

## APPENDIX E

### ***CUWCC BEST MANAGEMENT PRACTICES ANNUAL REPORTS 2001-2002, ACTIVITIY REPORTS 2003-2004, AND COVERAGE REPORTS***

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## Water Supply & Reuse

Reporting Unit:  
City of Garden Grove

Year:  
2004

Report Not Filed

## Accounts & Water Use

Reporting Unit Name:  
City of Garden Grove

Submitted to CUWCC  
11/29/2004

Year:  
2004

### A. Service Area Population Information:

1. Total service area population 168000

### 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        | 29036           | 25050.5               | 0               | 0                     |
| 2. Multi-Family         | 1767            | 1524.3                | 0               | 0                     |
| 3. Commercial           | 1674            | 1547.8                | 0               | 0                     |
| 4. Industrial           | 416             | 358.9                 | 0               | 0                     |
| 5. Institutional        | 120             | 0                     | 0               | 0                     |
| 6. Dedicated Irrigation | 246             | 212.4                 | 0               | 0                     |
| 7. Recycled Water       | 0               | 0                     | 0               | 0                     |
| 8. Other                | 507             | 437.4                 | 0               | 0                     |
| 9. Unaccounted          | NA              | 0                     | NA              | 0                     |
| <b>Total</b>            | 33766           | 29131.3               | 0               | 0                     |

Metered

Unmetered

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

Reporting Unit:  
City of Garden Grove

BMP Form Status:  
100% Complete

Year:  
2004

### A. Implementation

- |   |            |
|---|------------|
| 1. Based on your signed MOU date, 11/12/1996, your Agency STRATEGY DUE DATE is:   | 11/12/1998 |
| 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<br>Family<br>Accounts | Multi-Family<br>Units |
|---|------------------------------|-----------------------|
| 1. Number of surveys offered:   | 0                            | 0                     |
| 2. Number of surveys completed:   | 0                            | 0                     |
| <b>Indoor Survey:</b>   |                              |                       |
| 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                    |
| <b>Outdoor Survey:</b>  |                              |                       |
| 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**

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

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

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

**E. Comments**

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
  
2. Has your agency satisfied the 75% saturation requirement for single-family housing units? yes
3. Estimated percent of single-family households with low-flow showerheads: 100%
4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? yes
5. Estimated percent of multi-family households with low-flow showerheads: 86.6%
6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.  
 In 2000, MWDOC and MET conducted the OC Saturation Study and found countywide low flow showerhead saturation rates of 66.9% in single-family and 59.8% in multifamily dwelling units. Saturation rates provided above represent linear extrapolations of saturation survey results for 02-03 and 03-04.

### 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.

| <b>Low-Flow Devices Distributed/ Installed</b>   | <b>SF Accounts</b> | <b>MF Units</b> |
|--|--------------------|-----------------|
| 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? <span style="float: right;">no</span> |                    |                 |
| 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**

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

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

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

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

**E. Comments**

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

Reporting Unit:  
**City of Garden Grove**

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  $(\text{Metered Sales} + \text{Other Verifiable Uses}) / \text{Total Supply}$  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? no
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. 373
2. Number of miles of distribution system line surveyed. 0

### C. System Audit / Leak Detection Program Expenditures

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

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

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

### E. Comments



## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 310 |
| 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? | yes |

### B. Landscape Surveys

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

### C. Other BMP 5 Actions

- |   |     |
|---|-----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? | no  |
| 2. Number of CII mixed-use accounts with landscape budgets.   | 0   |
| 3. Do you offer landscape irrigation training?  | yes |

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

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

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

a. If YES, describe below:

6. Do you have irrigated landscaping at your facilities? no

a. If yes, is it water-efficient? no

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

7. Do you provide customer notices at the start of the irrigation season? 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 | 0         | 0         |
| 2. Actual Expenditures   | 0         |           |

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

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

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

**F. Comments**

The meters listed above are under budget as part of the Municipal Water District of Orange County's Landscape Certification Program. This has been a two-year effort covering 2003 & 2004. Included in this program is an informal survey process. Since it is informal, Under B above, Questions #2 and #3 are listed as zero, while the components of the informal process are marked as yes in Question #4.

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

Reporting Unit:  
**City of Garden Grove**

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.<br>Edison is the utility provider. Garden Grove and MWDOC does not have information of the amounts. |     |
| 2. Does your agency offer rebates for high-efficiency washers?  | yes |
| 3. What is the level of the rebate?   | 100 |
| 4. Number of rebates awarded.   | 278 |

### B. Rebate Program Expenditures

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

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

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

### D. Comments

## BMP 07: Public Information Programs

Reporting Unit:  
**City of Garden Grove**

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.

Garden Grove, with the help from the Municipal Water District of Orange County, promotes water conservation.

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    | 6                |
| 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    | 4                |
| 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 | 1000      | 1000      |
| 2. Actual Expenditures   | 1000      |           |

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

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

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

### D. Comments

## BMP 08: School Education Programs

Reporting Unit:  
**City of Garden Grove**

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  | 35                         | 2807                    | 0                          |
| Grades 4th-6th | yes  | 21                         | 1589                    | 0                          |
| Grades 7th-8th | no   | 0                          | 0                       | 0                          |
| High School    | no   | 0                          | 0                       | 0                          |

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

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

### 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

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

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

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

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

| <b>CII Surveys</b>  | <b>Commercial<br/>Accounts</b> | <b>Industrial<br/>Accounts</b> | <b>Institutional<br/>Accounts</b> |
|---|--------------------------------|--------------------------------|-----------------------------------|
| a. Number of New Surveys Offered                                | 0                              | 0                              | 0                                 |
| b. Number of New Surveys Completed                              | 0                              | 0                              | 0                                 |
| c. Number of Site Follow-ups of Previous Surveys (within 1 yr)  | 0                              | 0                              | 0                                 |
| d. Number of Phone Follow-ups of Previous Surveys (within 1 yr) | 0                              | 0                              | 0                                 |

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

| Agency CII Customer Incentives | Budget (\$/Year) | No. Awarded to Customers | Total \$ Amount Awarded |
|--------------------------------|------------------|--------------------------|-------------------------|
| h. Rebates                     | 0                | 51                       | 0                       |
| i. Loans                       | 0                | 0                        | 0                       |
| j. Grants                      | 0                | 0                        | 0                       |
| k. Others                      | 0                | 0                        | 0                       |

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**Option B: CII Conservation Program Targets**

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- |   |     |
|---|-----|
| 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?    | yes |
| 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? | yes |
| 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.  | 0   |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.                                      | 0   |

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

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

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

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

**D. Comments**

Garden Grove participates in a Regional CII Rebate Program facilitated by our regional Wholesaler, Metropolitan Water District of S.C. We have put in the number of rebates but not the dollar amounts or acre feet associated with them. MWD tracks these.

## BMP 09a: CII ULFT Water Savings

Reporting Unit:  
**City of Garden Grove**

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? Check all that apply. CII Sector or subsector  
CII ULFT Study subsector  
targeting

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

We found CII sectors and sub sectors most effective because we were able to version our marketing efforts appropriately.

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

Bill insert  
Newsletter  
Web page  
Trade shows and events  
Direct letter  
Newspapers  
Trade publications  
Other print media  
Telemarketing

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

For the purposes of this program, Trade Allies have proven to be the most effective overall marketing tool, as well as the most effective per dollar expended. Trade Allies include plumbers, distributors, retail home improvement stores and product manufacturers.

### 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 ? 2

| 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             | 30                         | 0            | 0                 | 0                |
| d. Health             | 0                          | 0            | 0                 | 0                |
| e. Industrial         | 0                          | 0            | 0                 | 0                |
| f. Schools: K to 12   | 0                          | 0            | 0                 | 0                |
| g. Eating             | 0                          | 0            | 0                 | 0                |
| h. Government         | 0                          | 0            | 0                 | 0                |
| i. Churches           | 6                          | 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. Telephone Site Visit

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 1
- b. Inadequate payback 3
- c. Inadequate ULFT performance 2
- d. Lack of funding 5
- e. American's with Disabilities Act 0
- f. Permitting 0
- 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.

Customers are generally more willing to participate in the program if the cost of the retrofit is in balance with the amount of the rebate, and the projected water savings is significant. Resistance occurs if the out-of-pocket expense for the retrofit is too costly and the rebate amount is too low.

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?

Either Metropolitan or its Agencies to provide this response.

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

|                                  |      |
|----------------------------------|------|
| a. Wholesale agency contribution | 2200 |
| b. State agency contribution     | 0    |
| c. Federal agency contribution   | 0    |
| d. Other contribution            | 0    |
| e. Total                         | 2200 |

**D. Comments**

## BMP 11: Conservation Pricing

Reporting Unit:  
City of Garden Grove

BMP Form Status: Year:  
100% Complete 2004

### A. Implementation

#### Rate Structure Data Volumetric Rates for Water Service by Customer Class

##### 1. Residential

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

##### 2. Commercial

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

##### 3. Industrial

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

##### 5. Irrigation

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



## BMP 12: Conservation Coordinator

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 15%
  - b. Coordinator's Name Konya Vivanti
  - c. Coordinator's Title Sr. Administrative Analyst
  - d. Coordinator's Experience and Number of Years 3 years
  - e. Date Coordinator's position was created (mm/dd/yyyy) 11/12/1996
6. Number of conservation staff, including Conservation Coordinator. 2

### B. Conservation Staff Program Expenditures

|                          | This Year | Next Year |
|--------------------------|-----------|-----------|
| 1. Budgeted Expenditures | 8674      | 8674      |
| 2. Actual Expenditures   | 8674      |           |

### 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

## BMP 13: Water Waste Prohibition

Reporting Unit:  
**City of Garden Grove**

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:  
The City of Garden Grove has adopted a waste water prohibition ordinance. It is codified as Chapter 14.16 of the Municipal Code. Violation of the ordinance is considered an infraction for the first offence and can be charged as a misdemeanor for the second or subsequent offences.
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:  
Garden Grove None

### 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 yes
  - f. Other, please name  
Customer plumbing leaks, Mid-day irrigation, Hosing of hard surfaces, and water automatically served in restaurants. yes
2. Describe measures that prohibit water uses listed above:  
Water personnel in the field and letters sent which includes fines.

#### Water Softeners:

3. Indicate which of the following measures your agency has supported in developing state law:
  - a. Allow the sale of more efficient, demand-initiated regenerating DIR models. no
  - b. Develop minimum appliance efficiency standards that:
    - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. no
    - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no

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

|                          | <b>This Year</b> | <b>Next Year</b> |
|--------------------------|------------------|------------------|
| 1. Budgeted Expenditures | 7426             | 7426             |
| 2. Actual Expenditures   | 7426             |                  |

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

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

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

**E. Comments**

## BMP 14: Residential ULFT Replacement Programs

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

|  | <b>Single-Family<br/>Accounts</b> | <b>Multi-<br/>Family<br/>Units</b> |
|--|-----------------------------------|------------------------------------|
| 1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets? | yes                               | yes                                |
| <b>Number of Toilets Replaced by Agency Program During Report Year</b>                                   |                                   |                                    |
| <b>Replacement Method</b>  | <b>SF Accounts</b>                | <b>MF Units</b>                    |
| 2. Rebate  | 99                                | 12                                 |
| 3. Direct Install  | 0                                 | 0                                  |
| 4. CBO Distribution  | 0                                 | 0                                  |
| 5. Other   | 1768                              | 597                                |
| <b>Total</b>   | <b>1867</b>                       | <b>609</b>                         |

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

Garden Grove participates in a region-wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC), administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. This program is also for SF & MF.

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

Garden Grove participates in a region-wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC), administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. This program is also for SF & MF.

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**

|                          | <b>This Year</b> | <b>Next Year</b> |
|--------------------------|------------------|------------------|
| 1. Budgeted Expenditures | 1784             | 1784             |
| 2. Actual Expenditures   | 1784             |                  |

**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**

## Water Supply & Reuse

Reporting Unit:  
City of Garden Grove

Year:  
2003

Report Not Filed

## Accounts & Water Use

Reporting Unit Name:  
City of Garden Grove

Submitted to CUWCC  
11/29/2004

Year:  
2003

### A. Service Area Population Information:

- Total service area population 168000

### 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        | 29036           | 26418.5               | 0               | 0                     |
| 2. Multi-Family         | 1767            | 1607.5                | 0               | 0                     |
| 3. Commercial           | 1663            | 1622                  | 0               | 0                     |
| 4. Industrial           | 427             | 388.6                 | 0               | 0                     |
| 5. Institutional        | 120             | 0                     | 0               | 0                     |
| 6. Dedicated Irrigation | 246             | 224                   | 0               | 0                     |
| 7. Recycled Water       | 0               | 0                     | 0               | 0                     |
| 8. Other                | 549             | 499.7                 | 0               | 0                     |
| 9. Unaccounted          | NA              | 0                     | NA              | 0                     |
| <b>Total</b>            | 33808           | 30760.3               | 0               | 0                     |

Metered

Unmetered

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

Reporting Unit:  
City of Garden Grove

BMP Form Status:  
100% Complete

Year:  
2003

### A. Implementation

- |   |            |
|---|------------|
| 1. Based on your signed MOU date, 11/12/1996, your Agency STRATEGY DUE DATE is:   | 11/12/1998 |
| 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<br>Family<br>Accounts | Multi-Family<br>Units |
|---|------------------------------|-----------------------|
| 1. Number of surveys offered:   | 0                            | 0                     |
| 2. Number of surveys completed:   | 0                            | 0                     |
| <b>Indoor Survey:</b>   |                              |                       |
| 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                    |
| <b>Outdoor Survey:</b>  |                              |                       |
| 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**

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

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

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

**E. Comments**

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
**City of Garden Grove**

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? yes
3. Estimated percent of single-family households with low-flow showerheads: 91.7%
4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? yes
5. Estimated percent of multi-family households with low-flow showerheads: 79.9%
6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.  
 In 2000, MWDOC and MET conducted the OC Saturation Study and found countywide low flow showerhead saturation rates of 66.9% in single-family and 59.8% in multifamily dwelling units. Saturation rates provided above represent linear extrapolations of saturation survey results for 02-03 and 03-04.

### 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.

| <b>Low-Flow Devices Distributed/ Installed</b>   | <b>SF Accounts</b> | <b>MF Units</b> |
|--|--------------------|-----------------|
| 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? <span style="float: right;">no</span> |                    |                 |
| 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**

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

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

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

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

**E. Comments**

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

Reporting Unit:  
**City of Garden Grove**

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? no
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. 373
2. Number of miles of distribution system line surveyed. 0

### C. System Audit / Leak Detection Program Expenditures

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

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

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

### E. Comments



## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 310 |
| 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? | yes |

### B. Landscape Surveys

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

### C. Other BMP 5 Actions

- |   |     |
|---|-----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? | no  |
| 2. Number of CII mixed-use accounts with landscape budgets.   | 0   |
| 3. Do you offer landscape irrigation training?  | yes |

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

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

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

a. If YES, describe below:

6. Do you have irrigated landscaping at your facilities? no

a. If yes, is it water-efficient? no

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

7. Do you provide customer notices at the start of the irrigation season? 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 | 0         | 0         |
| 2. Actual Expenditures   | 0         |           |

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

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

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

**F. Comments**

The meters listed above are under budget as part of the Municipal Water District of Orange County's Landscape Certification Program. This has been a two-year effort covering 2003 & 2004. Included in this program is an informal survey process. Since it is informal, Under B above, Questions #2 and #3 are listed as zero, while the components of the informal process are marked as yes in Question #4.

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

Reporting Unit:  
**City of Garden Grove**

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.<br>Edison is the utility provider. Garden Grove and MWDOC does not have information of the amounts. |     |
| 2. Does your agency offer rebates for high-efficiency washers?  | yes |
| 3. What is the level of the rebate?   | 100 |
| 4. Number of rebates awarded.   | 173 |

### B. Rebate Program Expenditures

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

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

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

### D. Comments

## BMP 07: Public Information Programs

Reporting Unit:  
**City of Garden Grove**

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.

Garden Grove, with the help from the Municipal Water District of Orange County, promotes water conservation.

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    | 6                |
| 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    | 3                |
| 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 | 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

## BMP 08: School Education Programs

Reporting Unit:  
**City of Garden Grove**

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                         | 3383                    | 0                          |
| Grades 4th-6th | yes  | 22                         | 1688                    | 0                          |
| Grades 7th-8th | yes  | 0                          | 0                       | 0                          |
| High School    | yes  | 1                          | 60                      | 0                          |

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

4. When did your Agency begin implementing this program? 1/1/1989

### 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

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

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

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

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

| <b>CII Surveys</b>  | <b>Commercial<br/>Accounts</b> | <b>Industrial<br/>Accounts</b> | <b>Institutional<br/>Accounts</b> |
|---|--------------------------------|--------------------------------|-----------------------------------|
| a. Number of New Surveys Offered                                | 0                              | 0                              | 0                                 |
| b. Number of New Surveys Completed                              | 0                              | 0                              | 0                                 |
| c. Number of Site Follow-ups of Previous Surveys (within 1 yr)  | 0                              | 0                              | 0                                 |
| d. Number of Phone Follow-ups of Previous Surveys (within 1 yr) | 0                              | 0                              | 0                                 |

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

| Agency CII Customer Incentives | Budget (\$/Year) | No. Awarded to Customers | Total \$ Amount Awarded |
|--------------------------------|------------------|--------------------------|-------------------------|
| h. Rebates                     | 0                | 53                       | 0                       |
| i. Loans                       | 0                | 0                        | 0                       |
| j. Grants                      | 0                | 0                        | 0                       |
| k. Others                      | 0                | 0                        | 0                       |

---

**Option B: CII Conservation Program Targets**

---

- |   |     |
|---|-----|
| 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?    | 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.  | 0   |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.                                      | 0   |

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

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

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

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

**D. Comments**

Garden Grove participates in a Regional CII Rebate Program facilitated by our regional Wholesaler, Metropolitan Water District of S.C. We have put in the number of rebates but not the dollar amounts or acre feet associated with them. MWD tracks these.

## BMP 09a: CII ULFT Water Savings

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:      Year:  
**100% Complete      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? Check all that apply. CII Sector or subsector  
CII ULFT Study subsector  
targeting

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

We found CII sectors and sub sectors most effective because we were able to version our marketing efforts appropriately.

2. How does your agency advertise this program?

Check all that apply.

Bill insert  
Newsletter  
Web page  
Trade shows and events  
Direct letter  
Newspapers  
Trade publications  
Other print media  
Telemarketing

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

See MWD of SC Program for details.

### B. Implementation

1. Does your agency keep and maintain customer participant information? Yes  
(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? Yes

3. What is the total number of customer accounts participating in the program during the last year ? 0

| CII Subsector  | Number of Toilets Replaced |              |                   |                      |
|--|----------------------------|--------------|-------------------|----------------------|
|  | Standard Gravity Tank      | Air Assisted | Valve Floor Mount | Valve Wall Mount     |
| 4.   |                            |              |                   |                      |
| a. Offices   | 0                          | 0            | 0                 | 0                    |
| b. Retail / Wholesale  | 0                          | 0            | 0                 | 0                    |
| c. Hotels  | 0                          | 0            | 0                 | 0                    |
| d. Health  | 0                          | 0            | 0                 | 0                    |
| e. Industrial  | 0                          | 0            | 0                 | 0                    |
| f. Schools: K to 12  | 0                          | 0            | 0                 | 0                    |
| g. Eating  | 0                          | 0            | 0                 | 0                    |
| h. Government  | 0                          | 0            | 0                 | 0                    |
| i. Churches  | 0                          | 0            | 0                 | 0                    |
| j. Other   | 0                          | 0            | 0                 | 0                    |
| 5. Program design.   |                            |              |                   | 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.   |                            |              |                   | Telephone Site Visit |
| 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  |                            |              |                   | 1                    |
| b. Inadequate payback  |                            |              |                   | 3                    |
| c. Inadequate ULFT performance   |                            |              |                   | 2                    |
| d. Lack of funding   |                            |              |                   | 5                    |
| e. American's with Disabilities Act  |                            |              |                   | 0                    |
| f. Permitting  |                            |              |                   | 0                    |
| 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.

Customers are generally more willing to participate in the program if the cost of the retrofit is in balance with the amount of the rebate, and the projected water savings is significant. Resistance occurs if the out-of-pocket expense for the retrofit is too costly and the rebate amount is too low.

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?

Either Metropolitan or its Agencies to provide this response.

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

**D. Comments**

## BMP 11: Conservation Pricing

Reporting Unit:  
City of Garden Grove

BMP Form Status: Year:  
100% Complete 2003

### A. Implementation

#### Rate Structure Data Volumetric Rates for Water Service by Customer Class

##### 1. Residential

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

##### 2. Commercial

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

##### 3. Industrial

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

##### 5. Irrigation

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



## BMP 12: Conservation Coordinator

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 15%
  - b. Coordinator's Name Konya Vivanti
  - c. Coordinator's Title Sr. Administrative Analyst
  - d. Coordinator's Experience and Number of Years 3 years
  - e. Date Coordinator's position was created (mm/dd/yyyy) 11/12/1996
6. Number of conservation staff, including Conservation Coordinator. 2

### B. Conservation Staff Program Expenditures

|                          | This Year | Next Year |
|--------------------------|-----------|-----------|
| 1. Budgeted Expenditures | 8421      | 8421      |
| 2. Actual Expenditures   | 8421      |           |

### 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

## BMP 13: Water Waste Prohibition

Reporting Unit:  
**City of Garden Grove**

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:  
The City of Garden Grove has adopted a waste water prohibition ordinance. It is codified as Chapter 14.16 of the Municipal Code. Violation of the ordinance is considered an infraction for the first offence and can be charged as a misdemeanor for the second or subsequent offences.
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:  
Garden Grove None

### 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 yes
  - f. Other, please name yes  
Customer plumbing leaks, Mid-day irrigation, Hosing of hard surfaces, and water automatically served in restaurants.
2. Describe measures that prohibit water uses listed above:  
Water personnel in the field and letters sent which includes fines.

**Water Softeners:**

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

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

|                          | <b>This Year</b> | <b>Next Year</b> |
|--------------------------|------------------|------------------|
| 1. Budgeted Expenditures | 7210             | 7210             |
| 2. Actual Expenditures   | 7210             |                  |

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

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

**E. Comments**

## BMP 14: Residential ULFT Replacement Programs

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

|  | <b>Single-Family<br/>Accounts</b> | <b>Multi-<br/>Family<br/>Units</b> |
|--|-----------------------------------|------------------------------------|
| 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

| <b>Replacement Method</b> | <b>SF Accounts</b> | <b>MF Units</b> |
|---------------------------|--------------------|-----------------|
| 2. Rebate                 | 180                | 115             |
| 3. Direct Install         | 0                  | 0               |
| 4. CBO Distribution       | 0                  | 0               |
| 5. Other                  | 1971               | 882             |
| <b>Total</b>              | <b>2151</b>        | <b>997</b>      |

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

Garden Grove participates in a region-wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC), administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. This program is also for SF & MF.

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

Garden Grove participates in a region-wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC), administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. This program is also for SF & MF.

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**

|                          | <b>This Year</b> | <b>Next Year</b> |
|--------------------------|------------------|------------------|
| 1. Budgeted Expenditures | 1732             | 1732             |
| 2. Actual Expenditures   | 1732             |                  |

**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**

## Water Supply & Reuse

Reporting Unit:

Year:  
**2002**

**Report Not Filed**

## Accounts & Water Use

Reporting Unit Name:  
**City of Garden Grove**

Submitted to CUWCC  
**12/16/2002**

Year:  
**2002**

### A. Service Area Population Information:

1. Total service area population 169196

### 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        | 29026           | 14307                 | 0               | 0                     |
| 2. Multi-Family         | 1780            | 5747                  | 0               | 0                     |
| 3. Commercial           | 2988            | 7782                  | 0               | 0                     |
| 4. Industrial           | 2988            | 7782                  | 0               | 0                     |
| 5. Institutional        | 2988            | 7782                  | 0               | 0                     |
| 6. Dedicated Irrigation | 0               | 0                     | 0               | 0                     |
| 7. Recycled Water       | 0               | 0                     | 0               | 0                     |
| 8. Other                | 0               | 0                     | 0               | 0                     |
| 9. Unaccounted          | NA              | 0                     | NA              | 0                     |
| <b>Total</b>            | <b>39770</b>    | <b>43400</b>          | <b>0</b>        | <b>0</b>              |

**Metered**

**Unmetered**

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

Reporting Unit:  
City of Garden Grove

BMP Form Status:  
100% Complete

Year:  
2002

### A. Implementation

- |   |            |
|---|------------|
| 1. Based on your signed MOU date, 11/12/1996, your Agency STRATEGY DUE DATE is:   | 11/12/1998 |
| 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?   | 11/12/1996 |
| 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<br>Family<br>Accounts | Multi-Family<br>Units |
|---|------------------------------|-----------------------|
| 1. Number of surveys offered:   | 11610                        | 0                     |
| 2. Number of surveys completed:   | 479                          | 0                     |
| <b>Indoor Survey:</b>   |                              |                       |
| 3. Check for leaks, including toilets, faucets and meter checks   | yes                          | no                    |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary   | yes                          | no                    |
| 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary | yes                          | no                    |
| <b>Outdoor Survey:</b>  |                              |                       |
| 6. Check irrigation system and timers   | yes                          | no                    |
| 7. Review or develop customer irrigation schedule   | yes                          | no                    |
| 8. Measure landscaped area (Recommended but not required for surveys)   | yes                          | no                    |
| 9. Measure total irrigable area (Recommended but not required for surveys)  | yes                          | no                    |
| 10. Which measurement method is typically used (Recommended but not required for surveys)   |                              | None                  |

- |  |  |          |
|--|--|----------|
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | yes  | no       |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?                     | yes  | no       |
| a. If yes, in what form are surveys tracked?   |  | database |
| b. Describe how your agency tracks this information.   | MWDOC's Program vendor compiled all data taken at each site. |          |

**C. Water Survey Program Expenditures**

|                          | <b>This<br/>Year</b> | <b>Next<br/>Year</b> |
|--------------------------|----------------------|----------------------|
| 1. Budgeted Expenditures | 32500                | 0                    |
| 2. Actual Expenditures   | 31135                |                      |

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

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

**E. Comments**

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

- |   |     |
|---|-----|
| 1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? | no  |
| a. If YES, list local jurisdictions in your service area and code or ordinance in each:   |     |
| 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:  | 60% |
| 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?   | 11/12/1996 |
| b. Describe your targeting/ marketing strategy.<br>Target and marketing was accomplished through a formal survey program that targeted the top 40% of Garden Grove's single-family customer base. |            |

| <b>Low-Flow Devices Distributed/ Installed</b>  | <b>SF Accounts</b> | <b>MF Units</b> |
|---|--------------------|-----------------|
| 2. Number of low-flow showerheads distributed:  | 214                | 0               |
| 3. Number of toilet-displacement devices distributed:   | 49                 | 0               |
| 4. Number of toilet flappers distributed:   | 36                 | 0               |
| 5. Number of faucet aerators distributed:   | 406                | 0               |
| 6. Does your agency track the distribution and cost of low-flow devices?  |                    | yes             |
| a. If YES, in what format are low-flow devices tracked?   |                    | Database        |
| b. If yes, describe your tracking and distribution system :<br>The cost and distribution was tracked through a formal survey program. Showerhead costs were kept by the program vendor and showerhead distribution was tracked by address of the participant. |                    |                 |

**C. Low-Flow Device Distribution Expenditures**

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

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

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

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

**E. Comments**

QUESTION C: All costs associated with the distribution of these devices were accounted for in BMP #1.

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

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### 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? no
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. 373
2. Number of miles of distribution system line surveyed. 0

### C. System Audit / Leak Detection Program Expenditures

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

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

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

### E. Comments



## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 310 |
| 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? | yes |

### B. Landscape Surveys

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

**C. Other BMP 5 Actions**

- 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? no
- 2. Number of CII mixed-use accounts with landscape budgets. 0
- 3. Do you offer landscape irrigation training? no
- 4. Does your agency offer financial incentives to improve landscape water use efficiency? no

|                                     |                              |                                    |                             |
|-------------------------------------|------------------------------|------------------------------------|-----------------------------|
| <b>Type of Financial Incentive:</b> | <b>Budget (Dollars/Year)</b> | <b>Number Awarded to Customers</b> | <b>Total Amount Awarded</b> |
|-------------------------------------|------------------------------|------------------------------------|-----------------------------|

- a. Rebates
- b. Loans
- c. Grants

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

a. If YES, describe below:

- 6. Do you have irrigated landscaping at your facilities? no
  - a. If yes, is it water-efficient?
  - b. If yes, does it have dedicated irrigation metering?

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**

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

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

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

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

**F. Comments**

The meters listed above are under budget as part of the Municipal Water District of Orange County's Landscape Certification Program. This has been a two-year effort covering 2001 & 2002. All data is listed in reporting year 2002. Included in this program is an informal survey process. Since it is informal, Under B above, Questions #2 and #3 are listed as zero, while the components of the informal process are marked as yes in Question #4.

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

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

- |   |     |
|---|-----|
| 1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers?   | yes |
| a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.<br>Edison is the utility provider. Garden Grove and MWDOC does not have information of the amounts. |     |
| 2. Does your agency offer rebates for high-efficiency washers?  | yes |
| 3. What is the level of the rebate?   | 100 |
| 4. Number of rebates awarded.   | 39  |

### B. Rebate Program Expenditures

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

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

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

### D. Comments

## BMP 07: Public Information Programs

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes

a. If YES, describe the program and how it's organized.

Garden Grove, with the help from the Municipal Water District of Orange County, promotes water conservation.

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    | 5                |
| d. Bill showing water usage in comparison to previous year's usage                                     | yes    |                  |
| e. Demonstration Gardens   | no     |                  |
| f. Special Events, Media Events  | yes    | 5                |
| g. Speaker's Bureau  | yes    | 2                |
| 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 | 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

## BMP 08: School Education Programs

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

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

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

| Grade          | Are grade-appropriate materials distributed? | No. of class presentations | No. of students reached | No. of teachers' workshops |
|----------------|--|----------------------------|-------------------------|----------------------------|
| Grades K-3rd   | yes  | 69                         | 5698                    | 0                          |
| Grades 4th-6th | yes  | 34                         | 3471                    | 0                          |
| Grades 7th-8th | yes  | 12                         | 1074                    | 0                          |
| High School    | yes  | 4                          | 320                     | 0                          |

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

4. When did your Agency begin implementing this program? 1/1/1989

### 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

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:  
City of Garden Grove

BMP Form Status:  
100% Complete

Year:  
2002

### A. Implementation

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

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

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

| CII Surveys   | Commercial<br>Accounts | Industrial<br>Accounts | Institutional<br>Accounts |
|---|------------------------|------------------------|---------------------------|
| a. Number of New Surveys Offered                                | 0                      | 0                      | 0                         |
| b. Number of New Surveys Completed                              | 0                      | 0                      | 0                         |
| c. Number of Site Follow-ups of Previous Surveys (within 1 yr)  | 0                      | 0                      | 0                         |
| d. Number of Phone Follow-ups of Previous Surveys (within 1 yr) | 0                      | 0                      | 0                         |

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

| Agency CII Customer Incentives | Budget (\$/Year) | No. Awarded to Customers | Total \$ Amount Awarded |
|--------------------------------|------------------|--------------------------|-------------------------|
| h. Rebates                     | 0                | 19                       | 0                       |
| i. Loans                       | 0                | 0                        | 0                       |
| j. Grants                      | 0                | 0                        | 0                       |
| k. Others                      | 0                | 0                        | 0                       |

---

**Option B: CII Conservation Program Targets**

---

- |   |     |
|---|-----|
| 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?    | 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.  | 0   |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.                                      | 0   |

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

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

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

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

**D. Comments**

Garden Grove participates in a regional Wholesaler (Metropolitan Water District of S.C.) Rebate Program. We have put in the number of rebates but not the dollar amounts or acre feet associated with them. MWD tracks these.

## BMP 09a: CII ULFT Water Savings

Reporting Unit:  
**City of Garden Grove**

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

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? Check all that apply. Service area zones  
CII Sector or subsector

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

See MWDSC Program Description

2. How does your agency advertise this program?

Check all that apply.

Bill insert  
Bill message  
Newsletter  
Web page  
Trade publications  
Other print media  
Trade shows and events

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

See MWDSC Program Description

### B. Implementation

1. Does your agency keep and maintain customer participant information? Yes  
(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? 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  | 0                          | 0            | 0                 | 0                 |
| d. Health  | 0                          | 0            | 0                 | 0                 |
| e. Industrial  | 0                          | 0            | 0                 | 0                 |
| f. Schools: K to 12  | 0                          | 0            | 0                 | 0                 |
| g. Eating  | 0                          | 0            | 0                 | 0                 |
| h. Government  | 0                          | 0            | 0                 | 0                 |
| i. Churches  | 0                          | 0            | 0                 | 0                 |
| j. Other   | 0                          | 0            | 0                 | 0                 |
| 5. Program design.   |                            |              |                   | 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.   |                            |              |                   | Site Visit        |
| 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  |                            |              |                   | 5                 |
| b. Inadequate payback  |                            |              |                   | 5                 |
| c. Inadequate ULFT performance   |                            |              |                   | 1                 |
| d. Lack of funding   |                            |              |                   | 3                 |
| e. American's with Disabilities Act  |                            |              |                   | 1                 |
| f. Permitting  |                            |              |                   | 2                 |
| g. Other. Please describe in B. 9.   |                            |              |                   | 1                 |
| 9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.  |                            |              |                   |                   |
| See MWDSC Program Description  |                            |              |                   |                   |
| 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? |                            |              |                   |                   |
| See MWDSC Program Description  |                            |              |                   |                   |

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

|                                  |  |    |
|----------------------------------|--|----|
| a. Wholesale agency contribution |  | 60 |
| b. State agency contribution     |  | 0  |
| c. Federal agency contribution   |  | 0  |
| d. Other contribution            |  | 0  |
| e. Total                         |  | 60 |

**D. Comments**

Question B3. What is the total number of customer accounts participating in the program during the last year? One (1) was indicated because zero (0) was not accepted from the CUWCC BMP Program.

## BMP 11: Conservation Pricing

Reporting Unit:  
City of Garden Grove

BMP Form Status: Year:  
100% Complete 2002

### A. Implementation

#### Rate Structure Data Volumetric Rates for Water Service by Customer Class

##### 1. Residential

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

##### 2. Commercial

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

##### 3. Industrial

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

##### 5. Irrigation

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

**6. Other**

|  |                  |
|--|------------------|
| a. Water Rate Structure  | Increasing Block |
| b. Sewer Rate Structure  | Uniform          |
| c. Total Revenue from Volumetric Rates                                       | \$15491120       |
| d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources | \$3172880        |

**B. Conservation Pricing Program Expenditures**

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

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

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

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

**D. Comments**

NOTE: At this time we are unable to break-down the revenues you are requesting. The database we currently use does not categorize revenues, they are all added together.

## BMP 12: Conservation Coordinator

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 15%
  - b. Coordinator's Name Konya Vivanti
  - c. Coordinator's Title Administrative Analyst
  - d. Coordinator's Experience and Number of Years 1.4 years
  - e. Date Coordinator's position was created (mm/dd/yyyy) 11/12/1996
6. Number of conservation staff, including Conservation Coordinator. 2

### B. Conservation Staff Program Expenditures

|                          | This Year | Next Year |
|--------------------------|-----------|-----------|
| 1. Budgeted Expenditures | 8176      | 8176      |
| 2. Actual Expenditures   | 8176      |           |

### 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

## BMP 13: Water Waste Prohibition

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Requirements for Documenting BMP Implementation

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

a. If YES, describe the ordinance:

The City of Garden Grove has adopted a waste water prohibition ordinance. It is codified as Chapter 14.16 of the Municipal Code. Violation of the ordinance is considered an infraction for the first offence and can be charged as a misdemeanor for the second or subsequent offences.

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:

Garden Grove

None

### 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 yes

f. Other, please name

Customer plumbing leaks, Mid-day irrigation, Hosing of hard surfaces, and Water automatically served in restaurants. yes

2. Describe measures that prohibit water uses listed above:

Water personnel in the field and letters sent which includes fines.

**Water Softeners:**

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

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

|                          | <b>This Year</b> | <b>Next Year</b> |
|--------------------------|------------------|------------------|
| 1. Budgeted Expenditures | 7000             | 7000             |
| 2. Actual Expenditures   | 7000             |                  |

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

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

**E. Comments**

## BMP 14: Residential ULFT Replacement Programs

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2002**

### A. Implementation

|  | <b>Single-Family<br/>Accounts</b> | <b>Multi-<br/>Family<br/>Units</b> |
|--|-----------------------------------|------------------------------------|
| 1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets? | yes                               | yes                                |
| <b>Number of Toilets Replaced by Agency Program During Report Year</b>                                   |                                   |                                    |
| <b>Replacement Method</b>  | <b>SF Accounts</b>                | <b>MF Units</b>                    |
| 2. Rebate  | 208                               | 34                                 |
| 3. Direct Install  | 0                                 | 0                                  |
| 4. CBO Distribution  | 0                                 | 0                                  |
| 5. Other   | 2303                              | 1310                               |
| <b>Total</b>   | <b>2511</b>                       | <b>1344</b>                        |

6. Describe your agency's ULFT program for single-family residences.  
 Garden Grove participates in a region-wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC), administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. Each customer must pay a \$30 (or free) co-pay to receive a ULFT. This program is also for SF & MF.
7. Describe your agency's ULFT program for multi-family residences.  
 Garden Grove participates in a region-wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC), administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. Each customer must pay a \$30 (or free) co-pay to receive a ULFT. This program is also for SF & MF.
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**

|                          | <b>This Year</b> | <b>Next Year</b> |
|--------------------------|------------------|------------------|
| 1. Budgeted Expenditures | 1681.56          | 1681.56          |
| 2. Actual Expenditures   | 1681.56          |                  |

**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**

## Water Supply & Reuse

Reporting Unit:

Year:  
**2001**

**Report Not Filed**

## Accounts & Water Use

Reporting Unit Name:  
**City of Garden Grove**

Submitted to CUWCC  
**11/26/2002**

Year:  
**2001**

### A. Service Area Population Information:

1. Total service area population 169000

### 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        | 29028           | 13887                 | 0               | 0                     |
| 2. Multi-Family         | 1721            | 5830                  | 0               | 0                     |
| 3. Commercial           | 2985            | 8002                  | 0               | 0                     |
| 4. Industrial           | 2985            | 8002                  | 0               | 0                     |
| 5. Institutional        | 2985            | 8002                  | 0               | 0                     |
| 6. Dedicated Irrigation | 0               | 0                     | 0               | 0                     |
| 7. Recycled Water       | 0               | 0                     | 0               | 0                     |
| 8. Other                | 0               | 0                     | 0               | 0                     |
| 9. Unaccounted          | NA              | 0                     | NA              | 0                     |
| <b>Total</b>            | 39704           | 43723                 | 0               | 0                     |

**Metered**

**Unmetered**

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

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

- |   |            |
|---|------------|
| 1. Based on your signed MOU date, 11/12/1996, your Agency STRATEGY DUE DATE is:   | 11/12/1998 |
| 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?   | 11/12/1996 |
| 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<br>Family<br>Accounts | Multi-Family<br>Units |
|---|------------------------------|-----------------------|
| 1. Number of surveys offered:   | 11611                        | 0                     |
| 2. Number of surveys completed:   | 496                          | 0                     |
| <b>Indoor Survey:</b>   |                              |                       |
| 3. Check for leaks, including toilets, faucets and meter checks   | yes                          | no                    |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary   | yes                          | no                    |
| 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary | yes                          | no                    |
| <b>Outdoor Survey:</b>  |                              |                       |
| 6. Check irrigation system and timers   | yes                          | no                    |
| 7. Review or develop customer irrigation schedule   | yes                          | no                    |
| 8. Measure landscaped area (Recommended but not required for surveys)   | yes                          | no                    |
| 9. Measure total irrigable area (Recommended but not required for surveys)  | yes                          | no                    |
| 10. Which measurement method is typically used (Recommended but not required for surveys)   |                              | None                  |

- |  |  |          |
|--|--|----------|
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | yes  | no       |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?                     | yes  | no       |
| a. If yes, in what form are surveys tracked?   |  | database |
| b. Describe how your agency tracks this information.   | MWDOC's Program vendor compiled all data taken at each site. |          |

**C. Water Survey Program Expenditures**

|                          | <b>This<br/>Year</b> | <b>Next<br/>Year</b> |
|--------------------------|----------------------|----------------------|
| 1. Budgeted Expenditures | 32500                | 32500                |
| 2. Actual Expenditures   | 32240                |                      |

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

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

**E. Comments**

## BMP 02: Residential Plumbing Retrofit

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
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: 60%
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? 11/12/1996
  - b. Describe your targeting/ marketing strategy.  
 Target and marketing was accomplished through a formal survey program that targeted the top 40% of Garden Grove's single-family customer base.

| Low-Flow Devices Distributed/ Installed               | SF Accounts | MF Units |
|---|-------------|----------|
| 2. Number of low-flow showerheads distributed:        | 227         | 0        |
| 3. Number of toilet-displacement devices distributed: | 101         | 0        |
| 4. Number of toilet flappers distributed:             | 55          | 0        |
| 5. Number of faucet aerators distributed:             | 903         | 0        |

6. Does your agency track the distribution and cost of low-flow devices? yes

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

b. If yes, describe your tracking and distribution system :  
The cost and distribution was tracked through a formal survey program.  
Showerhead costs were kept by the program vendor and showerhead  
distribution was tracked by address of the participant.

**C. Low-Flow Device Distribution Expenditures**

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

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

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

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

**E. Comments**

QUESTION C: All costs associated with the distribution of these devices were accounted for in BMP #1.

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

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### 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? no
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. 372
2. Number of miles of distribution system line surveyed. 0

### C. System Audit / Leak Detection Program Expenditures

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

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

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

### E. Comments



## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 310 |
| 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? | yes |

### B. Landscape Surveys

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

**C. Other BMP 5 Actions**

- 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? no
- 2. Number of CII mixed-use accounts with landscape budgets. 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? No

a. If YES, describe below:

6. Do you have irrigated landscaping at your facilities? no

- a. If yes, is it water-efficient?
- b. If yes, does it have dedicated irrigation metering?

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

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

**D. Landscape Conservation Program Expenditures**

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

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

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

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

**F. Comments**

The meters listed above are under budget as part of the Municipal Water District of Orange County's Landscape Certification Program. This has been a two-year effort covering 2001 & 2002. All data is listed in reporting year 2002. Included in this program is an informal survey process. Since it is informal, Under B above, Questions #2 and #3 are listed as zero, while the components of the informal process are marked as yes in Question #4.

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

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

- |   |     |
|---|-----|
| 1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers?   | yes |
| a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.<br>Edison is the utility provider. Garden Grove and MWDOC does not have information of the amounts. |     |
| 2. Does your agency offer rebates for high-efficiency washers?  | no  |
| 3. What is the level of the rebate?   | 0   |
| 4. Number of rebates awarded.   | 0   |

### B. Rebate Program Expenditures

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

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

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

### D. Comments

## BMP 07: Public Information Programs

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes

a. If YES, describe the program and how it's organized.

Garden Grove, with the help from the Municipal Water District of Orange County, promotes water conservation.

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    | 6                |
| 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    | 2                |
| 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 | 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

## BMP 08: School Education Programs

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

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

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

| Grade          | Are grade-appropriate materials distributed? | No. of class presentations | No. of students reached | No. of teachers' workshops |
|----------------|--|----------------------------|-------------------------|----------------------------|
| Grades K-3rd   | yes  | 29                         | 2338                    | 0                          |
| Grades 4th-6th | yes  | 22                         | 1598                    | 0                          |
| Grades 7th-8th | yes  | 1                          | 64                      | 0                          |
| High School    | yes  | 4                          | 140                     | 0                          |

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

4. When did your Agency begin implementing this program? 1/1/1989

### 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

## BMP 09: Conservation Programs for CII Accounts

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

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

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

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

| <b>CII Surveys</b>  | <b>Commercial<br/>Accounts</b> | <b>Industrial<br/>Accounts</b> | <b>Institutional<br/>Accounts</b> |
|---|--------------------------------|--------------------------------|-----------------------------------|
| a. Number of New Surveys Offered                                | 0                              | 0                              |                                   |
| b. Number of New Surveys Completed                              | 0                              | 0                              | 0                                 |
| c. Number of Site Follow-ups of Previous Surveys (within 1 yr)  | 0                              | 0                              | 0                                 |
| d. Number of Phone Follow-ups of Previous Surveys (within 1 yr) | 0                              | 0                              | 0                                 |

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

| Agency CII Customer Incentives | Budget (\$/Year) | No. Awarded to Customers | Total \$ Amount Awarded |
|--------------------------------|------------------|--------------------------|-------------------------|
| h. Rebates                     | 0                | 2                        | 0                       |
| i. Loans                       | 0                | 0                        | 0                       |
| j. Grants                      | 0                | 0                        | 0                       |
| k. Others                      | 0                | 0                        | 0                       |

---

**Option B: CII Conservation Program Targets**

---

- |   |     |
|---|-----|
| 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?    | 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.  | 0   |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.                                      | 0   |

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

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

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

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

**D. Comments**

Garden Grove participates in a regional Wholesaler (Metropolitan Water District of S.C.) Rebate Program. We have put in the number of rebates but not the dollar amounts or acre feet associated with them. MWD tracks these.

## BMP 09a: CII ULFT Water Savings

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:      Year:  
**100% Complete      2001**

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? Check all that apply. Service area zones  
CII Sector or subsector

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

See MWDSC Program Description

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

Bill insert  
Bill message  
Newsletter  
Web page  
Trade publications  
Other print media  
Trade shows and events

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

See MWDSC Program Description

### 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            | 2                          | 0            | 0                 | 0                |
| b. Retail / Wholesale | 0                          | 0            | 0                 | 0                |
| c. Hotels             | 0                          | 0            | 0                 | 0                |
| d. Health             | 0                          | 0            | 0                 | 0                |
| e. Industrial         | 0                          | 0            | 0                 | 0                |
| f. Schools: K to 12   | 0                          | 0            | 0                 | 0                |
| g. Eating             | 0                          | 0            | 0                 | 0                |
| h. Government         | 0                          | 0            | 0                 | 0                |
| i. Churches           | 0                          | 0            | 0                 | 0                |
| j. Other              | 0                          | 0            | 0                 | 0                |

5. Program design. 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. Site Visit

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 5
- b. Inadequate payback 5
- c. Inadequate ULFT performance 1
- d. Lack of funding 3
- e. American's with Disabilities Act 1
- f. Permitting 2
- g. Other. Please describe in B. 9. 1

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

See MWDSC Program Description

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?

See MWDSC Program Description

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

|                                  |  |    |
|----------------------------------|--|----|
| a. Wholesale agency contribution |  | 60 |
| b. State agency contribution     |  | 0  |
| c. Federal agency contribution   |  | 0  |
| d. Other contribution            |  | 0  |
| e. Total                         |  | 60 |

**D. Comments**

Question B3. What is the total number of customer accounts participating in the program during the last year? One (1) was indicated because zero (0) was not accepted from the CUWCC BMP Program.

## BMP 11: Conservation Pricing

Reporting Unit:  
City of Garden Grove

BMP Form Status: Year:  
100% Complete 2001

### A. Implementation

#### Rate Structure Data Volumetric Rates for Water Service by Customer Class

##### 1. Residential

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

##### 2. Commercial

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

##### 3. Industrial

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

##### 5. Irrigation

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

**6. Other**

|  |                  |
|--|------------------|
| a. Water Rate Structure  | Increasing Block |
| b. Sewer Rate Structure  | Uniform          |
| c. Total Revenue from Volumetric Rates                                       | \$17473500       |
| d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources | \$279560         |

**B. Conservation Pricing Program Expenditures**

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

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

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

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

**D. Comments**

NOTE: At this time we are unable to break-down the revenues you are requesting. The database we currently use does not categorize revenues, they are all added together.

## BMP 12: Conservation Coordinator

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 15%
  - b. Coordinator's Name Konya Vivanti
  - c. Coordinator's Title Administrative Analyst
  - d. Coordinator's Experience and Number of Years 1.4 years
  - e. Date Coordinator's position was created (mm/dd/yyyy) 11/12/1996
6. Number of conservation staff, including Conservation Coordinator. 2

### B. Conservation Staff Program Expenditures

|                          | This Year | Next Year |
|--------------------------|-----------|-----------|
| 1. Budgeted Expenditures | 8176      | 8176      |
| 2. Actual Expenditures   | 8176      |           |

### 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

## BMP 13: Water Waste Prohibition

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Requirements for Documenting BMP Implementation

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

a. If YES, describe the ordinance:

The City of Garden Grove has adopted a waste water prohibition ordinance. It is codified as Chapter 14.16 of the Municipal Code. Violation of the ordinance is considered an infraction for the first offence and can be charged as a misdemeanor for the second or subsequent offences.

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:

Garden Grove

None

### 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 yes

f. Other, please name

Customer plumbing leaks, Mid-day irrigation, Hosing of hard surfaces, and Water automatically served in restaurants. yes

2. Describe measures that prohibit water uses listed above:

Water personnel in the field and letters sent which includes fines

**Water Softeners:**

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

|                          | <b>This Year</b> | <b>Next Year</b> |
|--------------------------|------------------|------------------|
| 1. Budgeted Expenditures | 7000             | 7000             |
| 2. Actual Expenditures   | 7000             |                  |

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

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

**E. Comments**

## BMP 14: Residential ULFT Replacement Programs

Reporting Unit:  
**City of Garden Grove**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

|  | <b>Single-Family<br/>Accounts</b> | <b>Multi-<br/>Family<br/>Units</b> |
|--|-----------------------------------|------------------------------------|
| 1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets? | yes                               | yes                                |
| <b>Number of Toilets Replaced by Agency Program During Report Year</b>                                   |                                   |                                    |
| <b>Replacement Method</b>  | <b>SF Accounts</b>                | <b>MF Units</b>                    |
| 2. Rebate  | 219                               | 144                                |
| 3. Direct Install  | 0                                 | 0                                  |
| 4. CBO Distribution  | 0                                 | 0                                  |
| 5. Other   | 1765                              | 295                                |
| <b>Total</b>   | <b>1984</b>                       | <b>439</b>                         |

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

Garden Grove participates in a region-wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC), administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. Each customer must pay a \$30 (or free) co-pay to receive a ULFT. This program is also for SF & MF.

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

Garden Grove participates in a region-wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC), administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. Each customer must pay a \$30 (or free) co-pay to receive a ULFT. This program is also for SF & MF.

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**

|                          | <b>This Year</b> | <b>Next Year</b> |
|--------------------------|------------------|------------------|
| 1. Budgeted Expenditures | 1681.56          | 1681.56          |
| 2. Actual Expenditures   | 1681.56          |                  |

**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**

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

Reporting Unit:  
City of Garden Grove

Reporting Period:  
03-04

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

A Reporting Unit (RU) must meet three conditions to satisfy strict compliance for BMP 1.

Condition 1: Adopt survey targeting and marketing strategy on time

Condition 2: Offer surveys to 20% of SF accounts and 20% of MF units during report period

Condition 3: Be on track to survey 15% of SF accounts and 15% of MF units within 10 years of implementation start date.

### Test for Condition 1

|  |      |                      |                     |
|--|------|----------------------|---------------------|
| City of Garden Grove to Implement Targeting/Marketing Program by:            | 1999 |                      |                     |
|  |      | <u>Single-Family</u> | <u>Multi-Family</u> |
| Year City of Garden Grove Reported Implementing Targeting/Marketing Program: | 1996 |                      |                     |
| City of Garden Grove Met Targeting/Marketing Coverage Requirement:           | YES  |                      | NO                  |

### Test for Condition 2

|                             |       |                               |                      |                     |
|-----------------------------|-------|-------------------------------|----------------------|---------------------|
|                             |       |                               | <u>Single-Family</u> | <u>Multi-Family</u> |
| Survey Program to Start by: | 1998  | Residential Survey Offers (%) |                      |                     |
| Reporting Period:           | 03-04 | Survey Offers $\geq$ 20%      | NO                   | NO                  |

### Test for Condition 3

---

|  | Completed Residential Surveys |                     |
|--|-------------------------------|---------------------|
|  | <u>Single Family</u>          | <u>Multi-Family</u> |
| Total Completed Surveys 1999 - 2004:   | 2,945                         |                     |
| Past Credit for Surveys Completed Prior to 1999<br>(Implementation of Reporting Database): | 1,101                         |                     |
| Total + Credit   | 4,046                         |                     |
| Residential Accounts in Base Year  | 28,659                        | 14,974              |
| City of Garden Grove Survey Coverage as % of Base<br>Year Residential Accounts             | 14.12%                        |                     |
| Coverage Requirement by Year 7 of Implementation<br>per Exhibit 1                          | 7.90%                         | 7.90%               |
| City of Garden Grove on Schedule to Meet 10-Year<br>Coverage Requirement                   | YES                           | NO                  |

---

**BMP 1 COVERAGE STATUS SUMMARY:**  
**Water supplier has not met one or more coverage requirements for this BMP.**

## BMP 02 Coverage: Residential Plumbing Retrofit

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**03-04**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet one of three conditions to satisfy strict compliance for BMP 2.

Condition 1: The agency has demonstrated that 75% of SF accounts and 75% of MF units constructed prior to 1992 are fitted with low-flow showerheads.

Condition 2: An enforceable ordinance requiring the replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts is in place for the agency's service area.

Condition 3: The agency has distributed or directly installed low-flow showerheads and other low-flow plumbing devices to not less than 10% of single-family accounts and 10% of multi-family units constructed prior to 1992 during the reporting period.

### Test for Condition 1

| Report Year | Report Period | <u>Single-Family</u>       |                          | <u>Multi-Family</u>        |                          |
|-------------|---------------|----------------------------|--------------------------|----------------------------|--------------------------|
|             |               | <u>Reported Saturation</u> | <u>Saturation ≥ 75%?</u> | <u>Reported Saturation</u> | <u>Saturation ≥ 75%?</u> |
| 1999        | 99-00         | 60.00%                     | NO                       | 65.00%                     | NO                       |
| 2000        | 99-00         | 60.00%                     | NO                       | 65.00%                     | NO                       |
| 2001        | 01-02         | 68.00%                     | NO                       | 60.00%                     | NO                       |
| 2002        | 01-02         | 68.00%                     | NO                       | 60.00%                     | NO                       |
| 2003        | 03-04         | 91.70%                     | YES                      | 79.90%                     | YES                      |
| 2004        | 03-04         | 100.00%                    | YES                      | 86.60%                     | YES                      |

### Test for Condition 2

---

| <u>Report Year</u> | <u>Report Period</u> | <u>City of Garden Grove has ordinance requiring showerhead retrofit?</u> |
|--------------------|----------------------|--|
| 1999               | 99-00                | NO   |
| 2000               | 99-00                | NO   |
| 2001               | 01-02                | NO   |
| 2002               | 01-02                | NO   |
| 2003               | 03-04                | NO   |
| 2004               | 03-04                | NO   |

---

### Test for Condition 3

Reporting Period: 03-04

| <u>1992 SF Accounts</u> | <u>Num. Showerheads Distributed to SF Accounts</u> | <u>Single-Family Coverage Ratio</u> | <u>SF Coverage Ratio &gt; 10%</u> |
|-------------------------|--|-------------------------------------|-----------------------------------|
| 29,497                  |  |                                     | NO                                |
| <u>1992 MF Accounts</u> | <u>Num. Showerheads Distributed to MF Accounts</u> | <u>Multi-Family Coverage Ratio</u>  | <u>MF Coverage Ratio &gt; 10%</u> |
| 14,974                  |  |                                     | NO                                |

---

**BMP 2 COVERAGE STATUS SUMMARY:**  
**Water supplier is meeting coverage requirements for this BMP.**

## BMP 03 Coverage: System Water Audits, Leak Detection and Repair

Reporting Unit:  
City of Garden Grove

Reporting Period:  
03-04

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

---

An agency must meet one of two conditions to be in compliance with BMP 3:

Condition 1: Perform a prescreening audit. If the result is equal to or greater than 0.9 nothing more needs be done.

Condition 2: Perform a prescreening audit. If the result is less than 0.9, perform a full audit in accordance with AWWA's Manual of Water Supply Practices, Water Audits, and Leak Detection.

---

### Test for Conditions 1 and 2

| <u>Report Year</u> | <u>Report Period</u> | <u>Pre-Screen Completed</u> | <u>Pre-Screen Result</u> | <u>Full Audit Indicated</u> | <u>Full Audit Completed</u> |
|--------------------|----------------------|-----------------------------|--------------------------|-----------------------------|-----------------------------|
| 1999               | 99-00                | NO                          |                          |                             | NO                          |
| 2000               | 99-00                | NO                          |                          |                             | NO                          |
| 2001               | 01-02                | NO                          |                          |                             | NO                          |
| 2002               | 01-02                | NO                          |                          |                             | NO                          |
| 2003               | 03-04                | NO                          |                          |                             | NO                          |
| 2004               | 03-04                | NO                          |                          |                             | NO                          |

---

### BMP 3 COVERAGE STATUS SUMMARY:

Water supplier has not met one or more coverage requirements for this BMP.

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

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**03-04**

### **MOU Exhibit 1 Coverage Requirement**

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

---

An agency must be on track to retrofit 100% of its unmetered accounts within 10 years to be in compliance with BMP 4.

---

### **Test for Compliance**

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Total Meter Retrofits Reported through 2004

No. of Unmetered Accounts in Base Year

Meter Retrofit Coverage as % of Base Year Unmetered Accounts

Coverage Requirement by Year 6 of Implementation per Exhibit 1 42.0%

RU on Schedule to meet 10 Year Coverage Requirement YES

---

### **BMP 4 COVERAGE STATUS SUMMARY:**

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 05 Coverage: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
City of Garden Grove

Reporting Period:  
03-04

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet three conditions to comply with BMP 5.

Condition 1: Develop water budgets for 90% of its dedicated landscape meter accounts within four years of the date implementation is to start.

Condition 2: (a) Offer landscape surveys to at least 20% of its CII accounts with mixed use meters each report cycle and be on track to survey at least 15% of its CII accounts with mixed use meters within 10 years of the date implementation is to start OR (b) Implement a dedicated landscape meter retrofit program for CII accounts with mixed use meters or assign landscape budgets to mixed use meters.

Condition 3: Implement and maintain customer incentive program(s) for irrigation equipment retrofits.

#### Test for Condition 1

| <u>Year</u> | <u>Report Period</u> | <u>BMP 5 Implementation Year</u> | <u>No. of Irrigation Meter Accounts</u> | <u>No. of Irrigation Accounts with Budgets</u> | <u>Budget Coverage Ratio</u> | <u>90% Coverage Met by Year 4</u> |
|-------------|----------------------|----------------------------------|---|--|------------------------------|-----------------------------------|
| 1999        | 99-00                | 1                                | 197                                     |  |                              | NA                                |
| 2000        | 99-00                | 2                                | 197                                     |  |                              | NA                                |
| 2001        | 01-02                | 3                                | 310                                     |  |                              | NA                                |
| 2002        | 01-02                | 4                                | 310                                     |  |                              | No                                |
| 2003        | 03-04                | 5                                | 310                                     |  |                              | No                                |
| 2004        | 03-04                | 6                                | 310                                     |  |                              | No                                |

#### Test for Condition 2a (survey offers)

|  |       |
|--|-------|
| Select Reporting Period:   | 03-04 |
| Large Landscape Survey Offers as % of Mixed Use Meter CII Accounts |       |
| Survey Offers Equal or Exceed 20% Coverage Requirement             | NO    |

**Test for Condition 2a (surveys completed)**

---

|   |       |
|---|-------|
| Total Completed Landscape Surveys Reported through Credit for Surveys Completed Prior to Implementation of Reporting Database |       |
| Total + Credit  |       |
| CII Accounts in Base Year   | 2,654 |
| RU Survey Coverage as a % of Base Year CII Accounts   |       |
| Coverage Requirement by Year of Implementation per Exhibit 1  | 6.3%  |
| RU on Schedule to Meet 10 Year Coverage Requirement   | NO    |

---

**Test for Condition 2b (mixed use budget or meter retrofit program)**

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| <u>Report Year</u> | <u>Report Period</u> | <u>BMP 5 Implementation Year</u> | <u>Agency has mix-use budget program</u> | <u>No. of mixed-use budgets</u> |
|--------------------|----------------------|----------------------------------|--|---------------------------------|
| 1999               | 99-00                | 1                                | NO                                       |                                 |
| 2000               | 99-00                | 2                                | YES                                      |                                 |
| 2001               | 01-02                | 3                                | NO                                       |                                 |
| 2002               | 01-02                | 4                                | NO                                       |                                 |
| 2003               | 03-04                | 5                                | NO                                       |                                 |
| 2004               | 03-04                | 6                                | NO                                       |                                 |

  

| <u>Report Year</u> | <u>Report Period</u> | <u>BMP 4 Implementation Year</u> | <u>No. of mixed use CII accounts</u> | <u>No. of mixed use CII accounts fitted with irrig. meters</u> |
|--------------------|----------------------|----------------------------------|--------------------------------------|--|
| 1999               | 99-00                | 1                                | 2,964                                |  |
| 2000               | 99-00                | 2                                | 2,958                                |  |
| 2001               | 01-02                | 3                                | 2,988                                |  |
| 2002               | 01-02                | 4                                | 2,988                                |  |
| 2003               | 03-04                | 5                                | 2,988                                |  |
| 2004               | 03-04                | 6                                | 2,988                                |  |

**Test for Condition 3**

---

| <u>Report Year</u> | <u>Report Period</u> | <u>BMP 5 Implementation Year</u> | <u>RU offers financial incentives?</u> | <u>No. of Loans</u> | <u>Total Amt. Loans</u> |
|--------------------|----------------------|----------------------------------|--|---------------------|-------------------------|
| 1999               | 99-00                | 1                                | YES                                    |                     |                         |
| 2000               | 99-00                | 2                                | YES                                    |                     |                         |
| 2001               | 01-02                | 3                                | NO                                     |                     |                         |
| 2002               | 01-02                | 4                                | NO                                     |                     |                         |
| 2003               | 03-04                | 5                                | NO                                     |                     |                         |
| 2004               | 03-04                | 6                                | NO                                     |                     |                         |

  

| <u>Report Year</u> | <u>Report Period</u> | <u>No. of Grants</u> | <u>Total Amt. Grants</u> | <u>No. of rebates</u> | <u>Total Amt. Rebates</u> |
|--------------------|----------------------|----------------------|--------------------------|-----------------------|---------------------------|
| 1999               | 99-00                |                      |                          |                       |                           |
| 2000               | 99-00                |                      |                          |                       |                           |
| 2001               | 01-02                |                      |                          |                       |                           |
| 2002               | 01-02                |                      |                          |                       |                           |
| 2003               | 03-04                |                      |                          |                       |                           |
| 2004               | 03-04                |                      |                          |                       |                           |

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**BMP 5 COVERAGE STATUS SUMMARY:**

**Water supplier has not met one or more coverage requirements for this BMP.**

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

Reporting Unit:  
City of Garden Grove

Reporting Period:  
03-04

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet one condition to comply with BMP 6.

Condition 1: Offer a cost-effective financial incentive for high-efficiency washers if one or more energy service providers in service area offer financial incentives for high-efficiency washers.

#### Test for Condition 1

| <u>Year</u> | <u>Report Period</u> | <u>BMP 6 Implementation Year</u> | <u>Rebate Offered by ESP?</u> | <u>Rebate Offered by RU?</u> | <u>Rebate Amount</u> |
|-------------|----------------------|----------------------------------|-------------------------------|------------------------------|----------------------|
| 1999        | 99-00                | 1                                | YES                           | YES                          | 110.00               |
| 2000        | 99-00                | 2                                | YES                           | YES                          | 110.00               |
| 2001        | 01-02                | 3                                | YES                           | NO                           |                      |
| 2002        | 01-02                | 4                                | YES                           | YES                          | 100.00               |
| 2003        | 03-04                | 5                                | YES                           | YES                          | 100.00               |
| 2004        | 03-04                | 6                                | YES                           | YES                          | 100.00               |

| <u>Year</u> | <u>Report Period</u> | <u>BMP 6 Implementation Year</u> | <u>No. Rebates Awarded</u> | <u>Coverage Met?</u> |
|-------------|----------------------|----------------------------------|----------------------------|----------------------|
| 1999        | 99-00                | 1                                |                            | YES                  |
| 2000        | 99-00                | 2                                |                            | YES                  |
| 2001        | 01-02                | 3                                |                            | NO                   |
| 2002        | 01-02                | 4                                | 39                         | YES                  |
| 2003        | 03-04                | 5                                | 173                        | YES                  |
| 2004        | 03-04                | 6                                | 278                        | YES                  |

#### BMP 6 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

## BMP 07 Coverage: Public Information Programs

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**03-04**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

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An agency must meet one condition to comply with BMP 7.

Condition 1: Implement and maintain a public information program consistent with BMP 7's definition.

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#### Test for Condition 1

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| <u>Year</u> | <u>Report Period</u> | <u>BMP 7 Implementation Year</u> | <u>RU Has Public Information Program?</u> |
|-------------|----------------------|----------------------------------|---|
| 1999        | 99-00                | 2                                | YES                                       |
| 2000        | 99-00                | 3                                | YES                                       |
| 2001        | 01-02                | 4                                | YES                                       |
| 2002        | 01-02                | 5                                | YES                                       |
| 2003        | 03-04                | 6                                | YES                                       |
| 2004        | 03-04                | 7                                | YES                                       |

---

#### BMP 7 COVERAGE STATUS SUMMARY:

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 08 Coverage: School Education Programs

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**03-04**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

---

An agency must meet one condition to comply with BMP 8.

Condition 1: Implement and maintain a school education program consistent with BMP 8's definition.

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#### Test for Condition 1

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| <u>Year</u> | <u>Report Period</u> | <u>BMP 8 Implementation Year</u> | <u>RU Has School Education Program?</u> |
|-------------|----------------------|----------------------------------|---|
| 1999        | 99-00                | 2                                | NO                                      |
| 2000        | 99-00                | 3                                | YES                                     |
| 2001        | 01-02                | 4                                | YES                                     |
| 2002        | 01-02                | 5                                | YES                                     |
| 2003        | 03-04                | 6                                | YES                                     |
| 2004        | 03-04                | 7                                | YES                                     |

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#### **BMP 8 COVERAGE STATUS SUMMARY:**

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 09 Coverage: Conservation Programs for CII Accounts

Reporting Unit:  
City of Garden Grove

Reporting  
Period:  
03-04

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet three conditions to comply with BMP 9.

Condition 1: Agency has identified and ranked by use commercial, industrial, and institutional accounts.

Condition 2(a): Agency is on track to survey 10% of commercial accounts, 10% of industrial accounts, and 10% of institutional accounts within 10 years of date implementation to commence.

OR

Condition 2(b): Agency is on track to reduce CII water use by an amount equal to 10% of baseline use within 10 years of date implementation to commence.

OR

Condition 2(c): Agency is on track to meet the combined target as described in Exhibit 1 BMP 9 documentation.

### Test for Condition 1

| <u>Year</u> | <u>Report Period</u> | <u>BMP 9 Implementation Year</u> | <u>Ranked Com. Use</u> | <u>Ranked Ind. Use</u> | <u>Ranked Inst. Use</u> |
|-------------|----------------------|----------------------------------|------------------------|------------------------|-------------------------|
| 1999        | 99-00                | 1                                | YES                    | YES                    | YES                     |
| 2000        | 99-00                | 2                                | YES                    | YES                    | YES                     |
| 2001        | 01-02                | 3                                | YES                    | YES                    | YES                     |
| 2002        | 01-02                | 4                                | YES                    | YES                    | YES                     |
| 2003        | 03-04                | 5                                | YES                    | YES                    | YES                     |
| 2004        | 03-04                | 6                                | YES                    | YES                    | YES                     |

**Test for Condition 2a**

|   | Commercial | Industrial | Institutional |
|---|------------|------------|---------------|
| Total Completed Surveys Reported through 2004                               |            |            |               |
| Credit for Surveys Completed Prior to Implementation of Reporting Databases | 13         | 2          | 5             |
| Total + Credit  | 13         | 2          | 5             |
| CII Accounts in Base Year   | 1,836      | 617        | 201           |
| RU Survey Coverage as % of Base Year CII Accounts                           | 0.7%       | 0.3%       | 2.5%          |
| Coverage Requirement by Year 6 of Implementation per Exhibit 1              | 4.2%       | 4.2%       | 4.2%          |
| RU on Schedule to Meet 10 Year Coverage Requirement                         | NO         | NO         | NO            |

**Test for Condition 2a**

| <u>Year</u> | <u>Report Period</u> | <u>BMP 9 Implementation Year</u> | <u>Performance Target Savings (AF/yr)</u> | <u>Performance Target Savings Coverage</u> | <u>Performance Target Savings Coverage Requirement</u> | <u>Coverage Requirement Met</u> |
|-------------|----------------------|----------------------------------|---|--|--|---------------------------------|
| 1999        | 99-00                | 1                                | 0   | 0.0%                                       | 0.5%   | NO                              |
| 2000        | 99-00                | 2                                |   |  | 1.0%   | NO                              |
| 2001        | 01-02                | 3                                |   |  | 1.7%   | NO                              |
| 2002        | 01-02                | 4                                |   |  | 2.4%   | NO                              |
| 2003        | 03-04                | 5                                |   |  | 3.3%   | NO                              |
| 2004        | 03-04                | 6                                |   |  | 4.2%   | NO                              |

**Test for Condition 2c**

|   |      |
|---|------|
| Total BMP 9 Surveys + Credit                              | 20   |
| BMP 9 Survey Coverage                                     | 0.8% |
| BMP 9 Performance Target Coverage                         |      |
| BMP 9 Survey + Performance Target Coverage                | 0.8% |
| Combined Coverage Equals or Exceeds Coverage Requirement? | NO   |

**BMP 9 COVERAGE STATUS SUMMARY:**

**Water supplier has not met one or more coverage requirements for this BMP.**

## BMP 11 Coverage: Conservation Pricing

Reporting Unit:  
City of Garden Grove

Reporting Period:  
03-04

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

---

An agency must meet one condition to comply with BMP 11.

Agency shall maintain rate structure consistent with BMP 11's definition of conservation pricing. Implementation methods shall be at least as effective as eliminating non-conserving pricing and adopting conserving pricing. For signatories supplying both water and sewer service, this BMP applies to pricing of both water and sewer service. Signatories that supply water but not sewer service shall make good faith efforts to work with sewer agencies so that those sewer agencies adopt conservation pricing for sewer service.

a) Non-conserving pricing provides no incentives to customers to reduce use. Such pricing is characterized by one or more of the following components: rates in which the unit price decreases as the quantity used increases (declining block rates); rates that involve charging customers a fixed amount per billing cycle regardless of the quantity used; pricing in which the typical bill is determined by high fixed charges and low commodity charges.

b) Conservation pricing provides incentives to customers to reduce average or peak use, or both. Such pricing includes: rates designed to recover the cost of providing service; and billing for water and sewer service based on metered water use. Conservation pricing is also characterized by one or more of the following components: rates in which the unit rate is constant regardless of the quantity used (uniform rates) or increases as the quantity used increases (increasing block rates); seasonal rates or excess-use surcharges to reduce peak demands during summer months; rates based upon the longrun marginal cost or the cost of adding the next unit of capacity to the system.

---

### Test for Condition 1

---

| <u>Year</u> | <u>Report Period</u> | <u>RU Employed Non Conserving Rate Structure</u> | <u>RU Meets BMP 11 Coverage Requirement</u> |
|-------------|----------------------|--|---|
| 1999        | 99-00                | NO   | YES   |
| 2000        | 99-00                | NO   | YES   |
| 2001        | 01-02                | NO   | YES   |
| 2002        | 01-02                | NO   | YES   |
| 2003        | 03-04                | NO   | YES   |
| 2004        | 03-04                | NO   | YES   |

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### BMP 11 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

## **BMP 12 Coverage: Conservation Coordinator**

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**03-04**

### **MOU Exhibit 1 Coverage Requirement**

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

---

Agency shall staff and maintain the position of conservation coordinator and provide support staff as necessary.

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### **Test for Compliance**

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| <u>Report Year</u> | <u>Report Period</u> | <u>Conservation Coordinator Position Staffed?</u> | <u>Total Staff on Team (incl. CC)</u> |
|--------------------|----------------------|---|---------------------------------------|
| 1999               | 99-00                | YES   | 2                                     |
| 2000               | 99-00                | YES   | 2                                     |
| 2001               | 01-02                | YES   | 2                                     |
| 2002               | 01-02                | YES   | 2                                     |
| 2003               | 03-04                | YES   | 2                                     |
| 2004               | 03-04                | YES   | 2                                     |

---

### **BMP 12 COVERAGE STATUS SUMMARY:**

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 13 Coverage: Water Waste Prohibition

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**03-04**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet one condition to comply with BMP 13.

Implementation methods shall be enacting and enforcing measures prohibiting gutter flooding, single pass cooling systems in new connections, non-recirculating systems in all new conveyer car wash and commercial laundry systems, and non-recycling decorative water fountains.

#### Test for Condition 1

##### Agency or service area prohibits:

| <u>Year</u> | <u>Gutter Flooding</u> | <u>Single-Pass Cooling Systems</u> | <u>Single-Pass Car Wash</u> | <u>Single-Pass Laundry</u> | <u>Single-Pass Fountains</u> | <u>Other</u> | <u>RU has ordinance that meets coverage requirement</u> |
|-------------|------------------------|------------------------------------|-----------------------------|----------------------------|------------------------------|--------------|---|
| 1999        | yes                    | no                                 | yes                         | no                         | yes                          | yes          | NO  |
| 2000        | yes                    | no                                 | yes                         | no                         | yes                          | yes          | NO  |
| 2001        | yes                    | no                                 | yes                         | no                         | yes                          | yes          | NO  |
| 2002        | yes                    | no                                 | yes                         | no                         | yes                          | yes          | NO  |
| 2003        | yes                    | no                                 | yes                         | no                         | yes                          | yes          | NO  |
| 2004        | yes                    | no                                 | yes                         | no                         | yes                          | yes          | NO  |

#### **BMP 13 COVERAGE STATUS SUMMARY:**

**Water supplier has not met one or more coverage requirements for this BMP.**

## BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: **City of Garden Grove**

### MOU Exhibit 1 Coverage Requirement

A Reporting Unit (RU) must meet one of the following conditions to be in compliance with BMP 14.

Condition 1: Retrofit-on-resale (ROR) ordinance in effect in service area.

Condition 2: Water savings from toilet replacement programs equal to 90% of Exhibit 6 coverage requirement. An agency with an exemption for BMP 14 is not required to meet one of the above conditions. This report treats an agency with missing base year data required to compute the Exhibit 6 coverage requirement as out of compliance with BMP 14.

**Status: Water supplier is meeting coverage requirements for this BMP. as of 2004**

| <u>Coverage Year</u> | <u>BMP 14 Data Submitted to CUWCC</u> | <u>Exemption Filed with CUWCC</u> | <u>ROR Ordinance in Effect</u> | <u>Exhibit 6 Coverage Req'mt (AF)</u> | <u>Toilet Replacement Program Water Savings* (AF)</u> |
|----------------------|---------------------------------------|-----------------------------------|--------------------------------|---------------------------------------|---|
| 1998                 | Yes                                   |                                   |                                |                                       | 499.34  |
| 1999                 | Yes                                   | No                                | No                             |                                       | 712.01  |
| 2000                 | Yes                                   | No                                | No                             |                                       | 926.86  |
| 2001                 | Yes                                   | No                                | No                             |                                       | 1206.74   |
| 2002                 | Yes                                   | No                                | No                             |                                       | 1606.68   |
| 2003                 | Yes                                   | No                                | No                             |                                       | 2095.59   |
| 2004                 | Yes                                   | No                                | No                             |                                       | 2643.70   |
| 2005                 | No                                    | No                                | No                             |                                       |   |
| 2006                 | No                                    | No                                | No                             |                                       |   |
| 2007                 | No                                    | No                                | No                             |                                       |   |

\*NOTE: Program water savings listed are net of the plumbing code. Savings are cumulative (not annual) between 1991 and the given year. Residential ULFT count data from unsubmitted forms are NOT included in the calculation.

---

#### **BMP 14 COVERAGE STATUS SUMMARY:**

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: City of Garden Grove

### BMP 14 Coverage Calculation Detail: Retrofit on Resale (ROR) Ordinance Water Savings

|  | Single<br>Family | Multi-<br>Family |
|--|------------------|------------------|
| <b>1992 Housing Stock</b>                                  |                  |                  |
| Average rate of natural replacement (% of remaining stock) | .04              | .04              |
| Average rate of housing demolition (% of remaining stock)  | .005             | .005             |
| Estimated Housing Units with 3.5+ gpf Toilets in 1997      | 24076.11         | 12222.11         |
| Average resale rate  |                  |                  |
| Average persons per unit                                   |                  |                  |
| Average toilets per unit                                   |                  |                  |
| Average savings per home (gpd; from Exhibit 6)             | 41.9             | 47.2             |

### Single Family Housing Units

| Coverage<br>Year | Unretrofitted<br>Houses | Houses<br>Sold | Houses<br>Unsold | Sold and<br>Retrofitted | Sold and<br>Already<br>Retrofitted | Unsold<br>and<br>Retrofitted | Gross<br>ROR<br>Savings<br>(AFY) | Nat'l<br>Replacement<br>Only<br>Savings<br>(AFY) | Net ROR<br>Savings<br>(AFY) |
|------------------|-------------------------|----------------|------------------|-------------------------|------------------------------------|------------------------------|----------------------------------|--|-----------------------------|
| 1998             | 23117.88                |                | 23955.73         |                         |                                    | 958.23                       | 299.35                           | 298.35   |                             |
| 1999             | 22197.79                |                | 23835.95         |                         |                                    | 920.09                       | 342.53                           | 342.63   |                             |
| 2000             | 21314.32                |                | 23716.77         |                         |                                    | 883.47                       | 383.99                           | 383.99   |                             |
| 2001             | 20466.01                |                | 23598.19         |                         |                                    | 848.31                       | 423.80                           | 423.80   |                             |
| 2002             | 19651.46                |                | 23480.20         |                         |                                    | 814.55                       | 462.02                           | 462.02   |                             |
| 2003             | 18869.33                |                | 23362.80         |                         |                                    | 782.13                       | 498.72                           | 498.72   |                             |
| 2004             | 18118.33                |                | 23245.98         |                         |                                    | 751.00                       | 533.97                           | 533.97   |                             |
| 2005             | 17397.22                |                | 23129.75         |                         |                                    | 721.11                       | 567.61                           | 567.61   |                             |
| 2006             | 16704.82                |                | 23014.10         |                         |                                    | 692.41                       | 600.30                           | 600.30   |                             |
| 2007             | 16039.96                |                | 22899.03         |                         |                                    | 664.86                       | 631.50                           | 631.50   |                             |

### Multi Family Housing Units

| Coverage<br>Year | Unretrofitted<br>Houses | Houses<br>Sold | Houses<br>Unsold | Sold and<br>Retrofitted | Sold and<br>Already<br>Retrofitted | Unsold<br>and<br>Retrofitted | Gross<br>ROR<br>Savings<br>(AFY) | Nat'l<br>Replacement<br>Only<br>Savings<br>(AFY) | Net ROR<br>Savings<br>(AFY) |
|------------------|-------------------------|----------------|------------------|-------------------------|------------------------------------|------------------------------|----------------------------------|--|-----------------------------|
| 1998             | 11735.67                |                | 12161.00         |                         |                                    | 486.44                       | 171.19                           | 171.19   |                             |
| 1999             | 11268.59                |                | 12100.20         |                         |                                    | 467.08                       | 195.88                           | 195.88   |                             |
| 2000             | 10820.10                |                | 12039.70         |                         |                                    | 448.49                       | 219.59                           | 219.59   |                             |
| 2001             | 10389.46                |                | 11979.60         |                         |                                    | 430.64                       | 242.35                           | 242.35   |                             |
| 2002             | 9975.96                 |                | 11919.60         |                         |                                    | 413.50                       | 264.21                           | 264.21   |                             |
| 2003             | 9578.92                 |                | 11860.00         |                         |                                    | 397.04                       | 285.20                           | 285.20   |                             |
| 2004             | 9197.68                 |                | 11800.70         |                         |                                    | 381.24                       | 305.35                           | 305.35   |                             |
| 2005             | 8831.61                 |                | 11741.70         |                         |                                    | 366.07                       | 324.70                           | 324.70   |                             |
| 2006             | 8480.11                 |                | 11682.99         |                         |                                    | 351.50                       | 343.29                           | 343.29   |                             |
| 2007             | 8142.60                 |                | 11624.58         |                         |                                    | 337.51                       | 361.13                           | 361.13   |                             |

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

Reporting Unit:  
City of Garden Grove

Reporting Period:  
01-02

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

A Reporting Unit (RU) must meet three conditions to satisfy strict compliance for BMP 1.

Condition 1: Adopt survey targeting and marketing strategy on time

Condition 2: Offer surveys to 20% of SF accounts and 20% of MF units during report period

Condition 3: Be on track to survey 15% of SF accounts and 15% of MF units within 10 years of implementation start date.

### Test for Condition 1

|  |      |                      |                     |
|--|------|----------------------|---------------------|
| City of Garden Grove to Implement Targeting/Marketing Program by:            | 1999 |                      |                     |
|  |      | <u>Single-Family</u> | <u>Multi-Family</u> |
| Year City of Garden Grove Reported Implementing Targeting/Marketing Program: | 1996 |                      |                     |
| City of Garden Grove Met Targeting/Marketing Coverage Requirement:           | YES  |                      | NO                  |

### Test for Condition 2

|                             |       |                               |        |  |    |
|-----------------------------|-------|-------------------------------|--------|--|----|
| Survey Program to Start by: | 1998  | Residential Survey Offers (%) | 81.03% |  |    |
| Reporting Period:           | 01-02 | Survey Offers $\geq$ 20%      | YES    |  | NO |

### Test for Condition 3

---

|  | Completed Residential Surveys |                     |
|--|-------------------------------|---------------------|
|  | <u>Single Family</u>          | <u>Multi-Family</u> |
| Total Completed Surveys 1999 - 2002:   | 1,970                         |                     |
| Past Credit for Surveys Completed Prior to 1999<br>(Implementation of Reporting Database): | 1,101                         |                     |
| Total + Credit   | 3,071                         |                     |
| Residential Accounts in Base Year  | 28,659                        | 14,974              |
| City of Garden Grove Survey Coverage as % of Base<br>Year Residential Accounts             | 10.72%                        |                     |
| Coverage Requirement by Year 5 of Implementation<br>per Exhibit 1                          | 4.90%                         | 4.90%               |
| City of Garden Grove on Schedule to Meet 10-Year<br>Coverage Requirement                   | YES                           | NO                  |

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#### **BMP 1 COVERAGE STATUS SUMMARY:**

**Water supplier has not met one or more coverage requirements for this BMP.**

## BMP 02 Coverage: Residential Plumbing Retrofit

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**01-02**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet one of three conditions to satisfy strict compliance for BMP 2.

Condition 1: The agency has demonstrated that 75% of SF accounts and 75% of MF units constructed prior to 1992 are fitted with low-flow showerheads.

Condition 2: An enforceable ordinance requiring the replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts is in place for the agency's service area.

Condition 3: The agency has distributed or directly installed low-flow showerheads and other low-flow plumbing devices to not less than 10% of single-family accounts and 10% of multi-family units constructed prior to 1992 during the reporting period.

### Test for Condition 1

| Report Year | Report Period | <u>Single-Family</u>       |                          | <u>Multi-Family</u>        |                          |
|-------------|---------------|----------------------------|--------------------------|----------------------------|--------------------------|
|             |               | <u>Reported Saturation</u> | <u>Saturation ≥ 75%?</u> | <u>Reported Saturation</u> | <u>Saturation ≥ 75%?</u> |
| 1999        | 99-00         | 60.00%                     | NO                       | 65.00%                     | NO                       |
| 2000        | 99-00         | 60.00%                     | NO                       | 65.00%                     | NO                       |
| 2001        | 01-02         | 68.00%                     | NO                       | 60.00%                     | NO                       |
| 2002        | 01-02         | 68.00%                     | NO                       | 60.00%                     | NO                       |
| 2003        | 03-04         | 91.70%                     | YES                      | 79.90%                     | YES                      |
| 2004        | 03-04         | 100.00%                    | YES                      | 86.60%                     | YES                      |

### Test for Condition 2

| <u>Report Year</u> | <u>Report Period</u> | <u>City of Garden Grove has ordinance requiring showerhead retrofit?</u> |
|--------------------|----------------------|--|
| 1999               | 99-00                | NO   |
| 2000               | 99-00                | NO   |
| 2001               | 01-02                | NO   |
| 2002               | 01-02                | NO   |
| 2003               | 03-04                | NO   |
| 2004               | 03-04                | NO   |

### Test for Condition 3

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Reporting Period: 01-02

| <u>1992 SF</u><br><u>Accounts</u> | <u>Num. Showerheads Distributed to SF</u><br><u>Accounts</u> | <u>Single-Family Coverage</u><br><u>Ratio</u> | <u>SF Coverage Ratio &gt;</u><br><u>10%</u> |
|-----------------------------------|--|---|---|
| 29,497                            | 441  | 1.5%  | NO  |
| <u>1992 MF</u><br><u>Accounts</u> | <u>Num. Showerheads Distributed to MF</u><br><u>Accounts</u> | <u>Multi-Family Coverage</u><br><u>Ratio</u>  | <u>MF Coverage Ratio &gt;</u><br><u>10%</u> |
| 14,974                            |  |   | NO  |

---

#### **BMP 2 COVERAGE STATUS SUMMARY:**

**Water supplier has not met one or more coverage requirements for this BMP.**

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

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**01-02**

### **MOU Exhibit 1 Coverage Requirement**

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

---

An agency must meet one of two conditions to be in compliance with BMP 3:

Condition 1: Perform a prescreening audit. If the result is equal to or greater than 0.9 nothing more needs be done.

Condition 2: Perform a prescreening audit. If the result is less than 0.9, perform a full audit in accordance with AWWA's Manual of Water Supply Practices, Water Audits, and Leak Detection.

---

### **Test for Conditions 1 and 2**

| <u>Report Year</u> | <u>Report Period</u> | <u>Pre-Screen Completed</u> | <u>Pre-Screen Result</u> | <u>Full Audit Indicated</u> | <u>Full Audit Completed</u> |
|--------------------|----------------------|-----------------------------|--------------------------|-----------------------------|-----------------------------|
| 1999               | 99-00                | NO                          |                          |                             | NO                          |
| 2000               | 99-00                | NO                          |                          |                             | NO                          |
| 2001               | 01-02                | NO                          |                          |                             | NO                          |
| 2002               | 01-02                | NO                          |                          |                             | NO                          |
| 2003               | 03-04                | NO                          |                          |                             | NO                          |
| 2004               | 03-04                | NO                          |                          |                             | NO                          |

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### **BMP 3 COVERAGE STATUS SUMMARY:**

**Water supplier has not met one or more coverage requirements for this BMP.**

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

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**01-02**

### **MOU Exhibit 1 Coverage Requirement**

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

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An agency must be on track to retrofit 100% of its unmetered accounts within 10 years to be in compliance with BMP 4.

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### **Test for Compliance**

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Total Meter Retrofits Reported through 2002

No. of Unmetered Accounts in Base Year

Meter Retrofit Coverage as % of Base Year Unmetered Accounts

Coverage Requirement by Year 4 of Implementation per Exhibit 1

24.0%

RU on Schedule to meet 10 Year Coverage Requirement

YES

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### **BMP 4 COVERAGE STATUS SUMMARY:**

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 05 Coverage: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
City of Garden Grove

Reporting Period:  
01-02

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet three conditions to comply with BMP 5.

Condition 1: Develop water budgets for 90% of its dedicated landscape meter accounts within four years of the date implementation is to start.

Condition 2: (a) Offer landscape surveys to at least 20% of its CII accounts with mixed use meters each report cycle and be on track to survey at least 15% of its CII accounts with mixed use meters within 10 years of the date implementation is to start OR (b) Implement a dedicated landscape meter retrofit program for CII accounts with mixed use meters or assign landscape budgets to mixed use meters.

Condition 3: Implement and maintain customer incentive program(s) for irrigation equipment retrofits.

### Test for Condition 1

| <u>Year</u> | <u>Report Period</u> | <u>BMP 5 Implementation Year</u> | <u>No. of Irrigation Meter Accounts</u> | <u>No. of Irrigation Accounts with Budgets</u> | <u>Budget Coverage Ratio</u> | <u>90% Coverage Met by Year 4</u> |
|-------------|----------------------|----------------------------------|---|--|------------------------------|-----------------------------------|
| 1999        | 99-00                | 1                                | 197                                     |  |                              | NA                                |
| 2000        | 99-00                | 2                                | 197                                     |  |                              | NA                                |
| 2001        | 01-02                | 3                                | 310                                     |  |                              | NA                                |
| 2002        | 01-02                | 4                                | 310                                     |  |                              | No                                |
| 2003        | 03-04                | 5                                | 310                                     |  |                              | No                                |
| 2004        | 03-04                | 6                                | 310                                     |  |                              | No                                |

### Test for Condition 2a (survey offers)

|  |       |
|--|-------|
| Select Reporting Period:   | 01-02 |
| Large Landscape Survey Offers as % of Mixed Use Meter CII Accounts |       |
| Survey Offers Equal or Exceed 20% Coverage Requirement             | NO    |

**Test for Condition 2a (surveys completed)**

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|   |       |
|---|-------|
| Total Completed Landscape Surveys Reported through Credit for Surveys Completed Prior to Implementation of Reporting Database |       |
| Total + Credit  |       |
| CII Accounts in Base Year   | 2,654 |
| RU Survey Coverage as a % of Base Year CII Accounts   |       |
| Coverage Requirement by Year of Implementation per Exhibit 1  | 3.6%  |
| RU on Schedule to Meet 10 Year Coverage Requirement   | NO    |

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**Test for Condition 2b (mixed use budget or meter retrofit program)**

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| <u>Report Year</u> | <u>Report Period</u> | <u>BMP 5 Implementation Year</u> | <u>Agency has mix-use budget program</u> | <u>No. of mixed-use budgets</u> |
|--------------------|----------------------|----------------------------------|--|---------------------------------|
| 1999               | 99-00                | 1                                | NO                                       |                                 |
| 2000               | 99-00                | 2                                | YES                                      |                                 |
| 2001               | 01-02                | 3                                | NO                                       |                                 |
| 2002               | 01-02                | 4                                | NO                                       |                                 |
| 2003               | 03-04                | 5                                | NO                                       |                                 |
| 2004               | 03-04                | 6                                | NO                                       |                                 |

| <u>Report Year</u> | <u>Report Period</u> | <u>BMP 4 Implementation Year</u> | <u>No. of mixed use CII accounts</u> | <u>No. of mixed use CII accounts fitted with irrig. meters</u> |
|--------------------|----------------------|----------------------------------|--------------------------------------|--|
| 1999               | 99-00                | 1                                | 2,964                                |  |
| 2000               | 99-00                | 2                                | 2,958                                |  |
| 2001               | 01-02                | 3                                | 2,988                                |  |
| 2002               | 01-02                | 4                                | 2,988                                |  |
| 2003               | 03-04                | 5                                | 2,988                                |  |
| 2004               | 03-04                | 6                                | 2,988                                |  |

**Test for Condition 3**

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| <u>Report Year</u> | <u>Report Period</u> | <u>BMP 5 Implementation Year</u> | <u>RU offers financial incentives?</u> | <u>No. of Loans</u> | <u>Total Amt. Loans</u> |
|--------------------|----------------------|----------------------------------|--|---------------------|-------------------------|
| 1999               | 99-00                | 1                                | YES                                    |                     |                         |
| 2000               | 99-00                | 2                                | YES                                    |                     |                         |
| 2001               | 01-02                | 3                                | NO                                     |                     |                         |
| 2002               | 01-02                | 4                                | NO                                     |                     |                         |
| 2003               | 03-04                | 5                                | NO                                     |                     |                         |
| 2004               | 03-04                | 6                                | NO                                     |                     |                         |

  

| <u>Report Year</u> | <u>Report Period</u> | <u>No. of Grants</u> | <u>Total Amt. Grants</u> | <u>No. of rebates</u> | <u>Total Amt. Rebates</u> |
|--------------------|----------------------|----------------------|--------------------------|-----------------------|---------------------------|
| 1999               | 99-00                |                      |                          |                       |                           |
| 2000               | 99-00                |                      |                          |                       |                           |
| 2001               | 01-02                |                      |                          |                       |                           |
| 2002               | 01-02                |                      |                          |                       |                           |
| 2003               | 03-04                |                      |                          |                       |                           |
| 2004               | 03-04                |                      |                          |                       |                           |

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**BMP 5 COVERAGE STATUS SUMMARY:**

**Water supplier has not met one or more coverage requirements for this BMP.**

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

Reporting Unit:  
City of Garden Grove

Reporting Period:  
01-02

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet one condition to comply with BMP 6.

Condition 1: Offer a cost-effective financial incentive for high-efficiency washers if one or more energy service providers in service area offer financial incentives for high-efficiency washers.

#### Test for Condition 1

| <u>Year</u> | <u>Report Period</u> | <u>BMP 6 Implementation Year</u> | <u>Rebate Offered by ESP?</u> | <u>Rebate Offered by RU?</u> | <u>Rebate Amount</u> |
|-------------|----------------------|----------------------------------|-------------------------------|------------------------------|----------------------|
| 1999        | 99-00                | 1                                | YES                           | YES                          | 110.00               |
| 2000        | 99-00                | 2                                | YES                           | YES                          | 110.00               |
| 2001        | 01-02                | 3                                | YES                           | NO                           |                      |
| 2002        | 01-02                | 4                                | YES                           | YES                          | 100.00               |
| 2003        | 03-04                | 5                                | YES                           | YES                          | 100.00               |
| 2004        | 03-04                | 6                                | YES                           | YES                          | 100.00               |

| <u>Year</u> | <u>Report Period</u> | <u>BMP 6 Implementation Year</u> | <u>No. Rebates Awarded</u> | <u>Coverage Met?</u> |
|-------------|----------------------|----------------------------------|----------------------------|----------------------|
| 1999        | 99-00                | 1                                |                            | YES                  |
| 2000        | 99-00                | 2                                |                            | YES                  |
| 2001        | 01-02                | 3                                |                            | NO                   |
| 2002        | 01-02                | 4                                | 39                         | YES                  |
| 2003        | 03-04                | 5                                | 173                        | YES                  |
| 2004        | 03-04                | 6                                | 278                        | YES                  |

#### BMP 6 COVERAGE STATUS SUMMARY:

Water supplier has not met one or more coverage requirements for this BMP.

## BMP 07 Coverage: Public Information Programs

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**01-02**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

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An agency must meet one condition to comply with BMP 7.

Condition 1: Implement and maintain a public information program consistent with BMP 7's definition.

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#### Test for Condition 1

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| <u>Year</u> | <u>Report Period</u> | <u>BMP 7 Implementation Year</u> | <u>RU Has Public Information Program?</u> |
|-------------|----------------------|----------------------------------|---|
| 1999        | 99-00                | 2                                | YES                                       |
| 2000        | 99-00                | 3                                | YES                                       |
| 2001        | 01-02                | 4                                | YES                                       |
| 2002        | 01-02                | 5                                | YES                                       |
| 2003        | 03-04                | 6                                | YES                                       |
| 2004        | 03-04                | 7                                | YES                                       |

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#### **BMP 7 COVERAGE STATUS SUMMARY:**

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 08 Coverage: School Education Programs

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**01-02**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

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An agency must meet one condition to comply with BMP 8.

Condition 1: Implement and maintain a school education program consistent with BMP 8's definition.

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#### Test for Condition 1

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| <u>Year</u> | <u>Report Period</u> | <u>BMP 8 Implementation Year</u> | <u>RU Has School Education Program?</u> |
|-------------|----------------------|----------------------------------|---|
| 1999        | 99-00                | 2                                | NO                                      |
| 2000        | 99-00                | 3                                | YES                                     |
| 2001        | 01-02                | 4                                | YES                                     |
| 2002        | 01-02                | 5                                | YES                                     |
| 2003        | 03-04                | 6                                | YES                                     |
| 2004        | 03-04                | 7                                | YES                                     |

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#### BMP 8 COVERAGE STATUS SUMMARY:

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 09 Coverage: Conservation Programs for CII Accounts

Reporting Unit:  
City of Garden Grove

Reporting  
Period:  
01-02

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

An agency must meet three conditions to comply with BMP 9.

Condition 1: Agency has identified and ranked by use commercial, industrial, and institutional accounts.

Condition 2(a): Agency is on track to survey 10% of commercial accounts, 10% of industrial accounts, and 10% of institutional accounts within 10 years of date implementation to commence.

OR

Condition 2(b): Agency is on track to reduce CII water use by an amount equal to 10% of baseline use within 10 years of date implementation to commence.

OR

Condition 2(c): Agency is on track to meet the combined target as described in Exhibit 1 BMP 9 documentation.

### Test for Condition 1

| <u>Year</u> | <u>Report<br/>Period</u> | <u>BMP 9 Implementation<br/>Year</u> | <u>Ranked Com.<br/>Use</u> | <u>Ranked Ind.<br/>Use</u> | <u>Ranked Inst. Use</u> |
|-------------|--------------------------|--------------------------------------|----------------------------|----------------------------|-------------------------|
| 1999        | 99-00                    | 1                                    | YES                        | YES                        | YES                     |
| 2000        | 99-00                    | 2                                    | YES                        | YES                        | YES                     |
| 2001        | 01-02                    | 3                                    | YES                        | YES                        | YES                     |
| 2002        | 01-02                    | 4                                    | YES                        | YES                        | YES                     |
| 2003        | 03-04                    | 5                                    | YES                        | YES                        | YES                     |
| 2004        | 03-04                    | 6                                    | YES                        | YES                        | YES                     |

**Test for Condition 2a**

|   | Commercial | Industrial | Institutional |
|---|------------|------------|---------------|
| Total Completed Surveys Reported through 2002                               |            |            |               |
| Credit for Surveys Completed Prior to Implementation of Reporting Databases | 13         | 2          | 5             |
| Total + Credit  | 13         | 2          | 5             |
| CII Accounts in Base Year   | 1,836      | 617        | 201           |
| RU Survey Coverage as % of Base Year CII Accounts                           | 0.7%       | 0.3%       | 2.5%          |
| Coverage Requirement by Year 4 of Implementation per Exhibit 1              | 2.4%       | 2.4%       | 2.4%          |
| RU on Schedule to Meet 10 Year Coverage Requirement                         | NO         | NO         | YES           |

**Test for Condition 2a**

| <u>Year</u> | <u>Report Period</u> | <u>BMP 9 Implementation Year</u> | <u>Performance Target Savings (AF/yr)</u> | <u>Performance Target Savings Coverage</u> | <u>Performance Target Savings Coverage Requirement</u> | <u>Coverage Requirement Met</u> |
|-------------|----------------------|----------------------------------|---|--|--|---------------------------------|
| 1999        | 99-00                | 1                                | 0   | 0.0%                                       | 0.5%   | NO                              |
| 2000        | 99-00                | 2                                |   |  | 1.0%   | NO                              |
| 2001        | 01-02                | 3                                |   |  | 1.7%   | NO                              |
| 2002        | 01-02                | 4                                |   |  | 2.4%   | NO                              |
| 2003        | 03-04                | 5                                |   |  | 3.3%   | NO                              |
| 2004        | 03-04                | 6                                |   |  | 4.2%   | NO                              |

**Test for Condition 2c**

|   |      |
|---|------|
| Total BMP 9 Surveys + Credit                              | 20   |
| BMP 9 Survey Coverage                                     | 0.8% |
| BMP 9 Performance Target Coverage                         |      |
| BMP 9 Survey + Performance Target Coverage                | 0.8% |
| Combined Coverage Equals or Exceeds Coverage Requirement? | NO   |

**BMP 9 COVERAGE STATUS SUMMARY:**

**Water supplier has not met one or more coverage requirements for this BMP.**

## BMP 11 Coverage: Conservation Pricing

Reporting Unit:  
City of Garden Grove

Reporting Period:  
01-02

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

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An agency must meet one condition to comply with BMP 11.

Agency shall maintain rate structure consistent with BMP 11's definition of conservation pricing. Implementation methods shall be at least as effective as eliminating non-conserving pricing and adopting conserving pricing. For signatories supplying both water and sewer service, this BMP applies to pricing of both water and sewer service. Signatories that supply water but not sewer service shall make good faith efforts to work with sewer agencies so that those sewer agencies adopt conservation pricing for sewer service.

a) Non-conserving pricing provides no incentives to customers to reduce use. Such pricing is characterized by one or more of the following components: rates in which the unit price decreases as the quantity used increases (declining block rates); rates that involve charging customers a fixed amount per billing cycle regardless of the quantity used; pricing in which the typical bill is determined by high fixed charges and low commodity charges.

b) Conservation pricing provides incentives to customers to reduce average or peak use, or both. Such pricing includes: rates designed to recover the cost of providing service; and billing for water and sewer service based on metered water use. Conservation pricing is also characterized by one or more of the following components: rates in which the unit rate is constant regardless of the quantity used (uniform rates) or increases as the quantity used increases (increasing block rates); seasonal rates or excess-use surcharges to reduce peak demands during summer months; rates based upon the longrun marginal cost or the cost of adding the next unit of capacity to the system.

---

### Test for Condition 1

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| <u>Year</u> | <u>Report Period</u> | <u>RU Employed Non Conserving Rate Structure</u> | <u>RU Meets BMP 11 Coverage Requirement</u> |
|-------------|----------------------|--|---|
| 1999        | 99-00                | NO   | YES   |
| 2000        | 99-00                | NO   | YES   |
| 2001        | 01-02                | NO   | YES   |
| 2002        | 01-02                | NO   | YES   |
| 2003        | 03-04                | NO   | YES   |
| 2004        | 03-04                | NO   | YES   |

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### BMP 11 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

## BMP 12 Coverage: Conservation Coordinator

Reporting Unit:  
City of Garden Grove

Reporting Period:  
01-02

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

---

Agency shall staff and maintain the position of conservation coordinator and provide support staff as necessary.

---

### Test for Compliance

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| <u>Report Year</u> | <u>Report Period</u> | <u>Conservation Coordinator Position Staffed?</u> | <u>Total Staff on Team (incl. CC)</u> |
|--------------------|----------------------|---|---------------------------------------|
| 1999               | 99-00                | YES   | 2                                     |
| 2000               | 99-00                | YES   | 2                                     |
| 2001               | 01-02                | YES   | 2                                     |
| 2002               | 01-02                | YES   | 2                                     |
| 2003               | 03-04                | YES   | 2                                     |
| 2004               | 03-04                | YES   | 2                                     |

---

### BMP 12 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

## BMP 13 Coverage: Water Waste Prohibition

Reporting Unit:  
**City of Garden Grove**

Reporting Period:  
**01-02**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period?

No

---

An agency must meet one condition to comply with BMP 13.

Implementation methods shall be enacting and enforcing measures prohibiting gutter flooding, single pass cooling systems in new connections, non-recirculating systems in all new conveyer car wash and commercial laundry systems, and non-recycling decorative water fountains.

---

#### Test for Condition 1

##### Agency or service area prohibits:

| <u>Year</u> | <u>Gutter<br/>Flooding</u> | <u>Single-Pass<br/>Cooling<br/>Systems</u> | <u>Single-<br/>Pass Car<br/>Wash</u> | <u>Single-<br/>Pass<br/>Laundry</u> | <u>Single-Pass<br/>Fountains</u> | <u>Other</u> | <u>RU has ordinance<br/>that meets coverage<br/>requirement</u> |
|-------------|----------------------------|--|--------------------------------------|-------------------------------------|----------------------------------|--------------|---|
| 1999        | yes                        | no   | yes                                  | no                                  | yes                              | yes          | NO  |
| 2000        | yes                        | no   | yes                                  | no                                  | yes                              | yes          | NO  |
| 2001        | yes                        | no   | yes                                  | no                                  | yes                              | yes          | NO  |
| 2002        | yes                        | no   | yes                                  | no                                  | yes                              | yes          | NO  |
| 2003        | yes                        | no   | yes                                  | no                                  | yes                              | yes          | NO  |
| 2004        | yes                        | no   | yes                                  | no                                  | yes                              | yes          | NO  |

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#### BMP 13 COVERAGE STATUS SUMMARY:

**Water supplier has not met one or more coverage requirements for this BMP.**

## BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: **City of Garden Grove**

### MOU Exhibit 1 Coverage Requirement

A Reporting Unit (RU) must meet one of the following conditions to be in compliance with BMP 14.

Condition 1: Retrofit-on-resale (ROR) ordinance in effect in service area.

Condition 2: Water savings from toilet replacement programs equal to 90% of Exhibit 6 coverage requirement. An agency with an exemption for BMP 14 is not required to meet one of the above conditions. This report treats an agency with missing base year data required to compute the Exhibit 6 coverage requirement as out of compliance with BMP 14.

**Status: Water supplier is meeting coverage requirements for this BMP. as of 2004**

| <u>Coverage Year</u> | <u>BMP 14 Data Submitted to CUWCC</u> | <u>Exemption Filed with CUWCC</u> | <u>ROR Ordinance in Effect</u> | <u>Exhibit 6 Coverage Req'mt (AF)</u> | <u>Toilet Replacement Program Water Savings* (AF)</u> |
|----------------------|---------------------------------------|-----------------------------------|--------------------------------|---------------------------------------|---|
| 1998                 | Yes                                   |                                   |                                |                                       | 499.34  |
| 1999                 | Yes                                   | No                                | No                             |                                       | 712.01  |
| 2000                 | Yes                                   | No                                | No                             |                                       | 926.86  |
| 2001                 | Yes                                   | No                                | No                             |                                       | 1206.74   |
| 2002                 | Yes                                   | No                                | No                             |                                       | 1606.68   |
| 2003                 | Yes                                   | No                                | No                             |                                       | 2095.59   |
| 2004                 | Yes                                   | No                                | No                             |                                       | 2643.70   |
| 2005                 | No                                    | No                                | No                             |                                       |   |
| 2006                 | No                                    | No                                | No                             |                                       |   |
| 2007                 | No                                    | No                                | No                             |                                       |   |

\*NOTE: Program water savings listed are net of the plumbing code. Savings are cumulative (not annual) between 1991 and the given year. Residential ULFT count data from unsubmitted forms are NOT included in the calculation.

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#### **BMP 14 COVERAGE STATUS SUMMARY:**

**Water supplier is meeting coverage requirements for this BMP.**

## BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: City of Garden Grove

### BMP 14 Coverage Calculation Detail: Retrofit on Resale (ROR) Ordinance Water Savings

|  | Single<br>Family | Multi-<br>Family |
|--|------------------|------------------|
| <b>1992 Housing Stock</b>                                  |                  |                  |
| Average rate of natural replacement (% of remaining stock) | .04              | .04              |
| Average rate of housing demolition (% of remaining stock)  | .005             | .005             |
| Estimated Housing Units with 3.5+ gpf Toilets in 1997      | 24076.11         | 12222.11         |
| Average resale rate  |                  |                  |
| Average persons per unit                                   |                  |                  |
| Average toilets per unit                                   |                  |                  |
| Average savings per home (gpd; from Exhibit 6)             | 41.9             | 47.2             |

### Single Family Housing Units

| Coverage<br>Year | Unretrofitted<br>Houses | Houses<br>Sold | Houses<br>Unsold | Sold and<br>Retrofitted | Sold and<br>Already<br>Retrofitted | Unsold<br>and<br>Retrofitted | Gross<br>ROR<br>Savings<br>(AFY) | Nat'l<br>Replacement<br>Only<br>Savings<br>(AFY) | Net ROR<br>Savings<br>(AFY) |
|------------------|-------------------------|----------------|------------------|-------------------------|------------------------------------|------------------------------|----------------------------------|--|-----------------------------|
| 1998             | 23117.88                |                | 23955.73         |                         |                                    | 958.23                       | 299.35                           | 298.35   |                             |
| 1999             | 22197.79                |                | 23835.95         |                         |                                    | 920.09                       | 342.53                           | 342.63   |                             |
| 2000             | 21314.32                |                | 23716.77         |                         |                                    | 883.47                       | 383.99                           | 383.99   |                             |
| 2001             | 20466.01                |                | 23598.19         |                         |                                    | 848.31                       | 423.80                           | 423.80   |                             |
| 2002             | 19651.46                |                | 23480.20         |                         |                                    | 814.55                       | 462.02                           | 462.02   |                             |
| 2003             | 18869.33                |                | 23362.80         |                         |                                    | 782.13                       | 498.72                           | 498.72   |                             |
| 2004             | 18118.33                |                | 23245.98         |                         |                                    | 751.00                       | 533.97                           | 533.97   |                             |
| 2005             | 17397.22                |                | 23129.75         |                         |                                    | 721.11                       | 567.61                           | 567.61   |                             |
| 2006             | 16704.82                |                | 23014.10         |                         |                                    | 692.41                       | 600.30                           | 600.30   |                             |
| 2007             | 16039.96                |                | 22899.03         |                         |                                    | 664.86                       | 631.50                           | 631.50   |                             |

### Multi Family Housing Units

| Coverage<br>Year | Unretrofitted<br>Houses | Houses<br>Sold | Houses<br>Unsold | Sold and<br>Retrofitted | Sold and<br>Already<br>Retrofitted | Unsold<br>and<br>Retrofitted | Gross<br>ROR<br>Savings<br>(AFY) | Nat'l<br>Replacement<br>Only<br>Savings<br>(AFY) | Net ROR<br>Savings<br>(AFY) |
|------------------|-------------------------|----------------|------------------|-------------------------|------------------------------------|------------------------------|----------------------------------|--|-----------------------------|
| 1998             | 11735.67                |                | 12161.00         |                         |                                    | 486.44                       | 171.19                           | 171.19   |                             |
| 1999             | 11268.59                |                | 12100.20         |                         |                                    | 467.08                       | 195.88                           | 195.88   |                             |
| 2000             | 10820.10                |                | 12039.70         |                         |                                    | 448.49                       | 219.59                           | 219.59   |                             |
| 2001             | 10389.46                |                | 11979.60         |                         |                                    | 430.64                       | 242.35                           | 242.35   |                             |
| 2002             | 9975.96                 |                | 11919.80         |                         |                                    | 413.50                       | 264.21                           | 264.21   |                             |
| 2003             | 9578.92                 |                | 11860.00         |                         |                                    | 397.04                       | 285.20                           | 285.20   |                             |
| 2004             | 9197.68                 |                | 11800.70         |                         |                                    | 381.24                       | 305.35                           | 305.35   |                             |
| 2005             | 8831.61                 |                | 11741.70         |                         |                                    | 366.07                       | 324.70                           | 324.70   |                             |
| 2006             | 8480.11                 |                | 11682.99         |                         |                                    | 351.50                       | 343.29                           | 343.29   |                             |
| 2007             | 8142.60                 |                | 11624.58         |                         |                                    | 337.51                       | 361.13                           | 361.13   |                             |