

Appendix C – California Urban Water Conservation Council – Best Management Practices Reports for 2002/2003 and 2003/2004

Water Supply & Reuse

Reporting Unit:

Eastern Municipal Water District - Retail

Year:

2003**Water Supply Source Information**

Supply Source Name	Quantity (AF) Supplied	Supply Type
MWD	65763	Imported
EMWD	18200	Groundwater
EMWD	21600	Recycled

Total AF: 105563

Reported as of 9/29/05

Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:
Eastern Municipal Water **01/27/2005** **2003**
District - Retail

A. Service Area Population Information:

1. Total service area population 526691

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	91587	47622	0	0
2. Multi-Family	1035	4727	0	0
3. Commercial	1934	6073	0	0
4. Industrial	115	394	0	0
5. Institutional	631	6206	0	0
6. Dedicated Irrigation	791	6145	0	0
7. Recycled Water	82	16296	0	0
8. Other	337	3943	0	0
9. Unaccounted	NA	0	NA	0
Total	96512	91406	0	0

Metered

Unmetered

Reported as of 9/29/05

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

Reporting Unit:

Eastern Municipal Water District - Retail

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- | | |
|--|------------|
| 1. Based on your signed MOU date, 02/07/1992, your Agency STRATEGY DUE DATE is: | 02/06/1994 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 07/01/1997 |
| 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:	142	0
2. Number of surveys completed:	142	0

Indoor Survey:

- | | | |
|---|-----|-----|
| 3. Check for leaks, including toilets, faucets and meter checks | yes | yes |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | yes | yes |
| 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary | yes | yes |

Outdoor Survey:

- | | | |
|--|----------------|----------|
| 6. Check irrigation system and timers | yes | yes |
| 7. Review or develop customer irrigation schedule | yes | yes |
| 8. Measure landscaped area (Recommended but not required for surveys) | yes | yes |
| 9. Measure total irrigable area (Recommended but not required for surveys) | yes | yes |
| 10. Which measurement method is typically used (Recommended but not required for surveys) | Odometer Wheel | |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | yes | yes |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? | yes | yes |
| a. If yes, in what form are surveys tracked? | | database |
| b. Describe how your agency tracks this information. | | |

Input to customer accounts & database and quarterly reports to MWD

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	10000
2. Actual Expenditures	10650	

D. "At Least As Effective As"

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

E. Comments

Reported as of 9/29/05

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

**Eastern Municipal Water District
- Retail**

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? yes

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

EMWD Ordinance No. 72.19, which is updated regularly & recognized as lawful by local municipalities.

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: 68%

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: 72%

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

B. Low-Flow Device Distribution Information

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

a. If YES, when did your agency begin implementing this strategy? 07/01/1994

b. Describe your targeting/ marketing strategy.

Beginning in July 1997, identified & contacted top 20% of water users -- offer survey & conduct those requesting accordingly. In addition, conduct numerous surveys each year beyond those targeted.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	42	100
3. Number of toilet-displacement devices distributed:	114	50
4. Number of toilet flappers distributed:	31	25
5. Number of faucet aerators distributed:	15	8
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? Database

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

Regular posting to customer accounts, database and quarterly project reports to MWD

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
2. Actual Expenditures	5500	

D. "At Least As Effective As"

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

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

E. Comments

Reported as of 9/29/05

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

Eastern Municipal Water District - Retail

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) 93448
 - b. Determine other system verifiable uses (AF) 100
 - c. Determine total supply into the system (AF) 97074
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.96
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? yes
 - a. If yes, describe the leak detection program:

Fix leaks as they are reported and replace pipes with leak history

B. Survey Data

1. Total number of miles of distribution system line. 1528
2. Number of miles of distribution system line surveyed. 1528

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Reported as of 9/29/05

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

Reporting Unit:
Eastern Municipal Water District - Retail

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 accounts - without exception - are metered. Therefore, no retrofitting program or funding for same is necessary.

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? yes

a. If YES, when was the feasibility study conducted? 07/01/1997
(mm/dd/yy)

b. Describe the feasibility study:

Discussions between Conservation, Customer Service & Information Systems revealed that not enough landscape accounts have mixed-use meters to make any changes/incentives possible.

2. Number of CII accounts with mixed-use meters. 2680

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 CII landscape accounts with 3,000 sq. ft. or more have been put on water budgets since 1992

Reported as of 9/29/05

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **Eastern Municipal Water District - Retail** BMP Form Status: **100% Complete** Year: **2003**

A. Water Use Budgets

- | | |
|--|------|
| 1. Number of Dedicated Irrigation Meter Accounts: | 621 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 385 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 3446 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 2263 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | yes |

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? | 01/01/1997 |
| b. Description of marketing / targeting strategy: | |

Monthly contacts -- some written, some oral/in person - every month. PDA classes & moisture sensor installations have also been implemented. Monthly water budget statements sent out and yearly non-compliance settlements charges have been implemented. Also, contracted w/San Jacinto/Hemet Resource Conservation District to provide Landscape Audits for all non-compliance fee payers.

- | | |
|---|-----|
| 2. Number of Surveys Offered. | 100 |
| 3. Number of Surveys Completed. | 10 |
| 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: | |

Monthly Water Budget Reports to all accounts with Landscape Meters/Plan Checks. Contract with San Jacinto/Hemet Resource Conservation District to perform audits on all accts who have paid a non-compliance settlement fee for going over their water allocated budget.

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 | no |
|--|----|

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? yes

4. Does your agency offer financial incentives to improve landscape water use efficiency? yes

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:

Review of Plan Checks, Assignment of Water Budget, Orientation of Landscape/Irrigation Ordinance 72.19, and follow-up. Monthly water consumption statement.

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? yes

8. Do you provide customer notices at the end of the irrigation season? yes

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	37000	38000
2. Actual Expenditures	56119	

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

No. A1 - relates to all dedicated landscape metered accounts in our sytem. No. A2 - relates to all dedicated landscape metered acctns in our system that are active & have a full 12 months usage history. Also, note that No. A1 is less than previous reports due to acctns converting to recycled water and/or being designated as under the 3,000 sq ft requirement. EMWD does charge "disincentive fees" from \$100 - \$500 dollars for going over water budgets by percentages on a 5 step/tiered scale.

Reported as of 9/29/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

**Eastern Municipal Water District
- Retail**

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.

Socal Edison & the Gas Company at various times offered rebates of \$75 to \$125 per HEW, until all funds were expended. June 2002 - Nov 2002, MWD offered a \$100 rebate for customers within MWD/EMWD zip codes. Eastern provided an additional \$10 for a total rebate of \$110. Dec 2002 - June 2003, MWD offered a rebate of \$110. Eastern provided staff, marketing and costs associated with administering this program - no rebate dollars.

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

3. What is the level of the rebate? 0

4. Number of rebates awarded. 313

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	7000	7000
2. Actual Expenditures	6920	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 07: Public Information Programs

Reporting Unit:

Eastern Municipal Water District - Retail

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.

On-going Bill Stuffers, News Releases and Water Bill messages, along with a Conservation "Hotline" are used to consistently apprise customers of using water wisely & efficiently.

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	10
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	15
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	6
g. Speaker's Bureau	yes	8
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	25000	40000
2. Actual Expenditures	24500	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 08: School Education Programs

Reporting Unit:
Eastern Municipal Water District - Retail

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	42	30928	0
Grades 4th-6th	yes	38	17156	0
Grades 7th-8th	yes	3	960	0
High School	yes	10	12969	0

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program? 7/1/1991

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	117404	166320
2. Actual Expenditures	156184	

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

The numbers provided in the "number of students reached" category above, account for all aspects of our education program that reach students with a water conservation message. The various programs used to reach students include educational tours of EMWD facilities, a water conservation theater program (assembly style presentations), free water education materials, a "water-wise" poster contest and classroom presentations. The numbers listed reflect the total students reached through all of these programs. EMWD has seen growth in its area, which has resulted in expanding programs to reach more students. As growth continues, EMWD will continue to see the #'s increase.

Reported as of 9/29/05

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**Eastern Municipal Water
District - Retail**BMP Form Status:
100% CompleteYear:
2003**A. Implementation**

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

Option A: CII Water Use Survey and Customer Incentives Program

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

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	2	0	0
b. Number of New Surveys Completed	2	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	2	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	yes	no	no
f. Evaluation of all water-using apparatus and processes	yes	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	no	no
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	25790	279	25790
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?	yes
6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	yes
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	170
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	60.09

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
2. Actual Expenditures	5000	

C. "At Least As Effective As"

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

D. Comments

Reported as of 9/29/05

BMP 09a: CII ULFT Water Savings

Reporting Unit:
Eastern Municipal Water District - Retail

BMP Form Status:
100% Complete

Year:
2003

1. Did your agency implement a CII ULFT replacement program in the reporting year? Yes
 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? Potential savings
CII Sector or subsector
 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.

Special marketing material from Management Company (HDMC), contracted through Metropolitan Water District of Southern California (MWD), provided the tools to do individualized target mailings.

2. How does your agency advertise this program? Check all that apply. Direct letter
Bill message
Newsletter
Web page
Trade publications
Other print media
Trade shows and events
Telemarketing

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

Direct mailing of marketing clip sheets. Also, advertising in customer newsletters and Chamber presentations.

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.) Yes
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? Yes
3. What is the total number of customer accounts participating in the program during the last year ? 1

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	72	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. Govern- ment	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design.

Rebate or voucher

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

a. If yes, check all that apply.

Consultant

7. Participant tracking and follow-up.

No 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	4
b. Inadequate payback	4
c. Inadequate ULFT performance	2
d. Lack of funding	5
e. American's with Disabilities Act	1
f. Permitting	1
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.

Eastern has very limited CII Industry - a lot of new construction with low-flow toilets already installed

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?

Participation level this fiscal year doubled from the past year - Hopefully, we will continue to escalate customer participation

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	1500	1500
b. Materials	150	150
c. Marketing & Advertising	350	350
d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	2000	2000

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	4320
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	4320

D. Comments

Reported as of 9/29/05

BMP 11: Conservation Pricing

Reporting Unit:

**Eastern Municipal Water District -
Retail**

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	Uniform
c. Total Revenue from Volumetric Rates	\$32717616
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$7975087

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$3912530
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$253835
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	\$3999504
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	\$2206056
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

6. Other

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$1373121

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue Sources \$36703

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 12: Conservation Coordinator

Reporting Unit:

**Eastern Municipal Water District
- Retail**

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- 1. Does your Agency have a conservation coordinator? no
- 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:
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? %
 - b. Coordinator's Name
 - c. Coordinator's Title
 - d. Coordinator's Experience and Number of Years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 12/1/1991
- 6. Number of conservation staff, including Conservation Coordinator. 3

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	232359	160000
2. Actual Expenditures	152854	

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

Full time Conservation Coordinator, Ted Haring, retired in September 2002. Position not filled - by type - in 2003. However, Conservation Program Representatives and Department Director temporarily took over a portion of Coordinator's assignments. Additional conservation staff was hired in 2004

Reported as of 9/29/05

BMP 13: Water Waste Prohibition

Reporting Unit:

**Eastern Municipal Water District -
Retail**BMP Form Status:
100% CompleteYear:
2003**A. Requirements for Documenting BMP Implementation**

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

a. If YES, describe the ordinance:

Ordinance No. 72.19 provides special provisions for water conservation measures for golf courses & large landscape projects. In addition, several provisions for conservation ethics are included for all EMWD customers.

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:

Moreno Valley, Hemet,
Temecula, Murrieta, Perris & San
Jacinto

All cities defer to EMWD's
Ordinance No. 72.19

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 yes

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
Irrigation during hot/daylight hours. Water between midnight & 6:00 a.m. yes

2. Describe measures that prohibit water uses listed above:

The Ordinance, requirements for new business connections (on file with CUWCC) and basic conservation messages/bill stuffers that are ongoing.

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. yes

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. yes

ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes

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? yes

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? yes

C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	4000	4000
2. Actual Expenditures	4000	

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 current law does not allow EMWD to prohibit residential on-site regeneration water softeners, our agency discourages this use when queried by customers. Also, Eastern's load limits into the sewer system for commercial water softeners takes care of itself.

Reported as of 9/29/05

BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Eastern Municipal Water District - Retail** 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	906	70
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	906	70

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

A rebate program has been in place since 2000 and is totally administered by EMWD staff

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

A rebate program has been in place since 2000 and is totally administered by EMWD staff

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	35000	35000
2. Actual Expenditures	34240	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

Water Supply & Reuse

Reporting Unit:

Eastern Municipal Water District - Wholesale

Year:

2003

Water Supply Source Information

Supply Source Name	Quantity (AF) Supplied	Supply Type
MWD	65763	Imported
EMWD	18200	Groundwater
EMWD	21600	Recycled

Total AF: 105563

Purchaser Information

Name of Agency	Quantity (AF) Supplied	Retailer or Wholesaler
Lake Hemet MWD	1295	retail
City of Perris	2038	retail
DWR	27	wholesale
City of San Jacinto	36	retail
Western MWD	658	wholesale
Nuevo Water Company	530	retail
Murrieta County Water District	52	retail
City of Hemet	717	retail

Total AF: 5353

Reported as of 9/29/05

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

**Eastern Municipal Water
District - Wholesale**BMP Form Status:
100% CompleteYear:
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) | 93448 |
| b. Determine other system verifiable uses (AF) | 100 |
| c. Determine total supply into the system (AF) | 97074 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.96 |
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? yes
- a. If yes, describe the leak detection program:

Fix leaks as they are reported and replace pipes with leak history

B. Survey Data

- | | |
|--|------|
| 1. Total number of miles of distribution system line. | 1528 |
| 2. Number of miles of distribution system line surveyed. | 1528 |

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Reported as of 9/29/05

BMP 07: Public Information Programs

Reporting Unit:

Eastern Municipal Water District - Wholesale

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.

On-going Bill Stuffers, News Releases and Water Bill messages, along with a Conservation "Hotline" are used to consistently apprise customers of using water wisely & efficiently.

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	10
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	15
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	6
g. Speaker's Bureau	yes	8
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	25000	40000
2. Actual Expenditures	24500	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 08: School Education Programs

Reporting Unit:

**Eastern Municipal Water
District - Wholesale**BMP Form Status:
100% CompleteYear:
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	42	30928	0
Grades 4th-6th	yes	38	17156	0
Grades 7th-8th	yes	3	3	0
High School	yes	10	10	0

3. Did your Agency's materials meet state education framework requirements? yes4. When did your Agency begin implementing this program? 7/1/1991**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	117404	166320
2. Actual Expenditures	156184	

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

The numbers provided in the "number of students reached" category above, account for all aspects of our education program that reach students with a water conservation message. The various programs include educational tours of EMWD facilities, a water conservation theater program (assembly style presentations), free water education materials, a "water-wise" poster contest and classroom presentations. The numbers listed reflect the total students reached through all of these programs. EMWD has seen growth in the area which has resulted in expanding programs to reach more students. As growth continues, the numbers will increase.

Reported as of 9/29/05

BMP 10: Wholesale Agency Assistance Programs

Reporting Unit:

Eastern Municipal Water District - Wholesale

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

1. Financial Support by BMP

BMP	Financial Incentives Offered?	Budgeted Amount	Amount Awarded	BMP	Financial Incentives Offered?	Budgeted Amount	Amount Awarded
1	No	0	0	8	No	0	0
2	No	0	0	9	No	0	0
3	No	0	0	10	No	0	0
4	No	0	0	11	No	0	0
5	No	0	0	12	No	0	0
6	yes	0	0	13	No	0	0
7	No	0	0	14	yes	0	0

2. Technical Support

- a. Has your agency conducted or funded workshops addressing CUWCC procedures for calculating program savings, costs and cost-effectiveness? No
- b. Has your agency conducted or funded workshops addressing retail agencies' BMP implementation reporting requirements? No
- c. Has your agency conducted or funded workshops addressing:
 - 1) ULFT replacement No
 - 2) Residential retrofits No
 - 3) Commercial, industrial, and institutional surveys No
 - 4) Residential and large turf irrigation No
 - 5) Conservation-related rates and pricing No

3. Staff Resources by BMP

Qualified	No. FTE	Qualified	No. FTE
-----------	---------	-----------	---------

BMP	Staff Available for BMP?	Staff Assigned to BMP	BMP	Staff Available for BMP?	Staff Assigned to BMP
1	No		8	No	
2	No		9	No	
3	No		10	No	
4	No		11	No	
5	No		12	No	
6	No		13	No	
7	No		14	No	

4. Regional Programs by BMP

BMP	Implementation/ Management Program?	BMP	Implementation/ Management Program?
1	No	8	No
2	No	9	No
3	No	10	No
4	No	11	No
5	No	12	No
6	yes	13	No
7	No	14	yes

B. Wholesale Agency Assistance 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

EMWD encourages its few sub-agencies to participate in rebate programs. Presently, only one (Lake Hemet MWD) is getting MWD/EMWD pass thru funds for ULFTs and washers. However, it is our understanding that since MWD accounts for these funds, EMWD has to indicate a "No" on these items.

Reported as of 9/29/05

BMP 11: Conservation Pricing

Reporting Unit:
**Eastern Municipal Water District -
 Wholesale**

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

2. Commercial

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

3. Industrial

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

4. Institutional / Government

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

5. Irrigation

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

6. Other

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Uniform
- c. Total Revenue from Volumetric Rates \$9492488

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

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 12: Conservation Coordinator

Reporting Unit:

**Eastern Municipal Water District
- Wholesale**

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- 1. Does your Agency have a conservation coordinator? no
- 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:
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? %
 - b. Coordinator's Name
 - c. Coordinator's Title
 - d. Coordinator's Experience and Number of Years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 12/1/1991
- 6. Number of conservation staff, including Conservation Coordinator. 3

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	232359	160000
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

Full time Conservation Coordinator, Ted Haring, retired in September 2002. Position not filled - by type - in 2003. However, Conservation Program Representatives and Department Director temporarily took over a portion of Coordinator's assignments. Additional conservation staff was hired in 2004.

Reported as of 9/29/05

Water Supply & Reuse

Reporting Unit:

Eastern Municipal Water District - Retail

Year:

2004**Water Supply Source Information**

Supply Source Name	Quantity (AF) Supplied	Supply Type
MWD	75868	Imported
EMWD	17685	Groundwater
EMWD	25094	Recycled

Total AF: 118647

Reported as of 9/29/05

Accounts & Water Use

Reporting Unit Name: Submitted to CUWCC Year:
Eastern Municipal Water 01/27/2005 2004
District - Retail

A. Service Area Population Information:

1. Total service area population 550000

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	99871	54616	0	0
2. Multi-Family	1046	5014	0	0
3. Commercial	2146	8033	0	0
4. Industrial	115	411	0	0
5. Institutional	661	6879	0	0
6. Dedicated Irrigation	945	8566	0	0
7. Recycled Water	82	16545	0	0
8. Other	275	3598	0	0
9. Unaccounted	NA	0	NA	0
Total	105141	103662	0	0

Metered**Unmetered**

Reported as of 9/29/05

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

Reporting Unit:

Eastern Municipal Water District - Retail

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- | | |
|--|------------|
| 1. Based on your signed MOU date, 02/07/1992, your Agency STRATEGY DUE DATE is: | 02/06/1994 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 07/01/1997 |
| 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:	94	0
2. Number of surveys completed:	94	0

Indoor Survey:

- | | | |
|---|-----|-----|
| 3. Check for leaks, including toilets, faucets and meter checks | yes | yes |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | yes | yes |
| 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary | yes | yes |

Outdoor Survey:

- | | | |
|--|----------------|----------|
| 6. Check irrigation system and timers | yes | yes |
| 7. Review or develop customer irrigation schedule | yes | yes |
| 8. Measure landscaped area (Recommended but not required for surveys) | yes | yes |
| 9. Measure total irrigable area (Recommended but not required for surveys) | yes | yes |
| 10. Which measurement method is typically used (Recommended but not required for surveys) | Odometer Wheel | |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | yes | yes |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? | yes | yes |
| a. If yes, in what form are surveys tracked? | | database |
| b. Describe how your agency tracks this information. | | |

Input to customer accounts, database and quarterly reports to MWD

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	10000
2. Actual Expenditures	7050	

D. "At Least As Effective As"

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

E. Comments

Reported as of 9/29/05

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

**Eastern Municipal Water District
- Retail**

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? yes

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

EMWD Ordinance No. 72.19, which is updated regularly & recognized as lawful by local municipalities

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: 75%

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: 80%

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

B. Low-Flow Device Distribution Information

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

a. If YES, when did your agency begin implementing this strategy? 07/01/1994

b. Describe your targeting/ marketing strategy.

Beginning in July 1997, identified & contacted top 20% of water users -- offer survey & conduct those requesting accordingly. In addition, conduct numerous surveys each year beyond those targeted.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	31	108
3. Number of toilet-displacement devices distributed:	53	50
4. Number of toilet flappers distributed:	10	10
5. Number of faucet aerators distributed:	16	8
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? Database

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

Regular posting to customer accounts, database and quarterly project reports to MWD

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
2. Actual Expenditures	760	

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

Most of the devices that were distributed this year were previously paid for, except the aerators.

Reported as of 9/29/05

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

**Eastern Municipal Water District -
Retail**BMP Form Status:
100% CompleteYear:
2004**A. Implementation**

1. Has your agency completed a pre-screening system audit for this reporting year? yes
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF) 103045
 - b. Determine other system verifiable uses (AF) 336
 - c. Determine total supply into the system (AF) 106455
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.97
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? yes
 - a. If yes, describe the leak detection program:

Fix leaks as they are reported and replace pipes with leak history

B. Survey Data

1. Total number of miles of distribution system line. 1867
2. Number of miles of distribution system line surveyed. 1867

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Reported as of 9/29/05

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

Reporting Unit:
Eastern Municipal Water District - Retail

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 accounts - without exception - are metered. Therefore, no retrofitting program or funding for same is necessary.

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? yes

a. If YES, when was the feasibility study conducted? 07/01/1997
(mm/dd/yy)

b. Describe the feasibility study:

Discussions between Conservation, Customer Service & Information Systems revealed that not enough landscape accounts have mixed-use meters to make any changes/incentives possible.

2. Number of CII accounts with mixed-use meters. 2922

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 CII dedicated landscape accounts with 3,000 sq. ft. or more have been put on water budgets since 1992

Reported as of 9/29/05

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **Eastern Municipal Water District - Retail** BMP Form Status: **100% Complete** Year: **2004**

A. Water Use Budgets

- | | |
|--|------|
| 1. Number of Dedicated Irrigation Meter Accounts: | 732 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 392 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 3729 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 2742 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | yes |

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? | 1/1/1997 |
| b. Description of marketing / targeting strategy: | |

Monthly contacts -- some written, some oral/in person - every month.
PDA classes offered to all water budget accounts & maintenance personnel.

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

Review of Plan Checks, Assignment of Water Budgets, Orientation of Landscape/Irrigation Ordinance 72.19, and follow-up.

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. | no |
| 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? yes
- 4. Does your agency offer financial incentives to improve landscape water use efficiency? yes

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:

Review of Plan Checks, Assignment of Water Budget, Orientation of Landscape/Irrigation Ordinance 72.19, and follow-up. Monthly water consumption statement.

- 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? yes
- 8. Do you provide customer notices at the end of the irrigation season? yes

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	38000	30000
2. Actual Expenditures	30307	

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

No. A1 - relates to all dedicated landscape metered accounts in our sytem. No. A2 - relates to all dedicated landscape metered acct's in our system that are active & have a full 12 months usage history. Also, note that No. A1 is less than previous reports due to acct's converting to recycled water and/or being designated as under the 3,000 sq ft requirement. EMWD does charge "disincentive fees" from \$100 - \$500 dollars for going over water budgets by percentages on a 5 step/tiered scale.

Reported as of 9/29/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

Eastern Municipal Water District - Retail

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 offered rebates from \$75 to \$125, SCE offered rebates from \$100 to \$150. Rebates varied in amounts based on washers MEF Factor.

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

3. What is the level of the rebate? 0

4. Number of rebates awarded. 553

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
2. Actual Expenditures	5530	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 07: Public Information Programs

Reporting Unit:

Eastern Municipal Water District - Retail

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.

On-going Bill Stuffers, News Releases, Website and Water Bill messages, along with a Conservation "Hotline" are used to consistently apprise customers of using water wisely & efficiently.

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	15
b. Public Service Announcement	yes	1
c. Bill Inserts / Newsletters / Brochures	yes	20
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	12
g. Speaker's Bureau	yes	10
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	40000	40000
2. Actual Expenditures	40500	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 08: School Education Programs

Reporting Unit:
Eastern Municipal Water District - Retail

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	67	67368	0
Grades 4th-6th	yes	47	16252	0
Grades 7th-8th	yes	4	1825	0
High School	yes	10	12785	2

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program? 7/1/1991

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	166320	180000
2. Actual Expenditures	170000	

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

The numbers provided in the "numbers of students reached" category above, account for all aspects of our education program that reach students with a water conservation message. The various programs used to reach students include: educational tours of EMWD facilities, a water conservation theatre program (assembly style presentation), free (new curriculum) water education materials, "water-wise" poster contest, website information, and classroom presentations. The numbers of students reached has increased over the past few years due to tremendous growth in the Inland Empire.

Reported as of 9/29/05

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

**Eastern Municipal Water
District - Retail**BMP Form Status:
100% CompleteYear:
2004**A. Implementation**

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

Option A: CII Water Use Survey and Customer Incentives Program

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

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	4	0	0
b. Number of New Surveys Completed	4	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	2	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	yes	no	no
f. Evaluation of all water-using apparatus and processes	yes	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	no	no
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	48865	449	48865
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?	yes
6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	yes
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	176.37
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	57.36

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	10000	10000
2. Actual Expenditures	2775	

C. "At Least As Effective As"

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

D. Comments

Reported as of 9/29/05

BMP 09a: CII ULFT Water Savings

Reporting Unit:
Eastern Municipal Water District - Retail

BMP Form Status:
100% Complete

Year:
2004

1. Did your agency implement a CII ULFT replacement program in the reporting year? Yes
 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? Potential savings
CII Sector or subsector
 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.

Special marketing material from Management Company (HDMC), contracted through Metropolitan Water District of Southern California (MWD), provided the tools to do individual target mailings.

2. How does your agency advertise this program? Check all that apply. Direct letter
Bill message
Newsletter
Web page
Trade publications
Other print media
Trade shows and events
Telemarketing

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

Direct mailing of marketing of clip sheets. Also, advertising in customer newsletters and Chamber presentations.

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

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices	1	0	0	0
b. Retail / Wholesale	0	0	0	0
c. Hotels	108	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. Govern- ment	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design.

Rebate or voucher

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

a. If yes, check all that apply.

Consultant

7. Participant tracking and follow-up.

No 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 4
- b. Inadequate payback 4
- c. Inadequate ULFT performance 2
- d. Lack of funding 5
- e. American's with Disabilities Act 1
- f. Permitting 1
- 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.

Eastern has very limited CII Industry - a lot of new construction with low-flow toilets already installed.

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?

Participation level this fiscal year increased from the past year. Hopefully, we will continue to escalate customer participation

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	1500	1500
b. Materials	0	0
c. Marketing & Advertising	150	150
d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	1650	1650

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	2220
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	2220

D. Comments

Reported as of 9/29/05

BMP 11: Conservation Pricing

Reporting Unit:
**Eastern Municipal Water District -
 Retail**

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	Uniform
c. Total Revenue from Volumetric Rates	\$40136425
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$10071707

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$5266756
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$269468
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	\$4510148
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	\$1958212
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$13528

6. Other

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$2024754

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue \$44440
Sources

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 12: Conservation Coordinator

Reporting Unit:

**Eastern Municipal Water District
- Retail**

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- 1. Does your Agency have a conservation coordinator? no
- 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:
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? %
 - b. Coordinator's Name
 - c. Coordinator's Title
 - d. Coordinator's Experience and Number of Years
 - e. Date Coordinator's position was created (mm/dd/yyyy)
- 6. Number of conservation staff, including Conservation Coordinator. 5

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	152834	280000
2. Actual Expenditures	167912	

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

Ted Haring, former Conservation Coordinator, was hired as a part-time contract employee in April 2004 to conduct a number of conservation duties. Also, in June of 2004, Deb Whitney was hired as a Conservation Analyst. Therefore, in 2004-2005 fiscal year, the Conservation Department has 3 full-time & 2 part-time employees.

Reported as of 9/29/05

BMP 13: Water Waste Prohibition

Reporting Unit:

**Eastern Municipal Water District -
Retail**BMP Form Status:
100% CompleteYear:
2004**A. Requirements for Documenting BMP Implementation**

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

a. If YES, describe the ordinance:

Ordinance No. 72.19 provides special provisions for water conservation measures for golf courses & large landscape projects. In addition, several provisions for conservation ethics are included for all EMWD customers.

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:

Moreno Valley, Hemet,
Temecula, Murrieta, Perris & San
Jacinto

All cities defer to EMWD's
Ordinance No. 72.19

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 yes

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
Irrigation during hot/daylight hours. Water between midnight & 6:00 a.m. yes

2. Describe measures that prohibit water uses listed above:

The Ordinance, requirements for new business connections (on file with CUWCC) and basic conservation messages/bill stuffers that are ongoing.

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. yes

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. yes

ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes

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? yes

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? yes

C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	4000	4000
2. Actual Expenditures	4000	

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 current law does not allow EMWD to prohibit residential on-site regeneration water softeners, our agency discourages this use when queried by customers. Also, Eastern's load limits into the sewer system for commercial water softeners takes care of itself.

Reported as of 9/29/05

BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Eastern Municipal Water District - Retail** 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	643	58
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	643	58

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

A rebate program has been in place since 2000 and is totally administered by EMWD staff

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

A rebate program has been in place since 2000 and is totally administered by EMWD staff

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	35000	26000
2. Actual Expenditures	26115	

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

Less toilets rebated - no brochure printing this fiscal year.

Reported as of 9/29/05

Water Supply & Reuse

Reporting Unit:

Eastern Municipal Water District - Wholesale

Year:

2004

Water Supply Source Information

Supply Source Name	Quantity (AF) Supplied	Supply Type
MWD	75868	Imported
EMWD	17685	Groundwater
EMWD	25094	Recycled

Total AF: 118647

Purchaser Information

Name of Agency	Quantity (AF) Supplied	Retailer or Wholesaler
Lake Hemet MWD	328	retail
City of Perris	2252	retail
DWR	63	wholesale
City of San Jacinto	84	retail
Western MWD	0	wholesale
Nuevo Water Company	752	retail
Murrieta County Water District	281	retail
City of Hemet	377	retail

Total AF: 4137

Reported as of 9/29/05

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

Eastern Municipal Water District - Wholesale

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) 103045
 - b. Determine other system verifiable uses (AF) 336
 - c. Determine total supply into the system (AF) 106455
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.97
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
- 6. Does your agency operate a system leak detection program? yes
 - a. If yes, describe the leak detection program:

Fix leaks as they are reported and replace pipes with leak history

B. Survey Data

- 1. Total number of miles of distribution system line. 1867
- 2. Number of miles of distribution system line surveyed. 1867

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Reported as of 9/29/05

BMP 07: Public Information Programs

Reporting Unit:

Eastern Municipal Water District - Wholesale

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.

On-going Bill Stuffers, News Releases and Water Bill messages, along with a Conservation "Hotline" are used to consistently apprise customers of using water wisely & efficiently.

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	15
b. Public Service Announcement	yes	1
c. Bill Inserts / Newsletters / Brochures	yes	20
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	12
g. Speaker's Bureau	yes	10
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	40000	40000
2. Actual Expenditures	40500	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 9/29/05

BMP 08: School Education Programs

Reporting Unit:

**Eastern Municipal Water
District - Wholesale**BMP Form Status:
100% CompleteYear:
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	67	67368	0
Grades 4th-6th	yes	47	16252	0
Grades 7th-8th	yes	4	1825	0
High School	yes	10	12785	2

3. Did your Agency's materials meet state education framework requirements? yes4. When did your Agency begin implementing this program? 7/1/1991**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	166320	180000
2. Actual Expenditures	170000	

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

The numbers provided in the "number of students reached" category above, account for all aspects of our education program that reach students with a water conservation message. The various programs include educational tours of EMWD facilities, a water conservation theater program (assembly style presentations), free water education materials, a "water-wise" poster contest and classroom presentations. The numbers listed reflect the total students reached through all of these programs. EMWD has seen growth in the area which has resulted in expanding programs to reach more students. As growth continues, the numbers will increase.

Reported as of 9/29/05

BMP 10: Wholesale Agency Assistance Programs

Reporting Unit:

Eastern Municipal Water District - Wholesale

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

1. Financial Support by BMP

BMP	Financial Incentives Offered?	Budgeted Amount	Amount Awarded	BMP	Financial Incentives Offered?	Budgeted Amount	Amount Awarded
1	No	0	0	8	No	0	0
2	No	0	0	9	No	0	0
3	No	0	0	10	No	0	0
4	No	0	0	11	No	0	0
5	No	0	0	12	No	0	0
6	yes	0	0	13	No	0	0
7	No	0	0	14	yes	0	0

2. Technical Support

- a. Has your agency conducted or funded workshops addressing CUWCC procedures for calculating program savings, costs and cost-effectiveness? No
- b. Has your agency conducted or funded workshops addressing retail agencies' BMP implementation reporting requirements? No
- c. Has your agency conducted or funded workshops addressing:
 - 1) ULFT replacement No
 - 2) Residential retrofits No
 - 3) Commercial, industrial, and institutional surveys No
 - 4) Residential and large turf irrigation No
 - 5) Conservation-related rates and pricing No

3. Staff Resources by BMP

Qualified	No. FTE	Qualified	No. FTE
-----------	---------	-----------	---------

BMP	Staff Available for BMP?	Staff Assigned to BMP	BMP	Staff Available for BMP?	Staff Assigned to BMP
1	No		8	No	
2	No		9	No	
3	No		10	No	
4	No		11	No	
5	No		12	No	
6	No		13	No	
7	No		14	No	

4. Regional Programs by BMP

BMP	Implementation/ Management Program?	BMP	Implementation/ Management Program?
1	No	8	No
2	No	9	No
3	No	10	No
4	No	11	No
5	No	12	No
6	yes	13	No
7	No	14	yes

B. Wholesale Agency Assistance 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

EMWD encourages its few sub-agencies to participate in rebate programs. Presently, only one (Lake Hemet MWD) is getting MWD/EMWD pass thru funds for ULFTs and washers. However, it is our understanding that since MWD accounts for these funds, EMWD has to indicate a "No" on these items.

Reported as of 9/29/05

BMP 11: Conservation Pricing

Reporting Unit:
**Eastern Municipal Water District -
 Wholesale**

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

2. Commercial

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

3. Industrial

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

4. Institutional / Government

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

5. Irrigation

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

6. Other

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Uniform
- c. Total Revenue from Volumetric Rates \$2570154

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

Reason that this figure is less is due to Eastern's sales to Lake Elsinore MWD now being carried on Western Municipal WD books.

Reported as of 9/29/05

BMP 12: Conservation Coordinator

Reporting Unit:

**Eastern Municipal Water District
- Wholesale**

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- 1. Does your Agency have a conservation coordinator? no
- 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:
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? %
 - b. Coordinator's Name
 - c. Coordinator's Title
 - d. Coordinator's Experience and Number of Years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 12/1/1991
- 6. Number of conservation staff, including Conservation Coordinator. 5

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	152834	280000
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

Ted Haring, former Conservation Coordinator, was hired as a part-time contract employee in April 2004 to conduct a number of conservation duties. Also, in June of 2004, Deb Whitney was hired as a Conservation Analyst. Therefore, in 2004-2005 fiscal year, the Conservation Department has 3 full-time & 2 part-time employees.

Reported as of 9/29/05

