

**Appendix H: CUWCC Annual Reports**

## Total Water Savings (AF) Report

Reporting Unit:

**California Water Service Company - Palos Verdes**

**Estimated Water Savings from BMP Annual Report Data**

<b>BMP01:</b> Water Survey Programs for Single-Family and Multi-Family Residential Customers	<b>0</b>
<b>BMP02:</b> Residential Plumbing Retrofit	<b>16</b>
<b>BMP04:</b> Metering with Commodity Rates for all New Connections and Retrofit of Existing	<b>0</b>
<b>BMP05:</b> Large Landscape Conservation Programs and Incentives	<b>0</b>
<b>BMP06:</b> High-Efficiency Washing Machine Rebate Programs	<b>0</b>
<b>BMP09:</b> Conservation Programs for CII Accounts	<b>12</b>
<b>BMP09a:</b> CII ULFT Water Savings	<b>0</b>
<b>BMP14:</b> Residential ULFT Replacement Programs	<b>677</b>
<b>Total:</b>	<b>704</b>

## Water Savings (AFY) Detail Report for BMP 01: Water Survey Programs for Single-Family and Multi- Family Residential Customers

Reporting Unit:  
California Water Service Company - Palos Verdes

### Estimated Water Savings from BMP Annual Report Data

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Year	Water Savings (AF)
1991	0
1992	0
1993	0
1994	0
1995	0
1996	0
1997	0
1998	0
1999	0
2000	0
2001	0
2002	0
2003	0
2004	0
2005	0
<b>TOTAL:</b>	<b>0</b>

## Water Savings (AFY) Detail Report for BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
California Water Service Company - Palos Verdes

### Estimated Water Savings from BMP Annual Report Data

Year	Gross Water Savings (AFY)	Water Savings (AFY) Net of Plumbing Code
1991	0	0
1992	0	0
1993	0	0
1994	0	0
1995	0	0
1996	0	0
1997	0	0
1998	0	0
1999	0	0
2000	0	0
2001	1	1
2002	3	2
2003	3	2
2004	4	2
2005	4	1
<b>TOTALS:</b>	<b>16</b>	<b>9</b>

## Water Savings (AFY) Detail Report for BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing

Reporting Unit:  
California Water Service Company - Palos Verdes

### Estimated Water Savings from BMP Annual Report Data

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Year	Water Savings (AF)
1991	0
1992	0
1993	0
1994	0
1995	0
1996	0
1997	0
1998	0
1999	0
2000	0
2001	0
2002	0
2003	0
2004	0
2005	0
<b>TOTAL:</b>	<b>0</b>

## Water Savings (AFY) Detail Report for BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
California Water Service Company - Palos Verdes

### Estimated Water Savings from BMP Annual Report Data

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Year	Water Savings (AF)
1991	0
1992	0
1993	0
1994	0
1995	0
1996	0
1997	0
1998	0
1999	0
2000	0
2001	0
2002	0
2003	0
2004	0
2005	0
<b>TOTAL:</b>	<b>0</b>

## Water Savings (AFY) Detail Report for BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:  
California Water Service Company - Paios Verdes

Estimated Water Savings from BMP Annual Report Data

Year	Gross Water Savings (AFY)	Water Savings (AFY) Net of Program Freeridership Effects
1991	0	0
1992	0	0
1993	0	0
1994	0	0
1995	0	0
1996	0	0
1997	0	0
1998	0	0
1999	0	0
2000	0	0
2001	0	0
2002	0	0
2003	0	0
2004	0	0
2005	0	0
<b>TOTAL:</b>	<b>0</b>	<b>0</b>

## Water Savings (AFY) Detail Report for BMP 09: Conservation Programs for CII Accounts

Reporting Unit:  
California Water Service Company - Palos Verdes

### Estimated Water Savings from BMP Annual Report Data

Year	Water Savings (AF)
1991	0
1992	0
1993	0
1994	0
1995	0
1996	0
1997	0
1998	0
1999	0
2000	0
2001	0
2002	0
2003	6
2004	6
2005	0
<b>TOTAL:</b>	<b>12</b>

## Water Savings (AFY) Detail Report for BMP 09a: CII ULFT Water Savings

Reporting Unit:  
California Water Service Company - Palos Verdes

### Estimated Water Savings from BMP Annual Report Data

Year	Gross Water Savings (AFY)	Water Savings (AFY) Net of Plumbing Code	Water Savings (AFY) Net of Plumbing Code and Program Freeridership Effects
1991	0	0	0
1992	0	0	0
1993	0	0	0
1994	0	0	0
1995	0	0	0
1996	0	0	0
1997	0	0	0
1998	0	0	0
1999	0	0	0
2000	0	0	0
2001	0	0	0
2002	0	0	0
2003	0	0	0
2004	0	0	0
2005	0	0	0
<b>TOTALS:</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Water Savings (AFY) Detail Report for BMP 14: Residential ULFT Replacement Programs

Reporting Unit:  
California Water Service Company - Palos Verdes

### Estimated Water Savings from BMP Annual Report Data

Year	Gross Water Savings (AFY)	Water Savings (AFY) Net of Plumbing Code	Water Savings (AFY) Net of Plumbing Code and Program Freeridership Effects
1991	0	0	0
1992	0	0	0
1993	0	0	0
1994	0	0	0
1995	0	0	0
1996	0	0	0
1997	75	75	56
1998	75	72	54
1999	75	69	52
2000	75	67	50
2001	75	64	48
2002	75	61	46
2003	75	59	44
2004	75	56	42
2005	75	54	41
<b>TOTALS:</b>	<b>677</b>	<b>578</b>	<b>433</b>



### Water Supply & Reuse

Reporting Unit:

**California Water Service Company - Palos Verdes**

Year:

**2004**

#### Water Supply Source Information

**Supply Source Name**

**Quantity (AF) Supplied**

**Supply Type**

WBMWD

21334.35

Imported

**Total AF: 21334.35**

Reported as of 9/2

## Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:  
**California Water Service 02/18/2005 2004**  
**Company - Palos Verdes**

### A. Service Area Population Information:

1. Total service area population 73895

### 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	22934	16382.53	0	0
2. Multi-Family	143	2046.3	0	0
3. Commercial	496	1746.69	0	0
4. Industrial	10	71.84	0	0
5. Institutional	209	874.3	0	0
6. Dedicated Irrigation	0	5.16	0	0
7. Recycled Water	0	0	0	0
8. Other	24	106.96	0	0
9. Unaccounted	NA	100.56	NA	0
<b>Total</b>	<b>23816</b>	<b>21334.34</b>	<b>0</b>	<b>0</b>

**Metered**

**Unmetered**

Reported as of 9/2

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

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

- |  |            |
|--|------------|
| 1. Based on your signed MOU date, 09/26/1991, your Agency STRATEGY DUE DATE is:  | 09/25/1993 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | no         |
| a. If YES, when was it implemented?  |            |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys?  | no         |
| a. If YES, when was it implemented?  |            |

### B. Water Survey Data

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

#### Indoor Survey:

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

#### Outdoor Survey:

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

n/a

**C. Water Survey Program Expenditures**

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

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

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

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

**E. Comments**

Cal Water does not have CPUC approval to implement BMP01 in Palos Verdes at this time.

Reported as of 9/2

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

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 to receive plumbing retrofit. Palos Verdes distribute them at the office upon request and also when investigating leaks complaints and high bills inquiries.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	100	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	100	0
6. Does your agency track the distribution and cost of low-flow devices? <span style="float: right;">yes</span>		
a. If YES, in what format are low-flow devices tracked? <span style="float: right;">Spreadsheet</span>		
b. If yes, describe your tracking and distribution system :		

Track is done by purchase order, invoices and inventory

### C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	1500	1500

2. Actual Expenditures 1500

**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**

In addition to the plumbing fixtures mentioned above, Cal Water also distribute hose nozzles.

Reported as of 9/2

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

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

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)  | 21233.79 |
| b. Determine other system verifiable uses (AF)   | 0        |
| c. Determine total supply into the system (AF)   | 21334.35 |
| 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:  |          |

When leaks are visible and cost effective to implement.

**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 9/2

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

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

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?<br>(mm/dd/yy)   |     |
| b. Describe the feasibility study:   |     |
| n/a  |     |
| 2. Number of CII accounts with mixed-use meters.   | 719 |
| 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period.  | 0   |

### C. Meter Retrofit Program Expenditures

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

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

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

### E. Comments

All connections in Palos Verdes district are metered.

Reported as of 9/2

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

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?                    |    |
| 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 CPUC approval to implement BMP05 in the Palos Verded district at this time

Reported as of 9/2

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

Reporting Unit:

**California Water Service Company  
- Palos Verdes**

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? yes

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

The Gas Company is running a program in the area offering \$75.00 per rebate

2. Does your agency offer rebates for high-efficiency washers? yes

3. What is the level of the rebate? 100

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

West Basin Municipal Water District is currently implementing a washing machine rebate program on behalf of Cal Water Palos Verdes. However the number of rebates awarded at this time is not known.

Reported as of 9/2

## BMP 07: Public Information Programs

Reporting Unit:

**California Water Service Company  
- Palos Verdes**

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: Display booth in the lobby and bulletin board, bill insert, several events year round in cooperation with our wholesaler.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	1
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	no	

### B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	300	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 9/2

**BMP 08: School Education Programs**

Reporting Unit:

**California Water Service Company  
- Palos Verdes**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	yes	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	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**

School education material are purchase to distribute to school that request materials.

Reported as of 9/2

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

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

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

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

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	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	33	5920
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?    | yes  |
| 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? | yes  |
| 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.  | .52  |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.                                      | 5.18 |

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

	<b>This Year</b>	<b>Next Year</b>
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**

Our Whole Sale supplier WBMWD implements BMP-09 on behalf of Cal Water at Palos Verdes

Reported as of 9/2

### BMP 09a: CII ULFT Water Savings

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

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			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Govern- ment				
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 BMP09A at this time.

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

## D. Comments

Reported as of 9/2

**BMP 11: Conservation Pricing**

Reporting Unit:  
**California Water Service Company -  
 Palos Verdes**

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	\$21563597
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2009202
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	\$23770
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	\$1034052
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2409

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$527
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      \$0  
Sources

### **B. Conservation Pricing Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
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 9/2

**BMP 12: Conservation Coordinator**

Reporting Unit:

**California Water Service  
Company - Palos Verdes**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?  | 6.24%   |     |
| b. Coordinator's Name   | Candida Rocha   |     |
| c. Coordinator's Title  | Conservation Coordinator  |     |
| d. Coordinator's Experience and Number of Years   | Four year experience developing and implementing programs in Cal Water 25 reporting units |     |
| e. Date Coordinator's position was created (mm/dd/yyyy)   | 01/01/1991  |     |
| 6. Number of conservation staff, including Conservation Coordinator.  | 1   |     |

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
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 9/2

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**California Water Service Company  
- Palos Verdes**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 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

Cal Water send mail stuffer with bill and or newspaper ads regulating odd/even watering schedule to reduce water consumption. Yes

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 no

audit programs?

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**

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

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

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

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

**E. Comments**

Due to Cal Water IOU status, passing and implementing ordinances is not allowed. However, if mandatory reduction become necessary, Cal Water will seek approval from the CPUC to implement as necessary.

Reported as of 9/2

## BMP 14: Residential ULFT Replacement Programs

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

### A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	no

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

Replacement Method	SF Accounts	MF Units
2. Rebate	74	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>74</b>	<b>0</b>

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

Our wholesaler, WBMWD is currently implementing a toilet rebate program on behalf of Cal Water, Palos Verdes

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

Our wholesaler WBMWD is currently implementing a toilet rebate program in the Palos Verdes area. The rebate is \$50.00 per toilet. However the number of rebates awarded at this time is not known.

Reported as of 9/2

### Water Supply & Reuse

Reporting Unit:

**California Water Service Company - Palos Verdes**

Year:

**2003**

#### Water Supply Source Information

**Supply Source Name**

**Quantity (AF) Supplied**

**Supply Type**

WBMWD

20639.38

Imported

**Total AF: 20639.38**

Reported as of 9/2

## Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:  
**California Water Service** **10/14/2004** **2003**  
**Company - Palos Verdes**

### A. Service Area Population Information:

1. Total service area population 72030

### 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	22726	16590.21	0	0
2. Multi-Family	143	610.67	0	0
3. Commercial	497	1749.77	0	0
4. Industrial	11	21.65	0	0
5. Institutional	211	798.06	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	24	66.23	0	0
9. Unaccounted	NA	802.8	NA	0
<b>Total</b>	23612	20639.39	0	0
	Metered		Unmetered	

Reported as of 9/2

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

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

- |  |            |
|--|------------|
| 1. Based on your signed MOU date, 09/26/1991, your Agency STRATEGY DUE DATE is:  | 09/25/1993 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | no         |
| a. If YES, when was it implemented?  |            |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys?  | no         |
| a. If YES, when was it implemented?  |            |

### B. Water Survey Data

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

#### Indoor Survey:

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

#### Outdoor Survey:

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

n/a

**C. Water Survey Program Expenditures**

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

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

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

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

**E. Comments**

Cal Water does not have CPUC approval to implement BMP01 in Palos Verdes at this time.

Reported as of 9/2

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

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 to receive plumbing retrofit. Palos Verdes distribute them at the office upon request and also when investigating leaks complaints and high bills inquiries.

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:	200	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 :		

Track is done by purchase order, invoices and inventory

### C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	1500	1500

2. Actual Expenditures 1000

**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**

In addition to the plumbing fixtures mentioned above, Cal Water also distribute hose nozzles.

Reported as of 9/2

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

Reporting Unit:

**California Water Service  
Company - Palos Verdes**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)  | 19836.58 |
| b. Determine other system verifiable uses (AF)   | 0        |
| c. Determine total supply into the system (AF)   | 20639.38 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.96     |
| 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:  |          |

When leaks are visible and cost effective to implement.

**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 9/2

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

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

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:  
  
n/a
- 2. Number of CII accounts with mixed-use meters. 719
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 0

### C. Meter Retrofit Program Expenditures

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

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

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

### E. Comments

All Accounts in Palos Verdes district are metered.

Reported as of 9/2

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### 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?                    |    |
| 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.   |    |
| 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 CPUC approval to implement BMP05 in the Palos Verded district at this time.

Reported as of 9/2

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

Reporting Unit:

**California Water Service Company  
- Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? yes

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

The Gas Company is running a program in the area offering \$75.00 per rebate

2. Does your agency offer rebates for high-efficiency washers? yes

3. What is the level of the rebate? 100

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

West Basin Municipal Water District is currently implementing a washing machine rebate program on behalf of Cal Water Palos Verdes. The number or rebare awarded at this time is not known.

Reported as of 9/2

## BMP 07: Public Information Programs

Reporting Unit:

**California Water Service Company  
- Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

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

Implementation consists of the following: Display booth in the lobby and bulletin board, bill insert, several events year round in cooperation with our wholesaler.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	1
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	300	300
2. Actual Expenditures	300	

### 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 9/2

**BMP 08: School Education Programs**

Reporting Unit:

**California Water Service Company  
- Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2003****A. Implementation**

1. Has your agency implemented a school information program to promote water conservation? yes
2. Please provide information on your school programs (by grade level):

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

School education material are purchase to distribute to school that request materials

Reported as of 9/2

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

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

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

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

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	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	35	6475
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?    | yes  |
| 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? | yes  |
| 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.  | .56  |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.                                      | 5.39 |

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

	<b>This Year</b>	<b>Next Year</b>
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**

Our Whole Sale supplier WBMWD implements BMP-09 on behalf of Cal Water at Palos Verdes

Reported as of 9/2

### BMP 09a: CII ULFT Water Savings

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

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

No

#### A. Targeting and Marketing

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

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

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

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

#### B. Implementation

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

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Govern- ment				
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 BMP09A at this time. The Co-share program did not happen

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

## D. Comments

Reported as of 9/2

**BMP 11: Conservation Pricing**

Reporting Unit:  
**California Water Service Company -  
 Palos Verdes**

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	\$19872280
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1877681
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	\$24232
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	\$880800
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2320

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$19080
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        \$0  
Sources

### **B. Conservation Pricing Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
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 9/2

**BMP 12: Conservation Coordinator**

Reporting Unit:

**California Water Service  
Company - Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2003****A. Implementation**

- |   |   |
|---|---|
| 1. Does your Agency have a conservation coordinator?  | yes   |
| 2. Is this a full-time position?  | no  |
| 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? | no  |
| 4. Partner agency's name:   | n/a   |
| 5. If your agency supplies the conservation coordinator:  |   |
| a. What percent is this conservation coordinator's position?  | 6.24%   |
| b. Coordinator's Name   | Candida Rocha   |
| c. Coordinator's Title  | Conservation Coordinator  |
| d. Coordinator's Experience and Number of Years   | Four year experience developing and implementing programs in Cal Water 25 reporting units |
| e. Date Coordinator's position was created (mm/dd/yyyy)   | 01/1/1991   |
| 6. Number of conservation staff, including Conservation Coordinator.  | 1   |

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
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 9/2

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**California Water Service Company  
- Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2003****A. Requirements for Documenting BMP Implementation**

1. Is a water waste prohibition ordinance in effect in your service area? Yes
- a. If YES, describe the ordinance:
- 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 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 no

audit programs?

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**

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

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

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

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

**E. Comments**

Due to Cal Water IOU status, passing and implementing ordinances is not allowed. However, if mandatory reduction become necessary, Cal Water will seek approval from the CPUC to implement as necessary

Reported as of 9/2

### BMP 14: Residential ULFT Replacement Programs

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

#### A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	no

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

Replacement Method	SF Accounts	MF Units
2. Rebate	65	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>65</b>	<b>0</b>

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

Our wholesaler, WBMWD is currently implementing a toilet rebate program on behalf of Cal Water, Palos Verdes

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

Our wholesaler WBMWD is currently implementing a toilet rebate program in the Palos Verdes area. The rebate is \$50.00 per toilet. However the number of rebates awarded at this time is not known.

Reported as of 9/2

**Water Supply & Reuse**

Reporting Unit:

**California Water Service Company - Palos Verdes**

Year:

**2002****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
West Basin Municipal Water District	21906.22	Imported

**Total AF: 21906.22**

Reported as of 9/2

## Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:  
**California Water Service 02/05/2003 2002**  
**Company - Palos Verdes**

### A. Service Area Population Information:

1. Total service area population 72050

### 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	22758	17551.83	0	0
2. Multi-Family	3057	673.93	0	0
3. Commercial	495	1925.98	0	0
4. Industrial	12	21.2	0	0
5. Institutional	210	1122.84	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	20	82.8	0	0
9. Unaccounted	NA	527.65	NA	0
<b>Total</b>	<b>26552</b>	<b>21906.23</b>	<b>0</b>	<b>0</b>
	Metered		Unmetered	

Reported as of 9/2

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

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

- |  |            |
|--|------------|
| 1. Based on your signed MOU date, 09/26/1991, your Agency STRATEGY DUE DATE is:  | 09/25/1993 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | no         |
| a. If YES, when was it implemented?  |            |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys?  | no         |
| a. If YES, when was it implemented?  |            |

### B. Water Survey Data

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

#### Indoor Survey:

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

#### Outdoor Survey:

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

N/A

**C. Water Survey Program Expenditures**

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

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

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

**E. Comments**

CAL WATER DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-01 IN PALOS VERDES AT THIS TIME.

Reported as of 9/2

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### 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 RETROFIT DEVICES ARE DISTRIBUTED ATE THE OFFICE UPON REQUEST. THEY ARE ALSO DISTRIBUTED WHEN OUR SERVICE PERSON PERFORM HIGH BILLS, AND LEAKS INVESTIGATIONS, AND AT PUBLIC OUTREACH.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	250	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	250	250
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 :		

CAL WATER TRACKS THE DISTRIBUTION OF PLUMBING RETROFIT THAT GIVE OUT TO ITS CUSTOMERS BY PURCHASE ORDER, INVOICE AND COUNTING INVENTORY.

### C. Low-Flow Device Distribution Expenditures

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	1500	1500
2. Actual Expenditures	1500	

**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**

ALTHOUGH, BMP-02 IS NOT COST-EFFECTIVE FOR OUR DISTRICT TO IMPLEMENT, CAL WATER DO HAVE A PLUMBING RETROFIT IN PLACE TO DISTRIBUTE TO CUSTOMERS WHEN OUR SERVICE PERSON INVESTIGATES HIGH BILL AND LEAK. WE ALSO DISTRIBUTE LOW-FLOW PLUMBING RETROFIT AT PUBLIC OUTREACH AND WHEN CUSTOMERS REQUEST THEM AT THE OFFICE.

Reported as of 9/2

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

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:

**100% Complete**

Year:

**2002****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)  | 21378.57 |
| b. Determine other system verifiable uses (AF)   | 0        |
| c. Determine total supply into the system (AF)   | 21906.22 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.98     |
| 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:  |          |

WHEN LEAKS ARE VISIBLE AND 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 9/2

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

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### 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?<br>(mm/dd/yy)   |     |
| b. Describe the feasibility study:   |     |
| N/A  |     |
| 2. Number of CII accounts with mixed-use meters.   | 717 |
| 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period.  | 0   |

### C. Meter Retrofit Program Expenditures

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

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

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

### E. Comments

ALL ACCOUNTS IN PALOS VERDES ARE METERED

Reported as of 9/2

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### 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?                    |    |
| 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:   |    |

### 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.   |    |
| 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:			
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**

ALTHOUGH COST-BENEFIT ANALYSIS SHOWS BMP-05 TO BE COST EFFECTIVE IN OUR DISTRICT, WE ARE NOT IMPLEMENTING IT BECAUSE WE DO NOT HAVE APPROVAL FROM CPUC. CAL WATER, WILL REQUEST APPROVAL FROM THE CPUC IN OUR NEXT RATE CASE APPLICATION

Reported as of 9/2

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

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status: **100% Complete**  
 Year: **2002**

### 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.

THE GAS COMPONY WAS OFFERING \$75.00 REBATE TO CUSTOMERS IN THERE SERVICE AREA WHO PURCHASED AND INSTALLED A LOW FLOW CLOTHES WASHER

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 PALOS VERDES AT THIS TIME. HOWEVER, THE COMPANY IS COORDINATING WITH WEST BASIN MUNICIPAL WATER DISTRICT TO DO A COST-SHARING PROGRAM

Reported as of 9/2

## BMP 07: Public Information Programs

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### 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 CONSIST OF THE FOLLOWING: SPECIAL DISPLAY BOTH IN THE LOBBY AND INFORMATION BOARD--WATER AWARENESS MONTH LITERATURE AND CONSERVATION RELATED INFORMATION, ALSO SEVERAL EVENTS THROUGHOUT THE YEAR: WATER HARVEST IN COOPERATION WITH WHOLESALER, BILL INSERTS PAID ADVERTISE 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	1
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	1500
2. Actual Expenditures	1500	

### 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 9/2

### BMP 08: School Education Programs

Reporting Unit:

**California Water Service Company  
- Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

#### 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	yes	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	1500	

#### 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 9/2

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

Reporting Unit:

**California Water Service  
Company - Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2002****A. Implementation**

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

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

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

<b>CII Surveys</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
a. Number of New Surveys Offered	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

<b>CII Survey Components</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

<b>Agency CII Customer Incentives</b>	<b>Budget (\$/Year)</b>	<b>No. Awarded to Customers</b>	<b>Total \$ Amount Awarded</b>
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

**Option B: CII Conservation Program Targets**

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

	<b>This Year</b>	<b>Next Year</b>
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 |
| <p>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."</p> |    |

### **D. Comments**

CAL WATER DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-09 IN PALOS VERDES AT THIS TIME

Reported as of 9/2

### BMP 09a: CII ULFT Water Savings

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

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.) no

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? No

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

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
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? No
- a. If yes, check all that apply.
- 7. Participant tracking and follow-up.
- 8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.
- a. Disruption to business 0
- b. Inadequate payback 0
- c. Inadequate ULFT performance 0
- d. Lack of funding 0
- e. American's with Disabilities Act 0
- f. Permitting 0
- g. Other. Please describe in B. 9. 0
- 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 BM-09A IN PALOS VERDES AT THIS TIME. WE ARE HOWEVER, DISCUSSION WITH WBMWWD THE POSSIBILITY OF JOIN THE COSTSHARING PROGRAM FOR THE YEAR 2003

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

e. Total

0

**D. Comments**

CAL WATER DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BM-09A IN PALOS VERDES AT THIS TIME.

Reported as of 9/2

**BMP 11: Conservation Pricing**

Reporting Unit:  
**California Water Service Company -  
 Palos Verdes**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2002**

**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	\$20562217
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1971972
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	\$23843
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	\$1073887
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2376

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$31180
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        \$0  
Sources

### **B. Conservation Pricing Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
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 9/2

**BMP 12: Conservation Coordinator**

Reporting Unit:

**California Water  
Service Company -  
Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2002****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? 6.24%
  - b. Coordinator's Name Candida Rocha
  - c. Coordinator's Title Conservation Coordinator
  - d. Coordinator's Experience and Number of Years I have been coordinating programs with management for all the 25 reporting units and successfully developing programs that has been approved by the CPUC.
  - e. Date Coordinator's position was created (mm/dd/yyyy) 9/1/1991
6. Number of conservation staff, including Conservation Coordinator. 1

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	1500	1500
2. Actual Expenditures	1500	

**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 9/2

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**California Water Service  
Company - Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2002****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 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

Cal Water send mail stuffer with bill and or newspaper ads regulating odd/even watering schedule to reduce water consumption. Yes

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

MANDATORY PROHIBITIONS: DUE TO CAL WATER'S INVESTOR-OWNED STATUS, IT IS NOT AUTHORIZED TO PASS ORDINANCES. HOWEVER, MUNICIPALITIES AT THE URGING OF CAL WATER HAVE IMPLEMENTED CONSERVATION ORDINANCES. SHOULD CONDITIONS WARRANTS MANDATORY REDUCTION, CAL WATER WILL REQUEST AUTHORITY TO ADD TARIFF RULE 14.1 IN SECTION A. CONSERVATION UNNECESSARY OR UNAUTHORIZED WATER USE WHICH PROHIBITS USE OF WATER FOR FILLING OR REFILLING OF SWIMMING POOLS, USE OF WATER WHICH RESULTS IN FLOODING OUR RUN-OFF IN GUTTERS, ETC. (SEE RULE 14.1)

Reported as of 9/2

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **California Water Service Company - Palos Verdes**      BMP Form Status: **100% Complete**      Year: **2002**

#### A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	Yes	No

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

Replacement Method	SF Accounts	MF Units
2. Rebate	50	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>50</b>	<b>0</b>

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

Program is implemented by Wholesaler West Basin Municipal Water District.

Reported as of 9/2

**Water Supply & Reuse**

Reporting Unit:

**California Water Service Company - Palos Verdes**

Year:

**2001****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
West Basin Municipal Water District	20056.87	Imported

**Total AF: 20056.87**

Reported as of 9/2

## Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:  
**California Water Service 01/07/2003 2001**  
**Company - Palos Verdes**

### A. Service Area Population Information:

1. Total service area population 71240

### 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	22789	16919.12	0	0
2. Multi-Family	2853	691.24	0	0
3. Commercial	491	1640.51	0	0
4. Industrial	11	15.59	0	0
5. Institutional	206	846.48	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	28	202.08	0	0
9. Unaccounted	NA	641.84	NA	0
<b>Total</b>	<b>26378</b>	<b>20956.86</b>	<b>0</b>	<b>0</b>

**Metered**

**Unmetered**

Reported as of 9/2

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

Reporting Unit:

**California Water Service Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

- |  |            |
|--|------------|
| 1. Based on your signed MOU date, 09/26/1991, your Agency STRATEGY DUE DATE is:  | 09/25/1993 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | no         |
| a. If YES, when was it implemented?  |            |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys?  | no         |
| a. If YES, when was it implemented?  |            |

### B. Water Survey Data

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

#### Indoor Survey:

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

#### Outdoor Survey:

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

N/A

**C. Water Survey Program Expenditures**

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

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

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

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

**E. Comments**

CAL WATER DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-01 IN PALOS VERDES AT THIS TIME.

Reported as of 9/2

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### 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 RETROFIT DEVICES ARE DISTRIBUTED ATE THE OFFICE UPON REQUEST. THEY ARE ALSO DISTRIBUTED WHEN OUR SERVICE PERSON PERFORM HIGH BILLS, AND LEAKS INVESTIGATIONS, AND AT PUBLIC OUTREACH.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	250	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	250	250
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 :

CAL WATER TRACKS THE DISTRIBUTION OF PLUMBING RETROFIT THAT GIVE OUT TO ITS CUSTOMERS BY PURCHASE ORDER, INVOICE AND COUNTING INVENTORY.

### C. Low-Flow Device Distribution Expenditures

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	1500	1500
2. Actual Expenditures	1500	

**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**

ALTHOUGH, BMP-02 IS NOT COST-EFFECTIVE FOR OUR DISTRICT TO IMPLEMENT, CAL WATER DO HAVE A PLUMBING RETROFIT IN PLACE TO DISTRIBUTE TO CUSTOMERS WHEN OUR SERVICE PERSON INVESTIGATES HIGH BILL AND LEAK. WE ALSO DISTRIBUTE LOW-FLOW PLUMBING RETROFIT AT PUBLIC OUTREACH AND WHEN CUSTOMERS REQUEST THEM AT THE OFFICE.

Reported as of 9/2

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

Reporting Unit:

**California Water Service  
Company - Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2001****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)  | 19415.03 |
| b. Determine other system verifiable uses (AF)   | 0        |
| c. Determine total supply into the system (AF)   | 20056.87 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.97     |
| 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:  |          |

WHEN LEAKS ARE VISIBLE OR 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 9/2

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

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### 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?<br>(mm/dd/yy)   |     |
| b. Describe the feasibility study:   |     |
| N/A  |     |
| 2. Number of CII accounts with mixed-use meters.   | 708 |
| 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period.  | 0   |

### C. Meter Retrofit Program Expenditures

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

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

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

### E. Comments

ALL ACCOUNTS IN PALOS VERDES ARE METERED

Reported as of 9/2

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### 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?                    |    |
| 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**

ALTHOUGH COST-BENEFIT ANALYSIS SHOWS BMP-05 TO BE COST EFFECTIVE IN OUR DISTRICT, WE ARE NOT IMPLEMENTING IT BECAUSE WE DO NOT HAVE APPROVAL FROM CPUC. CAL WATER, WILL REQUEST APPROVAL FROM THE CPUC IN OUR NEXT RATE CASE APPLICATION

Reported as of 9/2

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

Reporting Unit:

**California Water Service Company  
- Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### 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.

N/A

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 PALOS VERDES AT THIS TIME

Reported as of 9/2

### BMP 07: Public Information Programs

Reporting Unit:  
**California Water Service  
 Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

#### 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 CONSIST OF THE FOLLOWING: SPECIAL DISPLAY BOTH IN THE LOBBY AND INFORMATION BOARD--WATER AWARENESS MONTH LITERATURE AND CONSERVATION RELATED INFORMATION, ALSO SEVERAL EVENTS THROUGHOUT THE YEAR: WATER HARVEST IN COOPERATION WITH WHOLESALER, BILL INSERTS PAID ADVERTISE 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	1
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	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	1500
2. Actual Expenditures	1500	

#### 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 9/2

### BMP 08: School Education Programs

Reporting Unit:

**California Water Service Company  
- Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

#### 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	yes	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	1500	

#### 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 9/2

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**California Water Service  
Company - Palos Verdes**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### 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**

	<b>This Year</b>	<b>Next Year</b>
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 BM-01-A IN PALOS VERDES AT THIS TIME

Reported as of 9/2

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

Reporting Unit:

**California Water Service  
Company - Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2001**

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

No

**A. Targeting and Marketing**

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

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

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

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

**B. Implementation**

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

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Govern- ment				
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-09A FOR PALOS VERDES AT THIS TIME

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

## D. Comments

Reported as of 9/2

**BMP 11: Conservation Pricing**

Reporting Unit:  
**California Water Service Company -  
 Palos Verdes**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2001**

**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	\$19149828
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1757025
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	\$18625
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	\$903677
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2534

**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	Service Not Provided
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$0

d. Total Revenue from Non-Volumetric  
Charges, Fees and other Revenue Sources \$0

### **B. Conservation Pricing Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
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 9/2

**BMP 12: Conservation Coordinator**

Reporting Unit:

**California Water  
Service Company -  
Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2001****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? 6.24%
  - b. Coordinator's Name Candida Rocha
  - c. Coordinator's Title Conservation Coordinator
  - d. Coordinator's Experience and Number of Years I've been coordinating programs with management for all the 25 reporting units and successfully developing programs that has been approved by the CPUC.
  - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/1991
6. Number of conservation staff, including Conservation Coordinator. 1

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	1500	1500
2. Actual Expenditures	1500	

**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 9/2

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**California Water Service  
Company - Palos Verdes**BMP Form Status:  
**100% Complete**Year:  
**2001****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 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

Cal Water send mail stuffer with bill and or newspaper ads regulating odd/even watering schedule to reduce water consumption. Yes

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

MANDATORY PROHIBITIONS: DUE TO CAL WATER'S INVESTOR-OWNED STATUS, IT IS NOT AUTHORIZED TO PASS ORDINANCES. HOWEVER, MUNICIPALITIES AT THE URGING OF CAL WATER HAVE IMPLEMENTED CONSERVATION ORDINANCES. SHOULD CONDITIONS WARRANTS MANDATORY REDUCTION, CAL WATER WILL REQUEST AUTHORITY TO ADD TARIFF RULE 14.1 IN SECTION A. CONSERVATION UNNECESSARY OR UNAUTHORIZED WATER USE WHICH PROHIBITS USE OF WATER FOR FILLING OR REFILLING OF SWIMMING POOLS, USE OF WATER WHICH RESULTS IN FLOODING OUR RUN-OFF IN GUTTERS, ETC. (SEE RULE 14.1)

Reported as of 9/2

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **California Water Service Company - Palos Verdes**      BMP Form Status: **100% Complete**      Year: **2001**

#### 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
<b>Total</b>	<b>0</b>	<b>0</b>

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

CAL WATER DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-14 IN PALOS VERDES AT THIS TIME

Reported as of 9/2