Prohibition

Reporting Unit: California Water Service Company - Selma
 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:

Cal Water as IOU utility does not have authorization to pass ordinances. However, Cal Water support and enforce most ordinances in effect from the cities, counties and municipalities in its service area.
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:

n/a n/a

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

Cal Water send mail stuffer with bill and or newspaper ads regulating odd/even watering schedule to reduce water consumption.
2. Describe measures that prohibit water uses listed above:

n/a

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. 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

Cal Water, because of it IOU status, is not authorize to pass ordinances. Should the conditions warrants mandatory reduction, Cal Water will seek the approval from the CPUC to implement water prohibitions.

Reported as of 4/

BMP 14: Residential ULFT Replacement Programs

Reporting Unit: California Water Service Company - Selma
 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?	no	no
Number of Toilets Replaced by Agency Program During Report Year		
Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	0	0

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

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

n/a
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:

n/a n/a

B. Residential ULFT 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

BMP-14 is not cost effective to implement in the Selma district at this time.

Reported as of 4/

Water Supply & Reuse

Reporting Unit: **California Water Service Company - Selma** Year: **2003**
Water Supply Source Information
 Supply Source Name: **Cal Water Wells** Quantity (AF) Supplied: **6912.23** Supply Type: **Groundwater**

Total AF: 6912.23

Reported as of 4/

Accounts & Water Use

Reporting Unit Name: **California Water Service Company - Selma** Submitted to CUWCC: **10/19/2004** Year: **2003**

A. Service Area Population Information:

1. Total service area population: 19240

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	2042	1454.69	2778	3316.73
2. Multi-Family	41	411.26	0	0
3. Commercial	464	748.68	0	0
4. Industrial	19	130.52	0	0
5. Institutional	93	275.38	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	8	21.99	0	0
9. Unaccounted	NA	552.98	NA	0
Total	2667	3595.5	2778	3316.73

Metered Unmetered

Reported as of 4/

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

Reporting Unit: **California Water Service Company - Selma** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

- Based on your signed MOU date, 09/28/1991, your Agency STRATEGY DUE DATE is: 09/25/1993
- 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
- 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:

- Check for leaks, including toilets, faucets and meter checks: no
- Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary: no
- 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

Outdoor Survey:

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

n/a

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

- 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

Economic analysis shows that BMP-01 is not cost-effective to implement in the Selma district at this time

Reported as of 4/

BMP 02: Residential Plumbing Retrofit

Reporting Unit: **California Water Service Company - Selma** 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:
 n/a
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.
 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? 1/1/1994
 - b. Describe your targeting/ marketing strategy.

All customers are targeted, Plumbing devices such as showerheads, kitchen aerators, automatic shut off hose nozzle, faucet aerator are giving to customers when they request them, and at public outreach

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	15	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	15	0
6. Does your agency track the distribution and cost of low-flow devices? no		
a. If YES, in what format are low-flow devices tracked? Spreadsheet		
b. If yes, describe your tracking and distribution system:		

Distribution or plumbing retrofit are track by purchase order, invoices and inventory

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year

1. Budgeted Expenditures	500	250
2. Actual Expenditures	150	

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

Implementing BMP-02 is not cost-effective in our Selma district, however, Cal Water continues to offer the program to our customers

Reported as of 4/

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **California Water Service Company - Selma** 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) 3595.5125
 - b. Determine other system verifiable uses (AF) 3316.73
 - c. Determine total supply into the system (AF) 6912.73
 - 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? yes
 - a. If yes, describe the leak detection program:

Cal Water will fix leaks that are visible and are cost effective

B. Survey Data

1. Total number of miles of distribution system line. 0
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 4/

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

Reporting Unit: **California Water Service Company - Selma** 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:

n/a

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:

Program is not cost effective to implement in the Selma district

2. Number of CII accounts with mixed-use meters. 576
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

Economic analysis shows that BMP-04 is not cost effective to implement in Selma district at this time.

Reported as of 4/

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **BMP Form Status:** Year:
California Water Service **100% Complete** **2003**
Company - Selma

A. Water Use Budgets

- 1. Number of Dedicated Irrigation Meter Accounts: 0
- 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? No
 - a. If YES, describe below: n/a
- 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? no
- 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

Cal Water does not have approval from the CPUC to implement BMP-05 in the Selma district at this time
 Reported as of 4/

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit: **BMP Form Status:** Year:
California Water Service **100% Complete** **2003**
Company - Selma

A. Implementation

- 1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? yes
 - a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is. PG&E offered rebates to customer who purchase and install energy efficient clothes washers. PG&E offers \$75 for level 1 and 150 for level 2 or more efficient models
- 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

Cal Water does not have CPUC approval to implement BMP-06 in the Selma district at this time.
 Reported as of 4/

BMP 07: Public Information Programs

Reporting Unit: **BMP Form Status:** Year:
California Water Service **100% Complete** **2003**
Company - Selma

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. Implementation consists of the following: Special display both in the lobby, bill inserts, pay advertise, various event throughout the year, books donation to the local library, etc.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	2
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	1
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	1500	1000
2. Actual Expenditures	500	

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 4/

BMP 08: School Education Programs

Reporting Unit: **California Water Service Company - Selma** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

- Has your agency implemented a school information program to promote water conservation? yes
- 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	0	0	0
Grades 4th-6th	yes	0	0	0
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

- Did your Agency's materials meet state education framework requirements? yes
- When did your Agency begin implementing this program? 1/1/1994

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2500	1500
2. Actual Expenditures	1000	

C. "At Least As Effective As"

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

Cal Water purchases Conservation material to distribute to teacher who ask. Reported as of 4/

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

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

Cal Water does not have CPUC approval to implement BMP-09 in the Selma district at this time. Reported as of 4/

BMP 09: Conservation Programs for CII Accounts

Reporting Unit: **California Water Service Company - Selma** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

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

Option A: CII Water Use Survey and Customer Incentives Program

- 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

BMP 09a: CII ULFT Water Savings

Reporting Unit: **California Water Service Company - Selma** BMP Form Status: **100% Complete** Year: **2003**

- 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

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

B. Implementation

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

CII Subsector	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
4.					
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?

Cal Water does not have CPUC approval to implement BMP-09-a in the Selma district

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
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 4/

BMP 11: Conservation Pricing

Reporting Unit: **California Water Service Company - Selma**
 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 \$771901
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$1032558

2. Commercial

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$303295
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$0

3. Industrial

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$42766
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$0

4. Institutional / Government

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$105598
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$5489

5. Irrigation

- a. Water Rate Structure Uniform
- 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

6. Other

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Service Not Provided

