

APPENDIX D

2003 AND 2004 CUWCC BMP REPORTS

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

Reporting Unit: **Desert Water Agency** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

- | | |
|--|------------|
| 1. Based on your signed MOU date, 10/15/1991, your Agency STRATEGY DUE DATE is: | 10/14/1993 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0
Indoor Survey:		
3. Check for leaks, including toilets, faucets and meter checks	no	no
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	no	no
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	no	no
Outdoor Survey:		
6. Check irrigation system and timers	no	no
7. Review or develop customer irrigation schedule	no	no
8. Measure landscaped area (Recommended but not required for surveys)	no	no
9. Measure total irrigable area (Recommended but not required for surveys)	no	no
10. Which measurement method is typically used (Recommended but not required for surveys)		None
11. Were customers provided with information packets that included evaluation results and water savings recommendations?	no	no
12. Have the number of surveys offered and	no	no

completed, survey results, and survey costs been tracked?

- a. If yes, in what form are surveys tracked? None
- b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes

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

Desert Water Agency studies have realized that as much as 80% of all residential water use is for landscape irrigation. Therefore, we have concluded that it is more cost effective for us to concentrate the bulk of our efforts on reducing water consumption in the landscape. We, therefore, have chosen to direct our resources into performing BMP #5. (See Water Conservation Program of the Desert Water Agency on file with the CUWCC).

BMP 02: Residential Plumbing Retrofit

Reporting Unit: **Desert Water Agency** 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:

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no
3. Estimated percent of single-family households with low-flow showerheads: %
4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no
5. Estimated percent of multi-family households with low-flow showerheads: %
6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? no
 - a. If YES, when did your agency begin implementing this strategy?
 - b. Describe your targeting/ marketing strategy.

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

C. Low-Flow Device Distribution Expenditures

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

D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes

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

In January 1977, Desert Water Agency published the results of a residential pilot program to analyze the Agency's customer water use habits, and to establish the focus of a water conservation program (copy on file with the CUWCC). From the study, it was determined that in our service area, 60 to 80% of all residential water use is for landscape irrigation. This is due to our arid desert environment where temperatures reach as high as 123F. The study did involve the installation of devices such as low flow showerheads and toilet displacement devices by Agency personnel. Public acceptance of the showerheads was favorable; however, the toilet devices did not operate as well. Since such a large percentage of water was found to be used for landscape irrigation, it was felt that future programs should be directed toward customers reducing water use in the landscape as it has the highest potential for savings and is the most cost effective.

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **Desert Water Agency** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

1. Has your agency completed a pre-screening system audit for this reporting year? no
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF)
 - b. Determine other system verifiable uses (AF)
 - c. Determine total supply into the system (AF)
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.00
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? no
 - a. If yes, describe the leak detection program:

B. Survey Data

1. Total number of miles of distribution system line. 366
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? yes
 - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."
Desert Water Agency informs all customers of possible on-site leaks when excessive consumption occurs when compared to the prior year's usage. Desert Water Agency performs water audits by metering all customer connections and water used for construction purposes through fire hydrants. Water used for other purposes such as city street washing and fire fighting is also recorded. The combined usage is calculated and the % unaccounted for determined. We do not have a leak detection program as we feel it is more cost effective to fund an aggressive main replacement

program. Additionally, the soils in our area are comprised of coarse sand. This allows water from a leak to surface quickly where it is easily detected. All leaks are repaired as soon as they are discovered to prevent damage and waste of water. All leaks are tracked on maps and on a pipeline inventory computer program. Mains with a history of leaks are budgeted for replacement, as are aging mains.

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

Reporting Unit: **Desert Water Agency** 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: | |
| Desert Water Agency has no unmetered services. | |
| 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: | |
| Landscape water audits conducted and consumptive use mailings have shown that the majority of applicable developments within DWA's service area were fitted with dedicated irrigation meters at the time of construction. | |
| 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." | |

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
Desert Water
Agency

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? | yes |
| a. If YES, when did your agency begin implementing this strategy? | 07/01/1989 |
| b. Description of marketing / targeting strategy:
(Please note that the correct entry in A.1. is NOT DETERMINED. As your system will not accept this, I have utilized a "0" in its place. | |
| 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 | yes |
| b. Distribution Uniformity Analysis | yes |
| c. Review / Develop Irrigation Schedules | yes |
| d. Measure Landscape Area | yes |
| e. Measure Total Irrigable Area | yes |
| f. Provide Customer Report / Information | yes |
| 5. Do you track survey offers and results? | yes |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | yes |
| a. If YES, describe below:
Follow-up surveys are performed after a period of five years following the initial survey, or as requested by a customer. The follow-up surveys consist of a complete reevaluation of the site, a comparison with the data from the prior evaluation, and any recommendations. | |

C. Other BMP 5 Actions

- | | |
|--|-----|
| 1. An agency can provide mixed-use accounts with ETo-based | yes |
|--|-----|

landscape budgets in lieu of a large landscape survey program.
Does your agency provide mixed-use accounts with landscape budgets?

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			
b. Loans			
c. Grants			

5. Do you provide landscape water use efficiency information to new customers and customers changing services? yes

a. If YES, describe below:

Desert Water Agency provides all new customers and customers changing service with a comprehensive, easy-to-read brochure which includes all facets of our functions, along with water conservation information.

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? yes
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	18000	18000
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

Desert Water Agency is evaluating the cost effectiveness of our landscape water audit program in terms of actual water saved. (No audits were performed, and hence, no actual expenditures). As of this submission, staff is reviewing with our board a revised program, which may include funding customer site improvements to increase the water efficiency of their project. We have interested parties, and are working out the details of the program.

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

Desert Water Agency

BMP Form Status:

100% Complete

Year:

2003

A. Implementation

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

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

2. Does your agency offer rebates for high-efficiency washers? no

3. What is the level of the rebate?

4. Number of rebates awarded.

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

Desert Water Agency studies have realized that as much as 80% of all residential water use is for landscape irrigation. Therefore, we have concluded that it is more cost effective for us to concentrate the bulk of our efforts on reducing water consumption in the landscape. We, therefore, have chosen to direct our resources into performing BMP #5. (See Water Conservation Program of the Desert Water Agency on file with the CUWCC).

BMP 07: Public Information Programs

Reporting Unit:

Desert Water Agency

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.

Public education has played an expanding role in the Agency's formal Water Conservation Program since adoption by its board of directors in 1982. The program utilizes both staff personnel and contract consultants. All aspects of the Agency's functions are communicated to the public utilizing the items checked below.

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	3
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	2
g. Speaker's Bureau	yes	15
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	97200	85800
2. Actual Expenditures	148906	

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."

BMP 08: School Education Programs

Reporting Unit:

BMP Form Status:

Year:

Desert Water Agency

100% Complete

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	5	150	0
Grades 4th-6th	yes	60	1750	0
Grades 7th-8th	yes	35	1380	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? 05/01/1989

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	17000	0
2. Actual Expenditures	17000	

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

Please note that the entity Desert Water Agency contracted with to perform its in-classroom school education program (Palm Springs Desert Museum) elected to dissolve its Natural Science Education Program effective July 1, 2004. The Agency's board of directors is exploring options for a suitable replacement program.

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

BMP Form Status:

Year:

Desert Water Agency**100% Complete****2003****A. Implementation**

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

Option A: CII Water Use Survey and Customer Incentives Program

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

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

j. Grants

k. Others

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

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

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

Please note that Desert Water chooses to perform neither Option A, nor Option B. The explanation for doing so is contained in the Comments, below. ("Yes" was checked for Option B as CII accounts are tracked for purposes of the mailings listed below, but not specifically for BMP #9).

BMP 09a: CII ULFT Water Savings

Reporting Unit:
Desert Water Agency

BMP Form Status:
100% Complete

Year:
2003

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

A. Targeting and Marketing

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

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

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

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

B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)

2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency?

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

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

- h. 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?

Desert Water Agency studies have realized that as much as 80% of all residential water use is for landscape irrigation. Therefore, we have concluded that it is more cost effective for us to concentrate the bulk of our efforts on reducing water consumption in the landscape. We, therefore, have chosen to direct our resources into performing BMP #5. (See Water Conservation Program of the Desert Water Agency on file with the CUWCC).

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

f. Total	0	0
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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
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BMP 11: Conservation Pricing

Reporting Unit:
Desert Water Agency

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	Non-volumetric Flat Rate
c. Total Revenue from Volumetric Rates	\$8992366
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$717818

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$3653915
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

3. Industrial

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

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$602907
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$439092
d. Total Revenue from Non-Volumetric	\$0

BMP 12: Conservation Coordinator

Reporting Unit: **Desert Water Agency** 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 ?
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 38%
 - b. Coordinator's Name Michael F. Bergan
 - c. Coordinator's Title Administrative Services Officer
 - d. Coordinator's Experience and Number of Years 24
 - e. Date Coordinator's position was created (mm/dd/yyyy) 01/02/1977
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	59400	85800
2. Actual Expenditures	40187	

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."

BMP 13: Water Waste Prohibition

Reporting Unit: **Desert Water Agency** 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:
Desert Water Agency's Board of Directors adopted Ordinance No. 31, An Ordinance Prohibiting the Waste of Water. It defines "waste," discusses actions to be taken, spells out customers' rights, and states exemptions.
2. Is a copy of the most current ordinance(s) on file with CUWCC? yes
 - 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:

Desert Water Agency	Typically, violators have been cooperative in eliminating waste after being sent a letter informing them of the situation.
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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 yes
 - d. Non-recirculating systems in all new commercial laundry systems no
 - e. Non-recirculating systems in all new decorative fountains no
 - f. Other, please name no
2. Describe measures that prohibit water uses listed above:
 - a. In cases such as gutter flooding, written notice is sent to the subject customer, or a blanket mailing is conducted throughout neighborhoods with high incidents of waste.
 - b. In areas where Desert Water Agency is responsible for sewage collection, plans are checked to insure that a recirculating system is used.

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 no

produced.

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. no

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

Please note that Water Waste Prohibition Program costs are included in the Conservation Staff Program Expenditures, BMP 12.

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
Desert Water Agency

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?	no	no
Number of Toilets Replaced by Agency Program During Report Year		
Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
<hr/>		
Total	0	0

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

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

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:

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

Desert Water Agency studies have realized that as much as 80% of all residential water use is for landscape irrigation. Therefore, we have concluded that it is more cost effective for us to concentrate the bulk of our efforts on reducing water consumption in the landscape. We, therefore, have chosen to direct our resources into performing BMP #5. (See Water Conservation Program of the Desert Water Agency on file with the CUWCC).

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

Reporting Unit: **Desert Water Agency** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

- | | |
|--|------------|
| 1. Based on your signed MOU date, 10/15/1991, your Agency STRATEGY DUE DATE is: | 10/14/1993 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0
Indoor Survey:		
3. Check for leaks, including toilets, faucets and meter checks	no	no
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	no	no
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	no	no
Outdoor Survey:		
6. Check irrigation system and timers	no	no
7. Review or develop customer irrigation schedule	no	no
8. Measure landscaped area (Recommended but not required for surveys)	no	no
9. Measure total irrigable area (Recommended but not required for surveys)	no	no
10. Which measurement method is typically used (Recommended but not required for surveys)		None
11. Were customers provided with information packets that included evaluation results and water savings recommendations?	no	no

12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? no no

a. If yes, in what form are surveys tracked? None

b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes

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

Desert Water Agency studies have realized that as much as 80% of all residential water use is for landscape irrigation. Therefore, we have concluded that it is more cost effective for us to concentrate the bulk of our efforts on reducing water consumption in the landscape. We, therefore, have chosen to direct our resources into performing BMP #5. (See Water Conservation Program of the Desert Water Agency on file with the CUWCC).

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

BMP Form Status:

Year:

Desert Water Agency

100% Complete

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:

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no
3. Estimated percent of single-family households with low-flow showerheads: %
4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no
5. Estimated percent of multi-family households with low-flow showerheads: %
6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? no
 - a. If YES, when did your agency begin implementing this strategy?
 - b. Describe your targeting/ marketing strategy.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	0	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
6. Does your agency track the distribution and cost of low-flow devices? no <ol style="list-style-type: none">a. If YES, in what format are low-flow devices tracked?b. If yes, describe your tracking and distribution system :		

C. Low-Flow Device Distribution Expenditures

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

D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes

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

In January 1977, Desert Water Agency published the results of a residential pilot program to analyze the Agency's customer water use habits, and to establish the focus of a water conservation program (copy on file with the CUWCC). From the study, it was determined that in our service area, 60 to 80% of all residential water use is for landscape irrigation. This is due to our arid desert environment where temperatures reach as high as 123F. The study did involve the installation of devices such as low flow showerheads and toilet displacement devices by Agency personnel. Public acceptance of the showerheads was favorable; however, the toilet devices did not operate as well. Since such a large percentage of water was found to be used for landscape irrigation, it was felt that future programs should be directed toward customers reducing water use in the landscape as it has the highest potential for savings and is the most cost effective.

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **Desert Water Agency** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

1. Has your agency completed a pre-screening system audit for this reporting year? no
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF)
 - b. Determine other system verifiable uses (AF)
 - c. Determine total supply into the system (AF)
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.00
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? no
 - a. If yes, describe the leak detection program:

B. Survey Data

1. Total number of miles of distribution system line. 368
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? yes
 - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."
Desert Water Agency informs all customers of possible on-site leaks when excessive consumption occurs when compared to the prior year's usage. Desert Water Agency performs water audits by metering all customer connections and water used for construction purposes through fire hydrants. Water used for other purposes such as city street washing and fire fighting is also recorded. The combined usage is calculated and the % unaccounted for determined. We do not have a leak detection program as we feel it is more cost effective to fund an aggressive main replacement

program. Additionally, the soils in our area are comprised of coarse sand. This allows water from a leak to surface quickly where it is easily detected. All leaks are repaired as soon as they are discovered to prevent damage and waste of water. All leaks are tracked on maps and on a pipeline inventory computer program. Mains with a history of leaks are budgeted for replacement, as are aging mains.

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

Reporting Unit: **Desert Water Agency** 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:
Desert Water Agency has no unmetered services.
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:
Landscape water audits conducted and consumptive use mailings have shown that the majority of applicable developments within DWA's service area were fitted with dedicated irrigation meters at the time of construction.
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."

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
Desert Water
Agency

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? | yes |
| a. If YES, when did your agency begin implementing this strategy? | 07/01/1989 |
| b. Description of marketing / targeting strategy:
(Please note that the correct entry in A.1. is NOT DETERMINED. As your system will not accept this, I have utilized a "0" in its place. | |
| 2. Number of Surveys Offered. | 5 |
| 3. Number of Surveys Completed. | 5 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | yes |
| b. Distribution Uniformity Analysis | yes |
| c. Review / Develop Irrigation Schedules | yes |
| d. Measure Landscape Area | yes |
| e. Measure Total Irrigable Area | yes |
| f. Provide Customer Report / Information | yes |
| 5. Do you track survey offers and results? | yes |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below:
Follow-up surveys are performed following customer implimentation of recommended changes, or as requested by the customer. | |

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. | yes |
|---|-----|

- Does your agency provide mixed-use accounts with landscape budgets?
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? yes

a. If YES, describe below:

Desert Water Agency provides all new customers and customers changing service with a comprehensive, easy-to-read brochure which includes all facets of our functions, along with water conservation information.

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? yes
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	12500	0
2. Actual Expenditures	5100	

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."

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
Desert Water Agency

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? no
 - a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.
2. Does your agency offer rebates for high-efficiency washers? no
3. What is the level of the rebate?
4. Number of rebates awarded.

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

Desert Water Agency studies have realized that as much as 80% of all residential water use is for landscape irrigation. Therefore, we have concluded that it is more cost effective for us to concentrate the bulk of our efforts on reducing water consumption in the landscape. We, therefore, have chosen to direct our resources into performing BMP #5. (See Water Conservation Program of the Desert Water Agency on file with the CUWCC).

BMP 07: Public Information Programs

Reporting Unit:

BMP Form Status:

Year:

Desert Water Agency

100% Complete

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.

Public education has played an expanding role in the Agency's formal Water Conservation Program since adoption by its board of directors in 1982. The program utilizes both staff personnel and contract consultants. All aspects of the Agency's functions are communicated to the public utilizing the items checked below. Additionally, this year, the Agency redesigned and expanded its Web site. It is now more user friendly, and several items were added in order to better serve the public.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	2
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	yes	15
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	58500	0
2. Actual Expenditures	184237	

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."

BMP 08: School Education Programs

Reporting Unit:

Desert Water Agency

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	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? no

4. When did your Agency begin implementing this program? 05/01/1989

B. School Education 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

Please note that the entity Desert Water Agency contracted with to perform its in-classroom school education program (Palm Springs Desert Museum) elected to dissolve its Natural Science Education Program effective July 1, 2004. The Agency's board of directors is exploring options for a suitable replacement program.

BMP 09: Conservation Programs for CII Accounts

Reporting Unit: **Desert Water Agency** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

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

Option A: CII Water Use Survey and Customer Incentives Program

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

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

- j. Grants
- k. Others

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

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

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

Please note that Desert Water chooses to perform neither Option A, nor Option B. The explanation for doing so is contained in the Comments, below. ("Yes" was checked for Option B as CII accounts are tracked for purposes of the mailings listed below, but not specifically for BMP #9).

BMP 09a: CII ULFT Water Savings

Reporting Unit:

Desert Water Agency

BMP Form Status:

100% Complete

Year:

2004

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

A. Targeting and Marketing

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

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

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

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

B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)

2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency?

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

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

- h. Govern-
ment
- i. Churches
- j. Other

5. Program design.

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

a. If yes, check all that apply.

7. Participant tracking and follow-up.

8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.

- a. Disruption to business
- b. Inadequate payback
- c. Inadequate ULFT performance
- d. Lack of funding
- e. American's with Disabilities Act
- f. Permitting
- g. Other. Please describe in B. 9.

9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.

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

Desert Water Agency studies have realized that as much as 80% of all residential water use is for landscape irrigation. Therefore, we have concluded that it is more cost effective for us to concentrate the bulk of our efforts on reducing water consumption in the landscape. We, therefore, have chosen to direct our resources into performing BMP #5. (See Water Conservation Program of the Desert Water Agency on file with the CUWCC).

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

f. Total	0	0
----------	---	---

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution

b. State agency contribution

c. Federal agency contribution

d. Other contribution

e. Total		0
----------	--	---

BMP 11: Conservation Pricing

Reporting Unit:
Desert Water Agency

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	Non-volumetric Flat Rate
c. Total Revenue from Volumetric Rates	\$9136703
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2155873

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$3706689
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

3. Industrial

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

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$588258
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$490926
d. Total Revenue from Non-Volumetric	\$0

Charges, Fees and other Revenue Sources

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

	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

This Agency does not classify accounts as "Industrial." All customers of this type are included under "Commercial." "Service Not Provided" was listed within the "Industrial" category, as there were no other options that would reflect this.

BMP 12: Conservation Coordinator

Reporting Unit: **Desert Water Agency** 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? yes
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 38%
 - b. Coordinator's Name Michael F. Bergan
 - c. Coordinator's Title Administrative Services Officer
 - d. Coordinator's Experience and Number of Years 25
 - e. Date Coordinator's position was created (mm/dd/yyyy) 01/02/1977
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	85800	0
2. Actual Expenditures	43651	

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."

BMP 13: Water Waste Prohibition

Reporting Unit: **Desert Water Agency** 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:
Desert Water Agency's Board of Directors adopted Ordinance No. 31, An Ordinance Prohibiting the Waste of Water. It defines "waste," discusses actions to be taken, spells out customers' rights, and states exemptions.
2. Is a copy of the most current ordinance(s) on file with CUWCC? yes
 - 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:

Desert Water Agency	Typically, violators have been cooperative in eliminating waste after being sent a letter informing them of the situation.
---------------------	--

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 yes
 - d. Non-recirculating systems in all new commercial laundry systems no
 - e. Non-recirculating systems in all new decorative fountains no
 - f. Other, please name no
2. Describe measures that prohibit water uses listed above:
 - a. In cases such as gutter flooding, written notice is sent to the subject customer, or a blanket mailing is conducted throughout neighborhoods with high incidents of waste.
 - b. In areas where Desert Water Agency is responsible for sewage collection, plans are checked to insure that a recirculating system is used.

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 no

produced.

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. no

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

Please note that Water Waste Prohibition Program costs are included in the Conservation Staff Program Expenditures, BMP 12.

BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Desert Water Agency** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	no	no
Number of Toilets Replaced by Agency Program During Report Year		
Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total		
	0	0

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

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

Desert Water Agency studies have realized that as much as 80% of all residential water use is for landscape irrigation. Therefore, we have concluded that it is more cost effective for us to concentrate the bulk of our efforts on reducing water consumption in the landscape. We, therefore, have chosen to direct our resources into performing BMP #5. (See Water Conservation Program of the Desert Water Agency on file with the CUWCC).