

Appendix G: CUWCC Annual Reports

Water Supply & Reuse

Reporting Unit:

California Water Service Company - Marysville

Year:

2004

Water Supply Source Information

Supply Source Name

Quantity (AF) Supplied

Supply Type

Cal Water Wells

3237.6

Groundwater

Total AF: 3237.6

Reported as of 9/2

Accounts & Water Use

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

A. Service Area Population Information:

1. Total service area population 12854

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	433	237.77	2590	1445.73
2. Multi-Family	126	447.28	0	0
3. Commercial	526	505.51	0	0
4. Industrial	4	60.6	0	0
5. Institutional	71	281.41	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	2	.26	0	0
9. Unaccounted	NA	259.01	NA	0
Total	1162	1791.84	2590	1445.73

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
- Marysville**

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

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

Indoor Survey:

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

Outdoor Survey:

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

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

BMP-01 is not cost-effective to implement in the Marysville district at this time.

Reported as of 9/2

BMP 02: Residential Plumbing Retrofit

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

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. Customer may request at the office. Devices are also distributed at public outreach

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	200	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	50	0
6. Does your agency track the distribution and cost of low-flow devices? yes		
a. If YES, in what format are low-flow devices tracked? Spreadsheet		
b. If yes, describe your tracking and distribution system :		

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

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	250	250

2. Actual Expenditures

547

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

BMP-02 is not cost-effective to implement in the Marysville district, however, Cal Water have a program in place to distribute showerhead, kitchen aerator, faucet aerator and automatic shutoff hose nozzles

Reported as of 9/2

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

**California Water Service
Company - Marysville**BMP Form Status:
100% CompleteYear:
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) | 1532.85 |
| b. Determine other system verifiable uses (AF) | 1445.73 |
| c. Determine total supply into the system (AF) | 3237.6 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.92 |
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? no
- a. If yes, describe the leak detection program:

Cal Water fixes all leaks that 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 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service
Company - Marysville**

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

Cost Benefit Analysis shows that BMP-5 is not cost effective to implement in the Marysville district at this time.

Reported as of 9/2

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

**California Water Service Company
- Marysville**

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

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

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

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

Cost Benefit Analysis shows that BMP-06 is not cost-effective to implement in the Marysville district at this time.

Reported as of 9/2

BMP 07: Public Information Programs

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

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.

Program consists of paid advertising, public service announcements, bill inserts, newsletters, water usage comparisons, special media events and book donations to the local libraries

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	no	
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	500	500
2. Actual Expenditures	1541	

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 - Marysville**

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

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

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

3. Did your Agency's materials meet state education framework requirements? yes
4. When did your Agency begin implementing this program? 1/1/1996

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	750	450
2. Actual Expenditures	750	

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 at Marysville has offered school education programs and other educational programs such as poster contest for May Awareness Month to the school in Marysville, however, there was no request in 2004 for school presentation.

Reported as of 9/2

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**California Water Service
Company - Marysville**BMP Form Status:
100% CompleteYear:
2004**A. Implementation**

- | | |
|--|----|
| 1. Has your agency identified and ranked COMMERCIAL customers according to use? | no |
| 2. Has your agency identified and ranked INDUSTRIAL customers according to use? | no |
| 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? | no |

Option A: CII Water Use Survey and Customer Incentives Program

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

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

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

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

D. Comments

Cost benefit analysis shows BMP-09 is not cost-effective to implement in Cal Water's Marysville District.

Reported as of 9/2

BMP 09a: CII ULFT Water Savings

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

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. Government				
i. Churches				
j. Other				

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

Cal Water at Marysville is not currently implementing BMP-09-a at this time. The program is not cost-effective to implement and Cal Water does not have CPUC approval.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

e. Total

0

D. Comments

Reported as of 9/2

BMP 11: Conservation Pricing

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

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	\$326146
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1086099

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$305316
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	\$17613
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	\$146868
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1752

5. Irrigation

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

6. Other

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

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

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/2

BMP 12: Conservation Coordinator

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

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? | .82% | |
| b. Coordinator's Name | Candida Rocha | |
| c. Coordinator's Title | Conservation Coordinator | |
| d. Coordinator's Experience and Number of Years | Four years coordinating, developing and implementing programs | |
| 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

	This Year	Next Year
1. Budgeted Expenditures	250	250
2. Actual Expenditures	250	

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 - Marysville**BMP Form Status:
100% CompleteYear:
2004**A. Requirements for Documenting BMP Implementation**

1. Is a water waste prohibition ordinance in effect in your service area? Yes

a. If YES, describe the ordinance:

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

2. Is a copy of the most current ordinance(s) on file with CUWCC? no

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

n/a

n/a

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.

a. Gutter flooding Yes

b. Single-pass cooling systems for new connections no

c. Non-recirculating systems in all new conveyor or car wash systems no

d. Non-recirculating systems in all new commercial laundry systems no

e. Non-recirculating systems in all new decorative fountains Yes

f. Other, please name

Cal Water send mail stuffer with the 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

Cal Water, because of it IOU status does not have authority to pass ordinances. However, should conditions warrants mandatory reductions, Cal Water will seek approval from the CPUC to implement cut backs

Reported as of 9/2

BMP 14: Residential ULFT Replacement Programs

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

A. Implementation

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

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	1	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	1	0

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

Cal Water at Marysville offers \$50.00 rebate to customers who purchase and install a low flow toilet.

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

Same as above

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	1000	1000
2. Actual Expenditures	50	

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

Water Supply & Reuse

Reporting Unit:

California Water Service Company - Marysville

Year:

2003

Water Supply Source Information

Supply Source Name

Quantity (AF) Supplied

Supply Type

Cal Water Wells

3162.56

Groundwater

Total AF: 3162.56

Reported as of 9/2

Accounts & Water Use

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

A. Service Area Population Information:

1. Total service area population 12480

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	402	181.57	2612	1474.73
2. Multi-Family	67	390	0	0
3. Commercial	529	541.39	0	0
4. Industrial	4	48.53	0	0
5. Institutional	73	273.1	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	2	.23	0	0
9. Unaccounted	NA	253	NA	0
Total	1077	1687.82	2612	1474.73

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
- Marysville**

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

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

Indoor Survey:

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

Outdoor Survey:

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

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

BMP-01 is not cost-effective to implement in the Marysville district at this time.

Reported as of 9/2

BMP 02: Residential Plumbing Retrofit

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

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. Customer may request at the office. Devices are also distributed at public outreach

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

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

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	200	250

2. Actual Expenditures

250

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

BMP-02 is not cost-effective to implement in the Marysville district, however, Cal Water have a program in place to distribute showerhead, kitchen aerator, faucet aerator and automatic shutoff hose nozzles

Reported as of 9/2

BMP 03: System Water Audits, Leak Detection and Repair

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

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) 1434.82
 - b. Determine other system verifiable uses (AF) 1474.73
 - c. Determine total supply into the system (AF) 3162.56
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.92
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
- 6. Does your agency operate a system leak detection program? yes
 - a. If yes, describe the leak detection program:

Cal Water fixes all leaks that 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 - Marysville**

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. | 4 |

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

C. Meter Retrofit Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Cost-Benefit analysis shows that BMP-04 is not cost effective to implement in the Marysville district at this time.

Reported as of 9/2

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service
Company - Marysville**

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. | 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

Cost Benefit Analysis shows that BMP-5 is not cost effective to implement in the Marysville district at this time.

Reported as of 9/2

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

**California Water Service Company
- Marysville**

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

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

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

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

Cost Benefit Analysis shows that BMP-06 is not cost-effective to implement in the Marysville district at this time.

Reported as of 9/2

BMP 07: Public Information Programs

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

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.

Program consists of paid advertising, public service announcements, bill inserts, newsletters, water usage comparisons, special media events and book donations to the local libraries

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	2
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	no	
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	no	

B. Conservation Information Program Expenditures

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

C. "At Least As Effective As"

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

D. Comments

Reported as of 9/2

BMP 08: School Education Programs

Reporting Unit:

**California Water Service Company
- Marysville**

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	no	0	0	0
High School	no	0	0	0

3. Did your Agency's materials meet state education framework requirements? yes
4. When did your Agency begin implementing this program? 1/1/1996

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	750	750
2. Actual Expenditures	450	

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 at Marysville has offered school education programs to the school in Marysville, however, there was no request in 2003 for school presentation.

Reported as of 9/2

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**California Water Service
Company - Marysville**

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

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

Option A: CII Water Use Survey and Customer Incentives Program

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

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

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

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

Cost benefit analysis shows BMP-09 is not cost-effective to implement in Cal Water's Marysville District.

Reported as of 9/2

BMP 09a: CII ULFT Water Savings

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

BMP Form Status:
100% Complete

Year:
2003

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

A. Targeting and Marketing

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

B. Implementation

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

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

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

Cal Water at Marysville is not currently implementing BMP-09-a at this time. The program is not cost-effective to implement and Cal Water does not have CPUC approval.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

e. Total

0

D. Comments

Reported as of 9/2

BMP 11: Conservation Pricing

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

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	\$237432
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$817912

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$240465
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	\$14196
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	\$99530
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1752

5. Irrigation

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

6. Other

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

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

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/2

BMP 12: Conservation Coordinator

Reporting Unit:

**California Water Service
Company - Marysville**BMP Form Status:
100% CompleteYear:
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? | .82% | |
| b. Coordinator's Name | Candida Rocha | |
| c. Coordinator's Title | Conservation Coordinator | |
| d. Coordinator's Experience and Number of Years | Four years coordinating, developing and implementing programs | |
| 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

	This Year	Next Year
1. Budgeted Expenditures	1500	250
2. Actual Expenditures	250	

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 - Marysville**BMP Form Status:
100% CompleteYear:
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 service area.

2. Is a copy of the most current ordinance(s) on file with CUWCC? No

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

n/a

n/a

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.

a. Gutter flooding Yes

b. Single-pass cooling systems for new connections no

c. Non-recirculating systems in all new conveyor or car wash systems no

d. Non-recirculating systems in all new commercial laundry systems no

e. Non-recirculating systems in all new decorative fountains Yes

f. Other, please name

Cal Water send mail stuffer with the 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

Cal Water, because of it IOU status does not have authority to pass ordinances. Should conditions warrants mandatory reductions, Cal Water will seek approval from the CPUC to implement cut backs

Reported as of 9/2

BMP 14: Residential ULFT Replacement Programs

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

A. Implementation

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

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	2	6
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	2	6

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

Cal Water at Marysville offers \$50.00 rebate to customers who purchase and install a low flow toilet.

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

Same as above

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	1425	1000
2. Actual Expenditures	400	

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

Water Supply & Reuse

Reporting Unit:

California Water Service Company - Marysville

Year:

2002

Water Supply Source Information

Supply Source Name

Quantity (AF) Supplied

Supply Type

Cal Water Wells

3431.6

Groundwater

Total AF: 3431.6

Reported as of 9/2

Accounts & Water Use

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

A. Service Area Population Information:

1. Total service area population 12340

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	362	163.73	2615	1633.68
2. Multi-Family	1359	348.43	0	0
3. Commercial	609	677.25	0	0
4. Industrial	4	50.55	0	0
5. Institutional	72	282.49	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	3	.93	0	0
9. Unaccounted	NA	274.53	NA	0
Total	2409	1797.91	2615	1633.68

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 - Marysville**

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

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	25	0

Indoor Survey:

- | | | |
|---|-----|----|
| 3. Check for leaks, including toilets, faucets and meter checks | yes | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | yes | 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 | yes | no |

Outdoor Survey:

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

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

Because Cal Water investigates all high bills and all high bills and leak inquiries, I feel that we are performing more water audits by default, that would have if we were to offer the water audit the way the MOU prescribe it. When our serviceperson investigate a high bill or a leak, our customer get pertaining information regarding water conservation, as well as low-flow showerheads, aerator, hose nozzle etc. Cal Water is looking into finding a way to implement BMP-01 in the manner that will fulfil the MOU agreement.

E. Comments

Reported as of 9/2

BMP 02: Residential Plumbing Retrofit

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

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 ARE DISTRIBUTED AT OUR MARYSVILLE OFFICE, WHEN REQUESTED BY OUR CUSTOMERS AND AT PUBLIC OUTREACH

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:	25	0
4. Number of toilet flappers distributed:	22	0
5. Number of faucet aerators distributed:	25	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 :

PURCHASE ORDER, INVOICES AND INVENTORY.

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	250	200

2. Actual Expenditures

250

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 Marysville district to implement, Cal Water do have a plumbing retrofir 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. Although we are not implementing BMP-01 at this time, we are evaluating this program for future implementation specially if the CPUC approve funds.

Reported as of 9/2

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

**California Water Service
Company - Marysville**BMP Form Status:
100% CompleteYear:
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) | 1523.39 |
| b. Determine other system verifiable uses (AF) | 1633.68 |
| c. Determine total supply into the system (AF) | 3431.6 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.92 |
| 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? | yes |
| 4. Did your agency complete a full-scale audit during this report year? | no |
| 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? | no |
| 6. Does your agency operate a system leak detection program? | yes |
| a. If yes, describe the leak detection program: | |

WHEN LEAKS ARE VISIBLE

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 - Marysville**

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. 5

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

C. Meter Retrofit Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

COST-BENEFIT ANALYSIS SHOWS BMP-04 NOT TO BE COST EFFECTIVE IN THIS DISTRICT AT THIS TIME AND WE DO NOT HAVE THE CPUC APPROVAL TO IMPLEMENT BMP-04.

Reported as of 9/2

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service
Company - Marysville**

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:

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?

no

a. If yes, is it water-efficient?

no

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 AT MARYSVILLE DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-5

Reported as of 9/2

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

**California Water Service Company
- Marysville**

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? 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 AT MARYSVILLE DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-06

Reported as of 9/2

BMP 07: Public Information Programs

Reporting Unit:

**California Water Service Company
- Marysville**

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.

Program consists of paid advertising, public service announcements, bill inserts, newsletters, water usage comparisons, and special media events.

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	6
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	no	
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	no	

B. Conservation Information Program Expenditures

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

C. "At Least As Effective As"

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

D. Comments

Reported as of 9/2

BMP 08: School Education Programs

Reporting Unit:

**California Water Service Company
- Marysville**BMP Form Status:
100% CompleteYear:
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	no	0	0	0
High School	no	0	0	0

3. Did your Agency's materials meet state education framework requirements? yes
4. When did your Agency begin implementing this program? 1/1/1996

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	750	750
2. Actual Expenditures	750	

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 - Marysville**

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 |
|---|----|

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

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

- | | |
|---|----|
| 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? | No |
| <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 AT MARYSVILLE DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-09

Reported as of 9/2

BMP 09a: CII ULFT Water Savings

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

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.)
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. Government				
i. Churches				
j. Other				

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

- 10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

CAL WATER AT MARYSVILLE IS NOT CURRENTLY IMPLEMENTING A BMP09-A AT THIS TIME. CAL WATER DOES NOT HAVE CPUC APPROVAL

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

e. Total

0

D. Comments

Reported as of 9/2

BMP 11: Conservation Pricing

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

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	\$182472
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$722332

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$260708
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	\$12554
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	\$88817
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1755

5. Irrigation

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

6. Other

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

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

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/2

BMP 12: Conservation Coordinator

Reporting Unit:

**California Water
Service Company -
Marysville**BMP Form Status:
100% CompleteYear:
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? .82%
 - 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) 1/1/1991
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff 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 13: Water Waste Prohibition

Reporting Unit:

**California Water Service
Company - Marysville**BMP Form Status:
100% CompleteYear:
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 service area.

2. Is a copy of the most current ordinance(s) on file with CUWCC? no

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

N/A

N/A

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.

a. Gutter flooding Yes

b. Single-pass cooling systems for new connections no

c. Non-recirculating systems in all new conveyor or car wash systems no

d. Non-recirculating systems in all new commercial laundry systems no

e. Non-recirculating systems in all new decorative fountains Yes

f. Other, please name

Cal Water send mail stuffer with the 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 - Marysville** 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	yes

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	4	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	4	0

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

CAL WATE AT MARYSVILLE OFFERS \$50.00 REBATE TO CUSTOMERS WHO PURCHASE AND INSTALLED A LOW-FLOW TOILET

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

CAL WATE AT MARYSVILLE OFFERS \$50.00 REBATE TO CUSTOMERS WHO PURCHASE AND INSTALLED A LOW-FLOW TOILET

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	500	1425
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

Water Supply & Reuse

Reporting Unit:

California Water Service Company - Marysville

Year:

2001

Water Supply Source Information

Supply Source Name

Quantity (AF) Supplied

Supply Type

Cal Water Wells

3277.16

Groundwater

Total AF: 3277.16

Reported as of 9/2

Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:
California Water Service **02/04/2003** **2001**
Company - Marysville

A. Service Area Population Information:

1. Total service area population 12259

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	357	155.21	2611	1541.35
2. Multi-Family	1351	345.65	0	0
3. Commercial	607	657.04	0	0
4. Industrial	4	51.96	0	0
5. Institutional	72	263.29	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	3	.49	0	0
9. Unaccounted	NA	262.17	NA	0
Total	2394	1735.81	2611	1541.35

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 - Marysville**

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

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	35	0

Indoor Survey:

- | | | |
|---|-----|----|
| 3. Check for leaks, including toilets, faucets and meter checks | yes | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | yes | 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 | yes | no |

Outdoor Survey:

- | | | |
|--|-----|------|
| 6. Check irrigation system and timers | yes | no |
| 7. Review or develop customer irrigation schedule | yes | 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? | yes | 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. | | |

CAL WATER AT MARYSVILLE INVESTIGATES ALL HIGH BILLS AND LEAK INQUIRIES. THIS YEAR CAL WATER INVESTIGATED 35 INQUIRIES.

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? yes

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

Because Cal Water investigates all high bills and all high bills and leak inquiries, I feel that we are performing more water audits by default, that would have if we were to offer the water audit the way the MOU prescribe it. When our serviceperson investigate a high bill or a leak, our customer get pertaining information regarding water conservation, as well as low-flow showerheads, aerator, hose nozzle etc. Cal Water is looking into finding a way to implement BMP-01 in the manner that will fulfil the MOU agreement.

E. Comments

ECONOMICS ANALYSIS SHOWS BMP-01 NOT TO BE COST EFFECTIVE IN MRLS. THE COMPANY HOWEVER, INVESTIGATES ALL LEAKS AND HIGH BILLS AND PERFORM A CHECKLIST SIMILAR TO THE BMP-01

Reported as of 9/2

BMP 02: Residential Plumbing Retrofit

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

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.

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. CAL WATER AT MARYSVILLE, DISTRIBUTES PLUMBING RETROFIT TO CUSTOMERS AT THE OFFICE, UPON REQUEST AND AT PUBLIC OUTREACH

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	25	0
3. Number of toilet-displacement devices distributed:	25	0
4. Number of toilet flappers distributed:	25	0
5. Number of faucet aerators distributed:	25	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 :		

PURCHASE ORDER, INVOICES AND INVENTORY

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	500	500

2. Actual Expenditures

500

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 MARYSVILLE district to implement, Cal Water do have a plumbing retrofir 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. Although we are not implementing BMP-01 at this time, we are evaluating this program for future implementation specially if the CPUC approve funds.

Reported as of 9/2

BMP 03: System Water Audits, Leak Detection and Repair

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

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) 1473.64
 - b. Determine other system verifiable uses (AF) 1541.35
 - c. Determine total supply into the system (AF) 3277.16
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.92
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
- 6. Does your agency operate a system leak detection program? yes
 - a. If yes, describe the leak detection program:

WHEN LEAKS ARE VISIBLE

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 - Marysville**

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. 6

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

C. Meter Retrofit Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

COST-BENEFIT ANALYSIS SHOWS BMP-04 NOT TO BE COST EFFECTIVE IN THIS DISTRICT AT THIS TIME AND WE DO NOT HAVE THE CPUC APPROVAL TO IMPLEMENT BMP-04.

Reported as of 9/2

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service
Company - Marysville**

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. | |
| 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?

no

a. If yes, is it water-efficient?

no

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 AT MARYSVILLE DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-05

Reported as of 9/2

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

**California Water Service Company
- Marysville**

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 AT MARYSVILLE DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-6

Reported as of 9/2

BMP 07: Public Information Programs

Reporting Unit:

**California Water Service Company
- Marysville**

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.

Program consists of paid advertising, public service announcements, bill inserts, newsletters, water usage comparisons, and special media events.

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	no	
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	1000	1000
2. Actual Expenditures	1000	

C. "At Least As Effective As"

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

D. Comments

Reported as of 9/2

BMP 08: School Education Programs

Reporting Unit:

**California Water Service Company
- Marysville**BMP Form Status:
100% CompleteYear:
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	yes	0	0	0

3. Did your Agency's materials meet state education framework requirements? yes
4. When did your Agency begin implementing this program? 1/1/1995

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	750	750
2. Actual Expenditures	100	

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 - Marysville**

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

	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 |
| <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 AT MARYSVILLE DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-09

Reported as of 9/2

BMP 09a: CII ULFT Water Savings

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

BMP Form Status:
100% Complete

Year:
2001

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. Government				
i. Churches				
j. Other				

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

CAL WATER AT MARYSVILLE IS NOT CURRENTLY IMPLEMENTING BMP-09-A AT THIS TIME. CAL WATER DOES NOT HAVE CPUC APPROVAL

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

e. Total

0

D. Comments

Reported as of 9/2

BMP 11: Conservation Pricing

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

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	\$179169
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$719604

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$255721
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	\$12918
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	\$83458
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1752

5. Irrigation

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

6. Other

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

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

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/2

BMP 12: Conservation Coordinator

Reporting Unit:

**California Water
Service Company -
Marysville**BMP Form Status:
100% CompleteYear:
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? .82%
 - 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) 1/1/1991
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff 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 13: Water Waste Prohibition

Reporting Unit:

**California Water Service
Company - Marysville**BMP Form Status:
100% CompleteYear:
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 service area.

2. Is a copy of the most current ordinance(s) on file with CUWCC? no

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

N/A

N/A

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.

a. Gutter flooding Yes

b. Single-pass cooling systems for new connections no

c. Non-recirculating systems in all new conveyor or car wash systems no

d. Non-recirculating systems in all new commercial laundry systems no

e. Non-recirculating systems in all new decorative fountains Yes

f. Other, please name

Cal Water send mail stuffer with the 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 - Marysville** 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?	yes	yes

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	0	0

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

CAL WATER AT MARYSVILLE OFFERS \$50.00 REBATE TO CUSTOMERS WHO PURCHASE AND INSTALLE A LOW-FLOW TOILET

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

CAL WATER AT MARYSVILLE OFFERS \$50.00 REBATE TO CUSTOMERS WHO PURCHASE AND INSTALLE A LOW-FLOW TOILET

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	500	500
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

CUSTOMERS DID NOT TAKE AVANTAGE OF OUR TOILET REBATE PROGRAM. WE WILL PROMOTE THE REBATE MORE NEXT YEAR

Reported as of 9/2

