

Water Supply & Reuse

Reporting Unit:

City of Glendale, Public Services Dept.

Year:

2003**Water Supply Source Information**

Supply Source Name	Quantity (AF) Supplied	Supply Type
Metropolitan Water District	21924	Imported
Glendale Water & Power	10231	Groundwater
Glendale Water & Power	1369	Recycled

Total AF: 33524

Reported as of 10/17/05

Accounts & Water Use

Reporting Unit Name:	Submitted to CUWCC	Year:
City of Glendale, Public Services Dept.	12/13/2004	2003

A. Service Area Population Information:

1. Total service area population 200499

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	22350	12416	0	0
2. Multi-Family	6530	11047	0	0
3. Commercial	3200	4779	0	0
4. Industrial	150	158	0	0
5. Institutional	232	433	0	0
6. Dedicated Irrigation	85	8	0	0
7. Recycled Water	55	1198	0	0
8. Other	394	25	0	0
9. Unaccounted	NA	0	NA	0
Total	32996	30064	0	0
	Metered		Unmetered	

Reported as of 10/17/05

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

Reporting Unit: City of Glendale, Public Services Dept.	BMP Form Status: 100% Complete	Year: 2003
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A. Implementation

- | | |
|--|------------|
| 1. Based on your signed MOU date, 11/05/1991, your Agency STRATEGY DUE DATE is: | 11/04/1993 |
| 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? | 06/04/2001 |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 06/04/2001 |

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	22350	46549
2. Number of surveys completed:	612	621

Indoor Survey:

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

Outdoor Survey:

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

Customer driven surveys are provided through our Livingwise program. These surveys do not include detailed landscape audits. Contractor provided surveys are also offered as part of our GWP Smart Home Energy and Water Audit program. These in-home surveys include more detailed landscape surveys. The in-home survey is provided through Xenergy. Xenergy tracks and reports activities on a monthly basis.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	65000	65000
2. Actual Expenditures	48566	

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

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 02: Residential Plumbing Retrofit

Reporting Unit: **City of Glendale, Public Services Dept.** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

- 1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
 - a. If YES, list local jurisdictions in your service area and code or ordinance in each:

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

B. Low-Flow Device Distribution Information

- 1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes
 - a. If YES, when did your agency begin implementing this strategy? 01/01/2001
 - b. Describe your targeting/ marketing strategy.

Low-flow shower heads and faucet aerators are distributed through GWP's in-school energy and water conservation education program. This program targets 800 to 1500 student households each year. Low flow devices are also directly installed as part of GWP's Smart Home Energy Program. This program provides direct installs for a minimum 1,200 single and multi-family units each year.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	927	935
3. Number of toilet-displacement devices distributed:	317	322
4. Number of toilet flappers distributed:	10	10
5. Number of faucet aerators distributed:	1621	1638
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Spreadsheet
b. If yes, describe your tracking and distribution system :		

Water surveys are offered as part of our GWP Smart Home Energy and Water Audit program. Program is provided through Xenergy. Xenergy tracks and reports activities on a monthly basis. Low-flow shower heads and faucet aerators are also distributed through GWP's in-school energy and water conservation education program.

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	8250
2. Actual Expenditures	8209	

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

GWP provides program services on a Fiscal Year basis. Data supplied for this GMP covers July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

City of Glendale, Public Services

BMP Form Status:

100% Complete

Year:

2003

Dept.

A. Implementation

- | | |
|--|-------|
| 1. Has your agency completed a pre-screening system audit for this reporting year? | yes |
| 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production: | |
| a. Determine metered sales (AF) | 30064 |
| b. Determine other system verifiable uses (AF) | 289 |
| c. Determine total supply into the system (AF) | 33524 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.91 |
| 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? | 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. | 378 |
| 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

Other system uses include: reservoir cleaning, flushing, major main breaks. GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

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

Reporting Unit:

City of Glendale, Public Services
Dept.BMP Form Status:
100% CompleteYear:
2003

A. Implementation

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

B. Feasibility Study

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

C. Meter Retrofit Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

GWP provides program services on a Fiscal Year basis. Data supplied for this GMP covers July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
**City of Glendale, Public
 Services Dept.**

BMP Form Status:
100% Complete

Year:
2003

A. Water Use Budgets

- | | |
|--|----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 10 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|--|----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy? | |
| b. Description of marketing / targeting strategy: | |
| 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/	Number Awarded to Customers	Total Amount
------------------------------	------------------	-----------------------------	--------------

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

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
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

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

**City of Glendale, Public Services
Dept.**

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.

Southern California Edison and Southern California Gas Company offer rebates on Energy Star rated clothes washers at various times.

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

3. What is the level of the rebate? 115.88

4. Number of rebates awarded. 529

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	30000	65000
2. Actual Expenditures	61300	

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

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 07: Public Information Programs

Reporting Unit:

City of Glendale, Public Services

BMP Form Status:

100% Complete

Year:

2003

Dept.

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.

GWP's Communications and Public Education Coordinators work directly with other City divisions, community-based organizations, non-profits, and service clubs on a variety of levels to disseminate information and increase awareness among residential and business customers about all water-related issues including conservation, groundwater protection, water quality, and the social and political issues pertaining to water in California.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	3
b. Public Service Announcement	yes	2
c. Bill Inserts / Newsletters / Brochures	yes	11
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	no	
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	100000	129400
2. Actual Expenditures	95240	

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

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 08: School Education Programs

Reporting Unit:
**City of Glendale, Public
 Services Dept.**

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	no	0	0	0
Grades 4th-6th	yes	17	812	1
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

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

4. When did your Agency begin implementing this program? 1/1/2001

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

This BMP is supported as part of GWP's LivingWise energy and water conservation program. Funding comes from GWP Public Benefit Program funds. Budgeted expenditures for this year were \$100,000. Actual expenditures were \$34,921. Budget for 2003 is set at \$75,000. GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

City of Glendale, Public

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? yes

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	3200	0	0
b. Number of New Surveys Completed	388	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	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	yes	no	no
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	144	27360
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 no

savings for the purpose of complying with BMP 9 under this option?

6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? no

7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.

8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	31427.5	

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

GWP offers a rebate program for installation of specific water saving devices for CII customers but the rebates are paid by the wholesale water agency that supplies GWP most of its water. GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 09a: CII ULFT Water Savings

Reporting Unit:

City of Glendale, Public

Services Dept.

BMP Form Status:

100% Complete

Year:

2003

1. Did your agency implement a CII ULFT replacement program in the reporting year? Yes

If No, please explain why on Line B. 10.

A. Targeting and Marketing

1. What basis does your agency use to target customers for participation in this program? CII Sector or subsector
CII ULFT Study subsector targeting

Check all that apply.

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

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.

- Newsletter
- Web page
- Direct letter
- Bill insert
- Newspapers
- Trade publications
- Telemarketing
- 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.

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 ? 1

4.	CII Subsector				Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount				
a. Offices	6	0	0	0				0
b. Retail / Wholesale	0	0	0	0				0
c. Hotels	0	0	0	0				0
d. Health	0	0	0	0				0

e. Industrial	0	0	0	0
f. Schools: K to 12	0	0	0	0
g. Eating	0	0	0	0
h. Govern- ment	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design. Rebate or voucher

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

a. If yes, check all that apply. Consultant

7. Participant tracking and follow-up. 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

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0

c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution		360
b. State agency contribution		0
c. Federal agency contribution		0
d. Other contribution		0
e. Total		360

D. Comments

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 11: Conservation Pricing

Reporting Unit:

City of Glendale, Public Services

BMP Form

Status:

Year:

2003

Dept.

100% Complete**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	\$20350920
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2774467

2. Commercial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$4227317
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$608844

3. Industrial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$141997
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$17387

4. Institutional / Government

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$388302
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$60417

5. Irrigation

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$7286
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$420

6. Other

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform

c. Total Revenue from Volumetric Rates \$151155

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue \$188843
Sources

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 12: Conservation Coordinator

Reporting Unit:
City of Glendale, Public Services Dept.

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? 25%
 - b. Coordinator's Name Craig Kuennen
 - c. Coordinator's Title Public Benefit Programs Coordinator
 - d. Coordinator's Experience and Number of Years 10 plus years conservation program experience
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1999
- 6. Number of conservation staff, including Conservation Coordinator. 3

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	68000	35550
2. Actual Expenditures	35510	

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

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 13: Water Waste Prohibition

Reporting Unit:

City of Glendale, Public Services

BMP Form Status:

100% Complete

Year:

2003

Dept.

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 ordinance provides a mandatory water conservation plan to minimize the effect of a shortage of water to the customers of the city and, by means of this chapter, to adopt provisions that will significantly reduce the consumption of water over an extended period of time thereby extending the available water required for the customers of the city, to protect basic human health, safety and quality of life, to share the impacts caused by the water shortage in accord with the severity of the water shortage, and to minimize the hardship to the city and the general public to the greatest extent possible.

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:

City of Glendale

13.36 Water Conservation

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 | no |

2. Describe measures that prohibit water uses listed above:

A. Prohibited Uses Applicable to All Customers. 1. There shall be no hose washing of sidewalks, walkways, driveways, or parking areas, tennis courts, patios, porches or other paved areas, except that flammable or other dangerous substances may be disposed of by direct hose flushing by public safety officers for the benefit of public health and safety. 2. There shall be no use of water for any purpose which results in overspray, runoff in flooding or runoff onto hardscape, driveways, streets, adjacent lands or into gutters. 3. No water shall be used to clean, fill or maintain levels in decorative fountains or similar structures unless such water is part of a recirculation system or unless such water is recycled water, which must be clearly posted. 4. No customer of the department shall permit water to leak from any facility on his premises; failure to effect the repair of any leak, within seventy-two hours after the customer is notified of or discovers the leak, shall subject said customer to all penalties provided herein for waste of water. 5. No landscaped or vegetated areas including, but not limited to grass, lawn, groundcover, shrubbery, annual and perennial plants, crops, and trees, including golf courses and school areas, shall be watered, sprinkled, or irrigated

between the hours of ten a.m. and five p.m. Irrigation using recycled water is exempt from this limitation but must be clearly posted. 6. No landscaped or vegetated areas shall be watered, sprinkled or irrigated on days when the wind is blowing causing overspray and on days when it is raining. 7. The washing of commercial and noncommercial privately owned automobiles, trucks, trailers, motor homes, boats, busses, airplanes and other types of vehicles is restricted to use of a hand-held bucket and quick rinses using a hose with a positive shutoff nozzle. Exceptions: the use of wash water which is on the immediate premises of a commercial car wash or commercial service station; or where health, safety and welfare of the public is contingent upon frequent vehicle cleaning, such as garbage trucks and vehicles which transport food and perishables. 8. Owners of outdoor swimming pools, wading pools or spas, when these are not in use, are requested to use covers to minimize the evaporation of water. 9. Water for construction purposes including but not limited to debrushing of vacant land, compaction of fills and pads, trench backfill and other construction uses, shall be used in an efficient manner which will not result in runoff. Recycled water is to be used where it is an available and feasible alternative source of water. 10. The use of potable water from fire hydrants shall be limited to firefighting, related activities or other activities immediately necessary to maintain the health, safety and welfare of the residents of the city. 11. No restaurant, hotel, cafe, cafeteria or other public place where food is sold, served or offered for sale, shall serve drinking water to any customer unless expressly requested by the customer. 12. Hotels and motels are requested to post notices informing their guests about the city's "no water waste policy" and urging guests to conserve water. (Ord. 5112 * 64, 1996)

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

	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

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05

BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **City of Glendale, Public Services** BMP Form Status: **100% Complete** Year: **2003**
 Dept.

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Number of Toilets Replaced by Agency Program During Report Year		
Replacement Method	SF Accounts	MF Units
2. Rebate	958	972
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total 958 972		

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

Provides rebates of \$80 and \$100 per ULFT installation. \$80 if ULFT is purchased outside city limits. \$100 if purchased within city limits.

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

Provides rebates of \$80 and \$100 per ULFT installation. \$80 if ULFT is purchased outside city limits. \$100 if purchased within city limits.

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

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

B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	110000	100000
2. Actual Expenditures	173970	

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

GWP provides program services on a fiscal year basis. Data supplied for this BMP and year covers the period July 1, 2002 to June 30, 2003.

Reported as of 10/17/05