

**Appendix G: CUWCC Annual Reports**

## Total Water Savings (AF) Report

Reporting Unit:

**California Water Service Company - Hermosa / Redondo**

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

<b>BMP01:</b> Water Survey Programs for Single-Family and Multi-Family Residential Customers	<b>0</b>
<b>BMP02:</b> Residential Plumbing Retrofit	<b>221</b>
<b>BMP04:</b> Metering with Commodity Rates for all New Connections and Retrofit of Existing	<b>0</b>
<b>BMP05:</b> Large Landscape Conservation Programs and Incentives	<b>0</b>
<b>BMP06:</b> High-Efficiency Washing Machine Rebate Programs	<b>14</b>
<b>BMP09:</b> Conservation Programs for CII Accounts	<b>101</b>
<b>BMP09a:</b> CII ULFT Water Savings	<b>1</b>
<b>BMP14:</b> Residential ULFT Replacement Programs	<b>947</b>
<b>Total:</b>	<b>1,286</b>

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

Reporting Unit:  
California Water Service Company - Hermosa / Redondo

### Estimated Water Savings from BMP Annual Report Data

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

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

Reporting Unit:  
California Water Service Company - Hermosa / Redondo

Estimated Water Savings from BMP Annual Report Data

Year	Gross Water Savings (AFY)	Water Savings (AFY) Net of Plumbing Code
1991	0	0
1992	0	0
1993	0	0
1994	15	15
1995	15	11
1996	15	9
1997	15	6
1998	15	5
1999	16	4
2000	16	3
2001	19	5
2002	22	7
2003	23	6
2004	25	6
2005	25	5
<b>TOTALS:</b>	<b>221</b>	<b>83</b>

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

Reporting Unit:  
California Water Service Company - Hermosa / Redondo

Estimated Water Savings from BMP Annual Report Data

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

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

Reporting Unit:  
California Water Service Company - Hermosa / Redondo

Estimated Water Savings from BMP Annual Report Data

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

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

Reporting Unit:  
California Water Service Company - Hermosa / Redondo

Estimated Water Savings from BMP Annual Report Data

Year	Gross Water Savings (AFY)	Water Savings (AFY) Net of Program Freeridership Effects
1991	0	0
1992	0	0
1993	0	0
1994	0	0
1995	0	0
1996	0	0
1997	0	0
1998	0	0
1999	0	0
2000	0	0
2001	0	0
2002	0	0
2003	3	3
2004	6	5
2005	5	5
<b>TOTAL:</b>	<b>14</b>	<b>13</b>

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

Reporting Unit:  
California Water Service Company - Hermosa / Redondo

### Estimated Water Savings from BMP Annual Report Data

Year	Water Savings (AF)
1991	0
1992	0
1993	0
1994	0
1995	0
1996	0
1997	0
1998	0
1999	0
2000	0
2001	0
2002	0
2003	96
2004	5
2005	0
<b>TOTAL:</b>	<b>101</b>

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

Reporting Unit:  
California Water Service Company - Hermosa / Redondo

### Estimated Water Savings from BMP Annual Report Data

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

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

Reporting Unit:  
California Water Service Company - Hermosa / Redondo

### Estimated Water Savings from BMP Annual Report Data

Year	Gross Water Savings (AFY)	Water Savings (AFY) Net of Plumbing Code	Water Savings (AFY) Net of Plumbing Code and Program Freeridership Effects
1991	0	0	0
1992	0	0	0
1993	0	0	0
1994	0	0	0
1995	0	0	0
1996	0	0	0
1997	86	86	65
1998	100	96	72
1999	100	92	69
2000	100	89	66
2001	102	88	65
2002	106	88	65
2003	114	93	66
2004	120	94	66
2005	120	91	63
<b>TOTALS:</b>	<b>947</b>	<b>817</b>	<b>598</b>



**Water Supply & Reuse**

Reporting Unit:

**California Water Service Company - Hermosa / Redondo**

Year:

**2004****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
WBMWD	12371.48	Imported
Cal Water Wells	2279.8	Groundwater
WMBWD	111.47	Recycled

**Total AF: 14762.75**

Reported as of 10/

## Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:  
**California Water Service 02/28/2005 2004**  
**Company - Hermosa / Redondo**

### A. Service Area Population Information:

1. Total service area population 100806

### 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	21644	7296.75	0	0
2. Multi-Family	1463	3435.56	0	0
3. Commercial	2190	2192.91	0	0
4. Industrial	40	485.51	0	0
5. Institutional	349	523.69	0	0
6. Dedicated Irrigation	0	.29	0	0
7. Recycled Water	19	124.95	0	0
8. Other	15	13.33	0	0
9. Unaccounted	NA	689.75	NA	0
<b>Total</b>	<b>25720</b>	<b>14762.74</b>	<b>0</b>	<b>0</b>

**Metered**

**Unmetered**

Reported as of 10/

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

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

### A. Implementation

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

### B. Water Survey Data

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

#### Indoor Survey:

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

#### Outdoor Survey:

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

BMP-01 is not cost-effective. Exemption has been filed

### 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. Exemption has been filed

Reported as of 10/

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no

a. If YES, list local jurisdictions in your service area and code or ordinance in each:

n/a

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no

3. Estimated percent of single-family households with low-flow showerheads: %

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: %

6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

n/a

### B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes

a. If YES, when did your agency begin implementing this strategy? 1/1/1994

b. Describe your targeting/ marketing strategy.

All customers are targeted, plumbing retrofit are distributed at the office, at public outreach and when our inspectors investigate high bills and leaks

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	450	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	325	0
6. Does your agency track the distribution and cost of low-flow devices? <span style="float: right;">yes</span>		

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

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

Plumbing retrofit distribution are tracked by purchase order, invoices and inventory

### C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	3000	1750

2. Actual Expenditures

750

**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 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**BMP Form Status:  
**100% Complete**Year:  
**2004****A. Implementation**

1. Has your agency completed a pre-screening system audit for this reporting year? yes
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
- |  |          |
|--|----------|
| a. Determine metered sales (AF)  | 41659.48 |
| b. Determine other system verifiable uses (AF)   | 0        |
| c. Determine total supply into the system (AF)   | 42356.32 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.98     |
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? yes
- a. If yes, describe the leak detection program:
- Leak detection program will be conducted if our unaccounted for water is higher than 10%

**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 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

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

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

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

b. Describe the program:

All Cal Water connections at Hermosa Redondo are metered

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

### B. Feasibility Study

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

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

b. Describe the feasibility study:

n/a

2. Number of CII accounts with mixed-use meters. 3995

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

### C. Meter Retrofit Program Expenditures

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

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

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

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

### E. Comments

All accounts at Hermosa Redondo are metered

Reported as of 10/

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Water Use Budgets

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

### B. Landscape Surveys

- |  |     |
|--|-----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no  |
| a. If YES, when did your agency begin implementing this strategy?                    | N/A |
| b. Description of marketing / targeting strategy:                                    |     |

BMP-05 is not cost-effective. Exemption has been filed

- |   |    |
|---|----|
| 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:  |    |

BMP-05 is not cost-effective. Exemption has been filed

### 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:

BMP-05 is not cost-effective. Exemption has been filed

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**

BMP-05 is not cost-effective. Exemption has been filed

Reported as of 10/

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

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

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

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

The Gas Company and Metropolitan Water District.

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

3. What is the level of the rebate? 100

4. Number of rebates awarded. 150

### 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 Hermosa in partnership with Wentral Basin Municipal Water District have a washing machine rebate in place. Cal Water \$10,000 contribution has been exhausted, however, WBMWD and MWD continues to rebate \$100.00 per rebate

Reported as of 10/

### BMP 07: Public Information Programs

Reporting Unit:

**California Water Service Company -  
Hermosa / Redondo**

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.

Cal Water Hermosa participate in various public outreach and distribute conservation literature, brochures with relevant water conservation, bill insert, bill text, pay ads, etc.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	1
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

#### B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	7500	2500
2. Actual Expenditures	2753	

#### 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 10/

### BMP 08: School Education Programs

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

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	80	0
Grades 4th-6th	yes	0	80	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	2000	2000
2. Actual Expenditures	1493	

#### 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 purchased school education material to distribute to the school that request them, donates conservation book to the local libraries, and maintain a bulleting boad and displays activities book for children

Reported as of 10/

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

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

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

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

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	33	6105
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

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### Option B: CII Conservation Program Targets

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5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?	yes
6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	yes
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	.51
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	4.58

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

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

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

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

### **D. Comments**

MWD and WBMWD implement BMP-09 on behalf of Cal Water at Hermosa Redondo District

Reported as of 10/

### BMP 09a: CII ULFT Water Savings

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

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

No

#### A. Targeting and Marketing

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

#### B. Implementation

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

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

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

BMP-09a is not cost-effective to implement in our Hermosa Redondo District at this time. Exemption report has been filed. It is not clear at this time whether WBMWD is implementing BMP-09-a on behalf of Cal Water at this time

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

e. Total

0

**D. Comments**

Reported as of 10/

**BMP 11: Conservation Pricing**

Reporting Unit:  
**California Water Service Company -  
 Hermosa / Redondo**

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	\$13726433
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2633409
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	\$539620
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	\$703371
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$6571

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1056
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**

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

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

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

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

### **D. Comments**

Reported as of 10/

**BMP 12: Conservation Coordinator**

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**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? 5.45%
  - b. Coordinator's Name Candida Rocha
  - c. Coordinator's Title Conservation Coordinator
  - d. Coordinator's Experience and Number of Years Four year of experience in this field developing, implementing and administrating program for Cal Water's 25 reporting agencies
  - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/1991
6. Number of conservation staff, including Conservation Coordinator. 1

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	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 10/

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**California Water Service Company -  
Hermosa / Redondo**BMP Form Status:  
**100% Complete**Year:  
**2004****A. Requirements for Documenting BMP Implementation**1. Is a water waste prohibition ordinance in effect in your service area? yes

a. If YES, describe the ordinance:

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

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

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

N/A

N/A

**B. Implementation**

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

a. Gutter flooding Yesb. Single-pass cooling systems for new connections noc. Non-recirculating systems in all new conveyor or car wash systems nod. Non-recirculating systems in all new commercial laundry systems noe. Non-recirculating systems in all new decorative fountains Yes

f. Other, please name

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

2. Describe measures that prohibit water uses listed above:

N/A

**Water Softeners:**

3. Indicate which of the following measures your agency has supported in developing state law:

a. Allow the sale of more efficient, demand-initiated regenerating DIR models. no

b. Develop minimum appliance efficiency standards that:

i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. no

ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no

c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. Yes

4. Does your agency include water softener checks in home water no

audit programs?

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

**C. Water Waste Prohibition Program Expenditures**

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

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

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

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

**E. Comments**

Cal Water because of it IOU Status does not have authority to pass ordinances, however, should the situation warrant mandatory reductions, Cal Water will request authority from the CPUC to do so.

Reported as of 10/

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **California Water Service Company - Hermosa / Redondo**      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	200	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>200</b>	<b>0</b>

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

Cal Water, in partnership with West Basin Municipal Water district has a toilet rebate in place. Cal Water committed \$10,000 to this program, which and all fund has been used up. WBMWD continues to rebate our customers \$100.00 per rebate.

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? yes

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	10000	10000
2. Actual Expenditures	10000	

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

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

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

#### D. Comments

Cal Water will continue to partnership with WBMWD to implement High Efficient Clothes Washer

Reported as of 10/



**Water Supply & Reuse**

Reporting Unit:

**California Water Service Company - Hermosa / Redondo**

Year:

**2003****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
WBMWD	11682.01	Imported
Cal Water Wells	2996.8	Groundwater
WBMWD	100.48	Recycled

**Total AF: 14779.29**

Reported as of 10/

## Accounts & Water Use

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

### A. Service Area Population Information:

1. Total service area population 97870

### 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	21319	7617.2	0	0
2. Multi-Family	1468	2742.89	0	0
3. Commercial	2207	2182.45	0	0
4. Industrial	38	420.59	0	0
5. Institutional	346	538.7	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	20	127.25	0	0
8. Other	9	12.49	0	0
9. Unaccounted	NA	1137.69	NA	0
<b>Total</b>	<b>25407</b>	<b>14779.26</b>	<b>0</b>	<b>0</b>

**Metered**

**Unmetered**

Reported as of 10/

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

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

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

### B. Water Survey Data

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

#### Indoor Survey:

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

#### Outdoor Survey:

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

BMP-01 is not cost-effective. Exemption has been filed

### 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. Exemption has been filed

Reported as of 10/

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no

a. If YES, list local jurisdictions in your service area and code or ordinance in each:

n/a

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no

3. Estimated percent of single-family households with low-flow showerheads: %

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: %

6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

n/a

### B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes

a. If YES, when did your agency begin implementing this strategy? 1/1/1994

b. Describe your targeting/ marketing strategy.

All customers are targeted, plumbing retrofit are distributed at the office, at public outreach and when our inspectors investigate high bills and leaks

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	255	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	255	0
6. Does your agency track the distribution and cost of low-flow devices? <span style="float: right;">yes</span>		

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

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

Plumbing retrofit distribution are tracked by purchase order, invoices and inventory

### C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	3000	3000

2. Actual Expenditures 1500

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

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

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

**E. Comments**

Reported as of 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**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)  | 13641.29 |
| b. Determine other system verifiable uses (AF)   | 0        |
| c. Determine total supply into the system (AF)   | 14779.29 |
| 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:
- Leak detection program will be conducted if our unaccounted for water is higher than 10%

**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 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**

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:

All Cal Water connections at Hermosa Redondo are metered

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

### B. Feasibility Study

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

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

b. Describe the feasibility study:

n/a

2. Number of CII accounts with mixed-use meters. 2591

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

### C. Meter Retrofit Program Expenditures

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

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

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

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

### E. Comments

All accounts at Hermosa Redondo are metered

Reported as of 10/

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

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?                    | n/a |
| b. Description of marketing / targeting strategy:                                    |     |

BMP-05 is not cost-effective. Exemption has been filed

- |   |    |
|---|----|
| 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:  |    |

BMP-05 is not cost-effective. Exemption has been filed

### 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:

BMP-05 is not cost-effective. Exemption has been filed

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**

BMP-05 is not cost-effective. Exemption has been filed

Reported as of 10/

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

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

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

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

The Gas Company and Metropolitan Water District.

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

3. What is the level of the rebate? 200

4. Number of rebates awarded. 200

### B. Rebate Program Expenditures

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

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

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

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

### D. Comments

Cal Water at Hermosa in partnership with Wentral Basin Municipal Water District have a washing machine rebate in place. Cal Water \$10,000 contribution has been exhausted, however, WBMWD and MWD continues to rebate \$100.00 per rebate

Reported as of 10/

## BMP 07: Public Information Programs

Reporting Unit:

**California Water Service Company -  
Hermosa / Redondo**

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.

Cal Water Hermosa participate in various public outreach and distribute conservation literature, brochures with relevant water conservation, bill insert, bill text, pay ads, etc.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	1
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

### B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	7500	7500
2. Actual Expenditures	2300	

### 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 10/

## BMP 08: School Education Programs

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

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	80	0
Grades 4th-6th	yes	0	80	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	2000	2000
2. Actual Expenditures	1000	

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

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

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

### D. Comments

Cal purchased school education material to distribute to the school that request them, donates conservation book to the local libraries, and maintain a bulleting board and displays activities book for children

Reported as of 10/

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

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		230	37500
i. Loans		0	0
j. Grants		0	0
k. Others		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.	9.62
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	86.56

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

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	0	0
2. Actual Expenditures	37500	

### **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**

MWd and West Basin Municipal Water District, Cal at Hermosa Redondo wholesale supplier has implemented rebates programs on behalf of Cal Water

Reported as of 10/

### BMP 09a: CII ULFT Water Savings

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

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.
- n/a
2. How does your agency advertise this program? Check all that apply.
- a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

#### B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.) no
2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency? No
3. What is the total number of customer accounts participating in the program during the last year ? 0

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices	0	0	0	0
b. Retail / Wholesale	0	0	0	0
c. Hotels	0	0	0	0
d. Health	0	0	0	0
e. Industrial	0	0	0	0
f. Schools: K to 12	0	0	0	0
g. Eating	0	0	0	0
h. Government	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

- 5. Program design.
- 6. Does your agency use outside services to implement this program?
  - a. If yes, check all that apply.
- 7. Participant tracking and follow-up.
- 8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.
  - a. Disruption to business 0
  - b. Inadequate payback 0
  - c. Inadequate ULFT performance 0
  - d. Lack of funding 0
  - e. American's with Disabilities Act 0
  - f. Permitting 0
  - g. Other. Please describe in B. 9. 0
- 9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.
 

BMP-09a is not cost-effective to implement in our Hermosa Redondo District at this time. Exemption report has been filed. It is not clear at this time whether WBMWD is implementing BMP-09-a on behalf of Cal Water at this time
- 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?
 

BMP-09a is not cost-effective to implement in our Hermosa Redondo District at this time. Exemption report has been filed. It is not clear at this time whether WBMWD is implementing BMP-09-a on behalf of Cal Water at this time

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

contribution	
d. Other contribution	0
e. Total	0

**D. Comments**

BMP-09a is not cost-effective to implement in our Hermosa Redondo District at this time. Exemption report has been filed. It is not clear at this time whether WBMWD is implementing BMP-09-a on behalf of Cal Water at this time

Reported as of 10/

**BMP 11: Conservation Pricing**

Reporting Unit:  
**California Water Service Company -  
 Hermosa / Redondo**

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	\$12398960
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2390082
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	\$407753
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	\$623322
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$6230

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$923
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**

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

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

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

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

### **D. Comments**

Reported as of 10/

**BMP 12: Conservation Coordinator**

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**BMP Form Status:  
**100% Complete**Year:  
**2003****A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? yes
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name: n/a
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 5.45%
  - b. Coordinator's Name Candida Rocha
  - c. Coordinator's Title Conservation Coordinator
  - d. Coordinator's Experience and Number of Years Four year of experience in this field developing, implementing and administrating program for Cal Water's 25 reporting agencies
  - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/1991
6. Number of conservation staff, including Conservation Coordinator. 1

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	1500	1000
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 10/

**BMP 13: Water Waste Prohibition**

Reporting Unit:

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

1. Is a water waste prohibition ordinance in effect in your service area? Yes
- a. If YES, describe the ordinance:
- Cal Water as IOU utility does not have authorization to pass ordinances. However, Cal Water support and enforce most ordinances in effect from the cities, counties and municipalities in its service area.
2. Is a copy of the most current ordinance(s) on file with CUWCC? no
- a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:
- n/a n/a

**B. Implementation**

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
- a. Gutter flooding Yes
- b. Single-pass cooling systems for new connections no
- c. Non-recirculating systems in all new conveyor or car wash systems no
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains Yes
- f. Other, please name Yes
- Cal Water send mail stuffer with bill and or newspaper ads regulating odd/even watering schedule to reduce water consumption.
2. Describe measures that prohibit water uses listed above:
- n/a

**Water Softeners:**

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

audit programs?

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

**C. Water Waste Prohibition Program Expenditures**

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

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

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

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

**E. Comments**

Cal Water because of it IOU Status does not have authority to pass ordinances, however, should the situation warrant mandatory reductions, Cal Water will request authority from the CPUC to do so.

Reported as of 10/

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **California Water Service Company - Hermosa / Redondo**      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	300	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>300</b>	<b>0</b>

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

Cal Water, in partnership with West Basin Municipal Water district has a toilet rebate in place. Cal Water committed \$10,000 to this program, which and all fund has been used up. WBMWD continues to rebate our customers \$100.00 per rebate.

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	10000	10000
2. Actual Expenditures	10000	

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

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

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

#### D. Comments

Cal Water will continue to partnership with WBMWD to implement High Efficient Clothes Washer

Reported as of 10/



**Water Supply & Reuse**

Reporting Unit:

Year:

**California Water Service Company - Hermosa / Redondo****2002****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
West Basin Municipal Water District	13697.72	Imported
West Basin Municipal Water District	136.79	Recycled
Cal Water Wells	1440.46	Groundwater

**Total AF: 15274.97**

Reported as of 10/

## Accounts & Water Use

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

### A. Service Area Population Information:

1. Total service area population 95500

### 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	21341	7854.89	0	0
2. Multi-Family	17035	2813.55	0	0
3. Commercial	2216	2206.16	0	0
4. Industrial	39	399.19	0	0
5. Institutional	344	659.99	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	20	141.95	0	0
8. Other	12	12.53	0	0
9. Unaccounted	NA	1191.72	NA	0
<b>Total</b>	<b>41007</b>	<b>15279.98</b>	<b>0</b>	<b>0</b>

**Metered**

**Unmetered**

Reported as of 10/

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

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

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

### B. Water Survey Data

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

#### Indoor Survey:

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

#### Outdoor Survey:

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

ALTHOUGH CAL WATER DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT A BMP-01, THE COMPANY PERFORM A GREAT NUMBER OF INVESTIGATIONS THAT LEAD TO A LOT OF WATER SAVINGS

### C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	10000
2. Actual Expenditures	0	

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

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

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

### E. Comments

ECONOMIC ANALYSIS SHOWS BMP-01 NOT TO BE COST EFFECTIVE AT THIS TIME. HOWEVER, NEXT YEAR CAL WATER WILL SEEK PARTNERSHIP WITH CENTRAL BASIN MUNICIPAL WATER DISTRICT.

Reported as of 10/

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

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.

PLUMBING RETROFIT ARE DISTRIBUTED TO CUSTOMERS WHEN OUR SERVICEPERSON INVESTIGATES HIGH BILLS AND LEAKS. WE ALSO DISTRIBUTE THEM AT THE OFFICE AT CUSTOMER'S REQUEST AND IN PUBLIC OUTREACHS

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	600	0
3. Number of toilet-displacement devices distributed:	150	0
4. Number of toilet flappers distributed:	250	0
5. Number of faucet aerators distributed:	600	0
6. Does your agency track the distribution and cost of low-flow devices?		no

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

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

PURCHASE ORDER, INVOICES AND INVENTORY

### C. Low-Flow Device Distribution Expenditures

**This Year    Next Year**

1. Budgeted Expenditures	3500	3000
2. Actual Expenditures	3500	

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

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

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

**E. Comments**

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

Reported as of 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**BMP Form Status:  
**100% Complete**Year:  
**2002****A. Implementation**

1. Has your agency completed a pre-screening system audit for this reporting year? yes
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
- |  |          |
|--|----------|
| a. Determine metered sales (AF)  | 14083.21 |
| b. Determine other system verifiable uses (AF)   | 0        |
| c. Determine total supply into the system (AF)   | 15274.97 |
| 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:

**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 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

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

### B. Feasibility Study

- |  |      |
|--|------|
| 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? | no   |
| a. If YES, when was the feasibility study conducted?<br>(mm/dd/yy)   |      |
| b. Describe the feasibility study:   |      |
| N/A  |      |
| 2. Number of CII accounts with mixed-use meters.   | 2559 |
| 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period.  | 0    |

### C. Meter Retrofit Program Expenditures

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

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

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

### E. Comments

ALL ACCOUNTS IN HERMOSA REDONDO DISTRICT ARE METERED

Reported as of 10/

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Water Use Budgets

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

### B. Landscape Surveys

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

### C. Other BMP 5 Actions

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

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	0	0	0
b. Loans	0	0	0
c. Grants	0	0	0

5. Do you provide landscape water use efficiency information to new customers and customers changing services? No

a. If YES, describe below:

N/A

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

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

b. If yes, does it have dedicated irrigation metering? no

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

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

**D. Landscape Conservation Program Expenditures**

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

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

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

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

**F. Comments**

CAL WATER AT HERMOSA REDONDO DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-05

Reported as of 10/

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

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

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 HERMOSA REDONDO DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-06. HOWEVER, CAL WATER IS PLANNING TO COST-SHARE WITH WEST BASIN MUNICIPAL WATER DISTRICT.

Reported as of 10/

### BMP 07: Public Information Programs

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

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.

CAL WATER AT HERMOSA PARTICIPATE IN VARIOUS PUBLIC OUTREACH AND PUBLIC EVENTS, DISTRIBUTE WATER CONSERVATION MATERIAL AT THE OFFICE, INFORMS THE COMMUNITY THROUGH NEWSPAPER ADS, BILL INSERT, ETC. THIS YEAR HERMOSA REDONDO IN PARTNERSHIP WITH OTHER AGENCIES CONTIBUTED \$5,000 TO A WATER EFFICIENT GARDEN.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	2
b. Public Service Announcement	yes	2
c. Bill Inserts / Newsletters / Brochures	yes	2
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

#### B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	7500	2500
2. Actual Expenditures	10000	

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

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

#### D. Comments

Reported as of 10/

### BMP 08: School Education Programs

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

#### A. Implementation

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	Yes	0	80	0
Grades 4th-6th	Yes	0	80	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	2000	2000
2. Actual Expenditures	2000	

#### 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 HERMOSA REDONDO DISTRIBUTE SCHOOL EDUCATION MATERIAL TO SCHOOL AT THE REQUEST OF TEACHERS AND DONATES BOOKS TO THE LOCAL LIBRARIES, DITRIBUTES ACTIVITIES MATERIAL FOR CHILDREN, ETC

Reported as of 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**BMP Form Status:  
**100% Complete**Year:  
**2002****A. Implementation**

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

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

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

<b>CII Surveys</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
<b>CII Survey Components</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no
<b>Agency CII Customer Incentives</b>	<b>Budget (\$/Year)</b>	<b>No. Awarded to Customers</b>	<b>Total \$ Amount Awarded</b>
h. Rebates	0	17	5000
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

**Option B: CII Conservation Program Targets**

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

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

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

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

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

### **D. Comments**

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME CII PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

Reported as of 10/

### BMP 09a: CII ULFT Water Savings

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

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.

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME CII PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

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.

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME CII PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

#### B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.) no
2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency? No
3. What is the total number of customer accounts participating in the program during the last year ?

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices	0	0	0	0
b. Retail / Wholesale	0	0	0	0
c. Hotels	0	0	0	0
d. Health	0	0	0	0
e. Industrial	0	0	0	0
f. Schools: K to 12	12	0	0	6
g. Eating	0	0	0	0
h. Govern-	0	0	0	0

ment

i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design.

6. Does your agency use outside services to implement this program?

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.

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME CII PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

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?

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME CII PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	0
----------------------------------	---

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

**D. Comments**

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME CII PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

Reported as of 10/

**BMP 11: Conservation Pricing**

Reporting Unit:  
**California Water Service Company -  
 Hermosa / Redondo**

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	\$11738368
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2200249
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	\$331462
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	\$643438
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$6570

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$462
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**6. Other**

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

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

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

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

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

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

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

### **D. Comments**

Reported as of 10/

### BMP 12: Conservation Coordinator

Reporting Unit:

**California Water  
Service Company -  
Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

#### A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? yes
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name: C/A
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 5.45%
  - 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 10/

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**BMP Form Status:  
**100% Complete**Year:  
**2002****A. Requirements for Documenting BMP Implementation**

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

a. If YES, describe the ordinance:

Cal Water as IOU utility does not have authorization to pass ordinances. However, Cal Water support and enforce most ordinances in effect from the cities, counties and municipalities in its 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 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" NONESSENTIAL OR UNAUTHORIZED WATER USE WHICH PROHIBITS USE OF WATER FOR FILLING OR REFILLING OF SWIMMING POOLS, USE OF WATER WHICH RESULTS IN FLOODING OUR NUN-OFF IN GUTTERS, ETC. (SEE RULE 14.1

Reported as of 10/

## BMP 14: Residential ULFT Replacement Programs

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

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	103	25
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>103</b>	<b>25</b>

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

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME CII PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

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

MWD AND WEST BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME ULFT PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

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	3500	3500
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

CAL WATER PARTICIPATED IN A COST SHARING PROGRAM WITH WEST BASIN MUNICIPAL WATER DISTRICT ALSO MWD AND WEST

BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES  
IMPLEMENTING SOME CII PROGRAM ON BEHALF OF CAL WATER  
AT HERMOSA REDONDO DISTRICT

Reported as of 10/

**Water Supply & Reuse**

Reporting Unit:

Year:

**California Water Service Company - Hermosa / Redondo****2001****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
West Basin Municipal Water District	12986.09	Imported
Cal Water Wells	1916.29	Groundwater
West Basin Municipal Water District	123.3	Recycled

**Total AF: 15025.68**

Reported as of 10/

## Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:  
**California Water Service** **01/14/2003** **2001**  
**Company - Hermosa / Redondo**

### A. Service Area Population Information:

1. Total service area population 96130

### 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	21292	7506.47	0	0
2. Multi-Family	15860	2808.42	0	0
3. Commercial	2220	2231.44	0	0
4. Industrial	39	415.65	0	0
5. Institutional	345	594.64	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	20	117.92	0	0
8. Other	11	8.09	0	0
9. Unaccounted	NA	1343.05	NA	0
<b>Total</b>	<b>39787</b>	<b>15025.68</b>	<b>0</b>	<b>0</b>

**Metered**

**Unmetered**

Reported as of 10/

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

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

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

### B. Water Survey Data

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

### Indoor Survey:

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

### Outdoor Survey:

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

ALTHOUGH CAL WATER DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT A BMP-01, THE COMPANY PERFORM A GREAT NUMBER OF INVESTIGATIONS THAT LEAD TO A LOT OF WATER SAVINGS

### C. Water Survey Program Expenditures

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

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

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

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

### E. Comments

CAL WATER AT HERMOSA REDONDO DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-01

Reported as of 10/

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no

a. If YES, list local jurisdictions in your service area and code or ordinance in each:

N/A

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no

3. Estimated percent of single-family households with low-flow showerheads: %

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: %

6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

N/A

### B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes

a. If YES, when did your agency begin implementing this strategy? 1/1/1994

b. Describe your targeting/ marketing strategy.

CAL WATER AT HERMOSA REDONDO DISTRIBUTE PLUMBING RETROFIT WHEN OUR SERVICEPERSON INVESTIGATES HIGH BILLS AND LEAKS. WE ALSO DISTRIBUTE THEM AT THE OFFICE AT CUSTOMER'S REQUEST AND AT PUBLIC OUTREACH

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	750	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	500	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	1500	3500
2. Actual Expenditures	1500	

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

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

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

**E. Comments**

EVEN THOUGH ECONOMIC ANALYSIS FOR BMP-02 SHOWS NOT TO BE COST EFFECTIVE IN HERMOSA, CAL WATER HAVE A PROGRAM IN PLACE

Reported as of 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**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)  | 13682.63 |
| b. Determine other system verifiable uses (AF)   | 0        |
| c. Determine total supply into the system (AF)   | 15025.68 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.91     |
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:

**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 10/

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

Reporting Unit:

**California Water Service  
Company - Hermosa / Redondo**

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:

ALL ACCOUNTS ARE METERED

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

### B. Feasibility Study

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

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

b. Describe the feasibility study:

N/A

2. Number of CII accounts with mixed-use meters. 0

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

### C. Meter Retrofit Program Expenditures

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

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

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

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

### E. Comments

ALL ACCOUNTS IN HERMOSA REDONDO DISTRICT ARE METERED

Reported as of 10/

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

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?      |    |
| 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.   | 2604 |
| 3. Do you offer landscape irrigation training?  | no   |
| 4. Does your agency offer financial incentives to improve landscape water use efficiency?   | no   |

Type of Financial Incentive:	Budget (Dollars/ Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	0	0	0
b. Loans	0	0	0
c. Grants	0	0	0
5. Do you provide landscape water use efficiency information to new customers and customers changing services?			No
a. If YES, describe below:			
6. Do you have irrigated landscaping at your facilities?			yes
a. If yes, is it water-efficient?			yes
b. If yes, does it have dedicated irrigation metering?			no
7. Do you provide customer notices at the start of the irrigation season?			no
8. Do you provide customer notices at the end of the irrigation season?			no

**D. Landscape Conservation Program Expenditures**

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

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

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

**F. Comments**

CAL WATER AT HERMOSA REDONDO DOES NOT HAVE THE CPUC APPROVAL TO IMPLEMENT BMP-05

Reported as of 10/

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

Reporting Unit:

**California Water Service Company -  
Hermosa / Redondo**

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 HERMOSA REDONDO DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-05

Reported as of 10/

## BMP 07: Public Information Programs

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

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.

CAL WATER AT HERMOSA PARTICIPATE IN VARIOUS PUBLIC OUTREACH AND PUBLIC EVENTS, DISTRIBUTE WATER CONSERVATION MATERIAL AT THE OFFICE, INFORMS THE COMMUNITY THROUGH NEWSPAPER ADS, BILL INSERT, ETC.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	2
b. Public Service Announcement	yes	2
c. Bill Inserts / Newsletters / Brochures	yes	2
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	2
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

### B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2500	7500
2. Actual Expenditures	2500	

### 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 10/

### BMP 08: School Education Programs

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

#### A. Implementation

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	no	0	0	0
Grades 4th-6th	no	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? 1/1/1995

#### B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	1000	2000
2. Actual Expenditures	1000	

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

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

#### D. Comments

CAL WATER DISTRIBUTE CONSERVATION MATERIAL TO THE SCHOOL AT TEACHERS REQUEST, DONATES BOOKS TO THE LOCAL LIBRARIES.

Reported as of 10/

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

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

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

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

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

### Option B: CII Conservation Program Targets

---

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

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

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

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

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

### **D. Comments**

CAL WATER DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT CII PROGRAMS IN HERMOSA REDONDO DISTRICT

Reported as of 10/

## BMP 09a: CII ULFT Water Savings

Reporting Unit:

**California Water Service  
Company - Hermosa /  
Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

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

No

### A. Targeting and Marketing

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

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

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

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

### B. Implementation

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

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. 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 HERMOSA REDONDO DISTRICT DOES NOT HAVE CPUC APPROVAL TO IMPLEMENT BMP-9-A AT THIS TIME. CAL WATER IS PLANING TO PARTNER WITH WEST BASIN MUNICIPAL WATER DISTRICT TO COST SHARE

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

d. Other contribution

e. Total

0

**D. Comments**

CAL WATER AT HERMOSA REDONDO DISTRICT DOES NOT HAVE  
CPUC APPROVAL TO IMPLEMENT BMP-09-A

Reported as of 10/

**BMP 11: Conservation Pricing**

Reporting Unit:  
**California Water Service Company -  
 Hermosa / Redondo**

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	\$11392941
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2226473
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	\$548919
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	\$590679
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$6752

**5. Irrigation**

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

**6. Other**

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

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

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

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

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

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

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

### **D. Comments**

Reported as of 10/

### BMP 12: Conservation Coordinator

Reporting Unit:

**California Water  
Service Company -  
Hermosa / Redondo**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

#### A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name: N/A
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 5.45%
  - 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 10/

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**California Water Service Company  
- Hermosa / Redondo**BMP Form Status:  
**100% Complete**Year:  
**2001****A. Requirements for Documenting BMP Implementation**

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

a. If YES, describe the ordinance:

Cal Water as IOU utility does not have authorization to pass ordinances. However, Cal Water support and enforce most ordinances in effect from the cities, counties and municipalities in its 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 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 10/

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **California Water Service Company - Hermosa / Redondo**      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	80	15
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<b>Total</b>	<b>80</b>	<b>15</b>

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

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME ULFT PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

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

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME ULFT PROGRAM ON BEHALF OF CAL WATER AT HERMOSA REDONDO DISTRICT

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

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

N/A      N/A

#### B. Residential ULFT Program Expenditures

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

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

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

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

#### D. Comments

MWD AND CENTRAL BASIN MUNICIPAL WATER DISTRICT ARE THE AGENCIES IMPLEMENTING SOME ULFT PROGRAM ON BEHALF OF

CAL WATER AT HERMOSA REDONDO DISTRICT

Reported as of 10/