

APPENDIX C

CALIFORNIA URBAN WATER CONSERVATION COUNCIL 2001-2004 ANNUAL BEST MANAGEMENT PRACTICES REPORT

Reported as of 10/11/05

Water Supply & Reuse

Reporting Unit:
City of Millbrae

Year:
2001

Water Supply Source Information

Supply Source Name
SFPUC

Quantity (AF) Supplied
3074.21

Supply Type
Imported

Total AF: 3074.21

Reported as of 10/11/05

Accounts & Water Use

Reporting Unit Name:
City of Millbrae

Submitted to
CUWCC
01/29/2003

Year:
2001

A. Service Area Population Information:

1. Total service area population 21718

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	5723	1695.97	0	0
2. Multi-Family	186	396.21	0	0
3. Commercial	283	177.52	0	0
4. Industrial	0	0	0	0
5. Institutional	59	481.93	0	0
6. Dedicated Irrigation	78	209.46	0	0
7. Recycled Water	0	0	0	0
8. Other	61	192.24	0	0
9. Unaccounted	NA	79.13	NA	0
Total	6390	3232.46	0	0

Metered

Unmetered

Reported as of 10/11/05

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

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2001**

A. Implementation

- 1. Based on your signed MOU date, 10/22/1991, your Agency STRATEGY DUE DATE is: 10/21/1993
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? no
 - a. If YES, when was it implemented?
- 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? no
 - a. If YES, when was it implemented?

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	371	0
2. Number of surveys completed:	0	0

Indoor Survey:

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

Outdoor Survey:

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

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

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

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

SF target from base year 1991, 1,154. 1,491 audits completed during mandatory rationing. MF target from base year 1991, 42. 109 audits completed during mandatory rationing. We continue to encourage replacement of fixtures and leak detection.

E. Comments

Reported as of 10/11/05

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Millbrae

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: 33%
- 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: 23%
- 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? 2/1/1991
 - b. Describe your targeting/ marketing strategy.

Hand delivered displacement bags, dye tablets, and adaptor rings to each household and sent to new accounts when opened. Advertise availability of all program options regularly.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	49	32
3. Number of toilet-displacement devices distributed:	371	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	371	0
6. Does your agency track the distribution and cost of low-flow devices?		no
a. If YES, in what format are low-flow devices tracked?		
b. If yes, describe your tracking and distribution system :		

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	600	650
2. Actual Expenditures	634	

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."

When landlords come in for conservation kits, that information is not tracked.

E. Comments

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

- 1. Has your agency completed a pre-screening system audit for this reporting year? yes
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF) 3232.46
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 3074.21
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 1.05
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
- 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. 69.7
- 2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

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

Perform audit biannually and implement leak detection program when cost vs benefits is favorable.

E. Comments

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

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
 - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
 - b. Describe the program:
- 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

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2001**

A. Water Use Budgets

- 1. Number of Dedicated Irrigation Meter Accounts: 42
- 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: 0
- 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): 0
- 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): 0
- 5. Does your agency provide water use notices to accounts with budgets each billing cycle? no

B. Landscape Surveys

- 1. Has your agency developed a marketing / targeting strategy for landscape surveys? yes
- a. If YES, when did your agency begin implementing this strategy? 7/1/1991
- b. Description of marketing / targeting strategy:

Surveys performed during mandatory rationing. Since then have provided CIMIS information to encourage participation. Will be providing budgets based on square footage when staffing levels allow for sending out an RFP.

- 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. no
- Does your agency provide mixed-use accounts with landscape budgets?
- 2. Number of CII mixed-use accounts with landscape budgets.
- 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? yes

a. If YES, describe below:

Cimis brochure. AB 325. Sunset Landscape and Lawn Watering Guides.

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

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

b. If yes, does it have dedicated irrigation metering? yes

7. Do you provide customer notices at the start of the irrigation season? yes

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

D. Landscape Conservation Program Expenditures

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

E. "At Least As Effective As"

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

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

F. Comments

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Millbrae

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.

PG&E, intermittently. Amount varies according to model.

2. Does your agency offer rebates for high-efficiency washers? yes
3. What is the level of the rebate? 75
4. Number of rebates awarded. 18

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2000	2000
2. Actual Expenditures	1350	

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 Millbrae

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.

The City participates in a fully publicized Earth Month Fair in conjunction with other City Departments. The City celebrates Water Education Month and Pollution Prevention Week by placing window displays at the library and recreation center, running notices and videos on the local cable station, and tabling locally in a high foot traffic area. We also held an open house at City Hall where we displayed an interactive groundwater model. Aqua the City's Water Witch appeared at several City functions.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	2
b. Public Service Announcement	yes	6
c. Bill Inserts / Newsletters / Brochures	yes	16
d. Bill showing water usage in comparison to previous year's usage	no	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	6
g. Speaker's Bureau	yes	1
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	3387	3489
2. Actual Expenditures	3387	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 10/11/05

BMP 08: School Education ProgramsReporting Unit:
City of MillbraeBMP Form Status:
100% CompleteYear:
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	0	994	0
Grades 4th-6th	yes	2	904	0
Grades 7th-8th	yes	0	635	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? 2/1/1991

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2185	2251
2. Actual Expenditures	2000	

C. "At Least As Effective As"

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

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

D. Comments

Worked with the environmental programs, Recycling, Pollution Prevention, Spare the Air, to reach teachers and students collectively via materials, newsletters, assemblies.

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Millbrae

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? yes

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

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

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

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	25000	25000
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

Due to staffing issues, unable to implement program.

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2001

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

A. Targeting and Marketing

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

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

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

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

B. Implementation

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

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

5. Program design.

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

a. If yes, check all that apply.

7. Participant tracking and follow-up.

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

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

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

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

Did not run a specific CII program; included as part of general rebate program. Did not achieve objectives.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

Reported as of 10/11/05

BMP 11: Conservation Pricing

Reporting Unit:
City of Millbrae

BMP Form
Status:
100% Complete

Year:
2001

A. Implementation

Rate Structure Data Volumetric Rates for Water Service by Customer Class

1. Residential

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$1609720.08
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$480626.47

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$384378.51
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$45681.86

3. Industrial

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

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$97736.7
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$25380.01

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$125395.3
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$10624.2

6. Other

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$147157.13

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue Sources \$4825.78

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

See spreadsheet "bmp 11... revenue 2000-01" Sewer revenue is not broken out by volumetric and non-volumetric. We have no industrial accounts.

BMP 12: Conservation Coordinator

Reporting Unit:
City of Millbrae

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 ? yes
- 4. Partner agency's name: BAWUA
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 25%
 - b. Coordinator's Name Catherine L. Allin
 - c. Coordinator's Title Water Conservation Specialist
 - d. Coordinator's Experience and Number of Years 10.5 years, Conservation Practioner Level 1, AA degree in Liberal Studies
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1990
- 6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	45000	47000
2. Actual Expenditures	45000	

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 Millbrae

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:

See attached.

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 Millbrae, City of San Bruno.

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 yes
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems yes
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes
see attached

2. Describe measures that prohibit water uses listed above:

We have a hotline to report violators and City staff report violations to the Conservation Coordinator. Authority to cite.

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

Reported as of 10/11/05

BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2001**

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	88	7
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0

Total 88 7

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

Flyer inserts in utility bills. Inserts in student take home packets. Information included in new account packet brochure. Advertising in local paper and City newsletters and guides.

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

Same as for single-family with the exception of additional articles in the local chamber newsletter.

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	6556	6753
2. Actual Expenditures	4750	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 10/11/05

Water Supply & Reuse

Reporting Unit:
City of Millbrae

Year:
2002

Water Supply Source Information

Supply Source Name
SFPUC

Quantity (AF) Supplied
2772.46

Supply Type
Imported

Total AF: 2772.46

Reported as of 10/11/05

Accounts & Water Use

Reporting Unit Name:
City of Millbrae

Submitted to
CUWCC
01/29/2003

Year:
2002

A. Service Area Population Information:

1. Total service area population 21718

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	5733	1569.69	0	0
2. Multi-Family	186	389.23	0	0
3. Commercial	287	116.21	0	0
4. Industrial	0	0	0	0
5. Institutional	59	427.73	0	0
6. Dedicated Irrigation	51	109.85	0	0
7. Recycled Water	0	0	0	0
8. Other	63	64.8	0	0
9. Unaccounted	NA	95.06	NA	0
Total	6379	2772.57	0	0

Metered

Unmetered

Reported as of 10/11/05

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

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2002**

A. Implementation

- | | |
|-------------------------------------------------------------------------------------------------------------------------------|------------|
| 1. Based on your signed MOU date, 10/22/1991, your Agency STRATEGY DUE DATE is: | 10/21/1993 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	525	0
2. Number of surveys completed:	0	0

Indoor Survey:

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

Outdoor Survey:

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

a. If yes, in what form are surveys tracked?

b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

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

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

SF target from base year 1991, 1,154. 1,491 audits completed during mandatory rationing. MF target from base year 1991, 42. 109 audits completed during mandatory rationing. We continue to encourage replacement of fixtures and leak detection.

E. Comments

BMP 02: Residential Plumbing Retrofit

Reporting Unit: **City of Millbrae** 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: 34%
- 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: 24%
- 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? 2/1/1991
 - b. Describe your targeting/ marketing strategy.

Hand delivered displacement bags, dye tablets, and adaptor rings to each household and sent to new accounts when opened. Advertise availability of all program options regularly.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	67	45
3. Number of toilet-displacement devices distributed:	525	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	525	0
6. Does your agency track the distribution and cost of low-flow devices?		no
a. If YES, in what format are low-flow devices tracked?		
b. If yes, describe your tracking and distribution system :		

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	650	700
2. Actual Expenditures	889	

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

When landlords come in for conservation kits, that information is not tracked.

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2002

A. Implementation

- 1. Has your agency completed a pre-screening system audit for this reporting year? yes
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF) 2772.57
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 2772.46
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 1.00
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
- 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. 69.7
- 2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

Perform audit biannually and implement leak detection program when cost vs benefits is favorable.

E. Comments

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

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2002

A. Implementation

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
 - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
 - b. Describe the program:
- 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

Reported as of 10/11/05

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2002**

A. Water Use Budgets

- | | |
|--------------------------------------------------------------------------------------------|----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 42 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | yes |
| a. If YES, when did your agency begin implementing this strategy? | 7/1/1991 |
| b. Description of marketing / targeting strategy: | |
| Performed surveys during mandatory rationing. Since then have provided CIMIS information to encourage participation. Will be providing budgets based on square footage. | |
| 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. | no |
| Does your agency provide mixed-use accounts with landscape budgets? | |
| 2. Number of CII mixed-use accounts with landscape budgets. | 0 |
| 3. Do you offer landscape irrigation training? | yes |
| 4. Does your agency offer financial incentives to improve | no |

landscape water use efficiency?

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

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

yes

a. If YES, describe below:

Cimis brochure. AB 325. Sunset Landscape and Lawn Watering Guides.

6. Do you have irrigated landscaping at your facilities?

yes

a. If yes, is it water-efficient?

yes

b. If yes, does it have dedicated irrigation metering?

yes

7. Do you provide customer notices at the start of the irrigation season?

yes

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

yes

D. Landscape Conservation Program Expenditures

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

E. "At Least As Effective As"

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

No

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

F. Comments

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

City of Millbrae

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.

PG&E intermittently. Amount varies according to model.

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

3. What is the level of the rebate? 75

4. Number of rebates awarded. 25

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2000	2000
2. Actual Expenditures	1875	

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 Millbrae

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.

The City participates in a fully publicized Earth Month Fair in conjunction with other City Departments. The City celebrates Water Education Month and Pollution Prevention Week by placing window displays at the library and recreation center, running notices and videos on the local cable station, and tabling locally in a high foot traffic area. We also held an open house at City Hall where we displayed an interactive groundwater model. Aqua the City's Water Witch appeared at several City functions. This year a new "Community Night" event was also held.

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	yes	6
c. Bill Inserts / Newsletters / Brochures	yes	18
d. Bill showing water usage in comparison to previous year's usage	no	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	6
g. Speaker's Bureau	yes	1
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	3000	3489
2. Actual Expenditures	3300	

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 Millbrae

BMP Form Status:
100% Complete

Year:
2002

A. Implementation

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	0	989	0
Grades 4th-6th	yes	0	904	0
Grades 7th-8th	yes	0	625	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? 2/1/1991

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2251	2320
2. Actual Expenditures	1551	

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

Worked with the environmental programs, Recycling, Pollution Prevention, Spair the Air, to reach teachers and students collectively via materials, newsletters, assemblies.

BMP 09: Conservation Programs for CII Accounts

Reporting Unit: **City of Millbrae** 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? yes

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

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

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

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	25000	25000
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

Staffing issues prohibited implementation of full surveys.

Reported as of 10/11/05

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2002

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

A. Targeting and Marketing

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

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

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

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

B. Implementation

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

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

5. Program design.

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

a. If yes, check all that apply.

7. Participant tracking and follow-up.

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

a. Disruption to business

b. Inadequate payback

c. Inadequate ULFT performance

d. Lack of funding

e. American's with Disabilities Act

f. Permitting

g. Other. Please describe in B. 9.

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

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

Did not run a specific CII program; included as part of general rebate program. Did not achieve objectives. Did inspire planning for a local motel to replace 20+ toilets.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

BMP 11: Conservation Pricing

Reporting Unit:
City of Millbrae

BMP Form
Status:
100% Complete

Year:
2002

A. Implementation

Rate Structure Data Volumetric Rates for Water Service by Customer Class

1. Residential

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$1703590.07
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$543565.42

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$357055.71
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$55571.61

3. Industrial

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

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$109368.58
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$28838.13

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$143791.56
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$12452.87

6. Other

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$99978.72

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue Sources \$8159.22

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

See spreadsheet "bmp 11... revenue 2001-02" Sewer revenue is not broken out by volumetric and non-volumetric. We have no industrial accounts.

Reported as of 10/11/05

BMP 12: Conservation Coordinator

Reporting Unit:
City of Millbrae

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 ? yes
- 4. Partner agency's name: BAWUA
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 25%
 - b. Coordinator's Name Catherine L. Allin
 - c. Coordinator's Title Water Conservation Specialist
 - d. Coordinator's Experience and Number of Years 11.5 years, Water Conservation Practioner Level 1, AA degree in Liberal Studies
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1990
- 6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	47000	60000
2. Actual Expenditures	47000	

C. "At Least As Effective As"

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

D. Comments

Reported as of 10/11/05

BMP 13: Water Waste ProhibitionReporting Unit:
City of MillbraeBMP Form Status:
100% CompleteYear:
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:

see attached

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 Millbrae, City of San Bruno Notices only; no citations.

B. Implementation

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

a. Gutter flooding yes

b. Single-pass cooling systems for new connections yes

c. Non-recirculating systems in all new conveyor or car wash systems yes

d. Non-recirculating systems in all new commercial laundry systems yes

e. Non-recirculating systems in all new decorative fountains yes

f. Other, please name yes
see attached

2. Describe measures that prohibit water uses listed above:

We have a hotline to report violators and City staff report violations to the Conservation Coordinator. Authority to cite.

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

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2002

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Number of Toilets Replaced by Agency Program During Report Year		
Replacement Method	SF Accounts	MF Units
2. Rebate	40	7
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	40	7

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

Flyer inserts in utility bills. Inserts in student take home packets. Information included in new account packet brochure. Advertising in local paper and City newsletters and guides.

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

Same as for single-family with the exception of additional articles in the local chamber newsletter.

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	6753	6960
2. Actual Expenditures	2450	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 10/11/05

Water Supply & Reuse

Reporting Unit:

City of Millbrae

Year:

2003

Water Supply Source Information

Supply Source Name

Quantity (AF) Supplied

Supply Type

SFPUC

2723

Imported

Total AF: 2723

Reported as of 10/11/05

Accounts & Water Use

Reporting Unit Name:
City of Millbrae

Submitted to
CUWCC
11/12/2004

Year:
2003

A. Service Area Population Information:

1. Total service area population 21718

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	5734	1613.2	0	0
2. Multi-Family	186	391.33	0	0
3. Commercial	287	130.15	0	0
4. Industrial	0	0	0	0
5. Institutional	59	423.58	0	0
6. Dedicated Irrigation	51	157.54	0	0
7. Recycled Water	0	0	0	0
8. Other	63	8.03	0	0
9. Unaccounted	NA	0	NA	0
Total	6380	2723.83	0	0

Metered

Unmetered

Reported as of 10/11/05

Reported as of 10/11/05

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

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

- 1. Based on your signed MOU date, 10/22/1991, your Agency STRATEGY DUE DATE is: 10/21/1993
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? no
 - a. If YES, when was it implemented?
- 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? no
 - a. If YES, when was it implemented?

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	505	0
2. Number of surveys completed:	0	0

Indoor Survey:

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

Outdoor Survey:

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

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

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

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

SF target from base year 1991, 1,154. 1,491 audits completed during mandatory rationing. MF target from base year 1991, 42. 109 audits completed during mandatory rationing. We continue to encourage replacement of fixtures and leak detection.

E. Comments

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Millbrae

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: 35%
- 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: 25%
- 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? 2/1/1991
 - b. Describe your targeting/ marketing strategy.

Hand delivered displacement bags, dye tablets, and adaptor rings to each household and sent to new accounts when opened. Advertise availability of all program options regularly.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	45	30
3. Number of toilet-displacement devices distributed:	505	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	505	0
6. Does your agency track the distribution and cost of low-flow devices?		no

- a. If YES, in what format are low-flow devices tracked?
- b. If yes, describe your tracking and distribution system :

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	700	750
2. Actual Expenditures	700	

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

When landlords come in for conservation kits, that information is not tracked.

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

1. Has your agency completed a pre-screening system audit for this reporting year? yes
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF) 2723.83
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 2723
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 1.00
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
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. 69.8
2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

Perform audit biannually and implement leak detection program when cost vs benefits is favorable.

E. Comments

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

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

1. Does your agency require meters for all new connections and bill by volume-of-use? yes
2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
 - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
 - b. Describe the program:
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

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2003**

A. Water Use Budgets

- 1. Number of Dedicated Irrigation Meter Accounts: 51
- 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: 0
- 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): 0
- 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): 0
- 5. Does your agency provide water use notices to accounts with budgets each billing cycle? no

B. Landscape Surveys

- 1. Has your agency developed a marketing / targeting strategy for landscape surveys? yes
 - a. If YES, when did your agency begin implementing this strategy? 7/1/1991
 - b. Description of marketing / targeting strategy:

Performed surveys during mandatory rationing. Since then have provided CIMIS information to encourage participation. Will be providing budgets based on square footage.

- 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. no
- Does your agency provide mixed-use accounts with landscape budgets?
- 2. Number of CII mixed-use accounts with landscape budgets. 0
- 3. Do you offer landscape irrigation training? yes
- 4. Does your agency offer financial incentives to improve no

landscape water use efficiency?

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

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

yes

a. If YES, describe below:

Cimis brochure. AB 325. Sunset Landscape and Lawn Watering Guides.

6. Do you have irrigated landscaping at your facilities?

yes

a. If yes, is it water-efficient?

yes

b. If yes, does it have dedicated irrigation metering?

yes

7. Do you provide customer notices at the start of the irrigation season?

yes

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

yes

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	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

For Fiscal Year 2004, the City of Millbrae will hire a consultant through BAWSCA to assist in BMP 5 reporting.

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Millbrae

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.

LightWash and PG&E intermittently. Amount varies according to model.

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

3. What is the level of the rebate? 75

4. Number of rebates awarded. 48

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2000	3000
2. Actual Expenditures	3600	

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 Millbrae

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.

The City participates in a fully publicized Earth Month Fair in conjunction with other City Departments. The City celebrates Water Education Month and Pollution Prevention Week by placing window displays at the library and recreation center, running notices and videos on the local cable station, and tabling locally in a high foot traffic area. During these special events, the City Council is informed at their regularly scheduled meetings.

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	yes	6
c. Bill Inserts / Newsletters / Brochures	yes	18
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	1
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	3000	3000
2. Actual Expenditures	3599	

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 Millbrae

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	0	883	0
Grades 4th-6th	yes	0	825	0
Grades 7th-8th	yes	0	614	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? 2/1/1991

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2320	2390
2. Actual Expenditures	2100	

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

Worked with the environmental programs, Recycling, Pollution Prevention, Spare the Air, to reach teachers and students collectively via materials, newsletters, assemblies.

Reported as of 10/11/05

BMP 09: Conservation Programs for CII Accounts

Reporting Unit: **City of Millbrae** 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	46	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	no	yes
f. Evaluation of all water-using apparatus and processes	yes	no	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	no	yes
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	2500	2500
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

Staffing issues prohibited implementation of full surveys.

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2003

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

A. Targeting and Marketing

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

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

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

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

B. Implementation

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

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

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

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

5. Program design.

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

a. If yes, check all that apply.

7. Participant tracking and follow-up.

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

a. Disruption to business

b. Inadequate payback

c. Inadequate ULFT performance

d. Lack of funding

e. American's with Disabilities Act

f. Permitting

g. Other. Please describe in B. 9.

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

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

Did not run a specific CII program; included as part of general rebate program. Did not achieve objectives. Continue to work with local hotels with replacing their toilets.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

Reported as of 10/11/05

BMP 11: Conservation PricingReporting Unit:
City of MillbraeBMP Form
Status:
100% CompleteYear:
2003**A. Implementation****Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$1917840.46
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$569169.85

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$391990.57
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$57856

3. Industrial

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

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$113214.72
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$27546.08

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$151787.83
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$15968.08

6. Other

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$3251.42

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue Sources \$4198.33

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

We have no industrial accounts.

BMP 12: Conservation Coordinator

Reporting Unit:
City of Millbrae

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 ? yes
- 4. Partner agency's name: BAWSCA
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 20%
 - b. Coordinator's Name Sam Bautista, P.E.
 - c. Coordinator's Title Associate Engineer
 - d. Coordinator's Experience and Number of Years 10 years, Civil Engineer, BS Biomedical and Electrical Engineering
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1990
- 6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	60000	64000
2. Actual Expenditures	48558.5	

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

BMP 13: Water Waste Prohibition

Reporting Unit:
City of Millbrae

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:

CUWCC has a copy of this ordinance on file.

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 Millbrae, City of San Bruno Notices only, no citations.

B. Implementation

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

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections yes
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems yes
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes
See ordinance on file

2. Describe measures that prohibit water uses listed above:

We have a hotline to report violators and City staff report violations to the Conservation Coordinator. Authority to cite.

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

BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Number of Toilets Replaced by Agency Program During Report Year		
Replacement Method	SF Accounts	MF Units
2. Rebate	76	13
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
	<hr/>	
Total	76	13

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

Flyer inserts in utility bills. Inserts in student take home packets. Information included in new account packet brochure. Advertising in local paper and City newsletters and guides.

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

Same as for single-family with the exception of additional articles in the local chamber newsletter.

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	6960	7000
2. Actual Expenditures	4450	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 10/11/05

Water Supply & Reuse

Reporting Unit:

City of Millbrae

Year:

2004

Water Supply Source Information

Supply Source Name

Quantity (AF) Supplied

Supply Type

SFPUC

2894.43

Imported

Total AF: 2894.43

Reported as of 10/11/05

Accounts & Water Use

Reporting Unit Name:
City of Millbrae

Submitted to
CUWCC
11/12/2004

Year:
2004

A. Service Area Population Information:

1. Total service area population 21718

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	5742	1682.39	0	0
2. Multi-Family	186	397.38	0	0
3. Commercial	293	119.13	0	0
4. Industrial	0	0	0	0
5. Institutional	49	419.13	0	0
6. Dedicated Irrigation	55	157.81	0	0
7. Recycled Water	0	0	0	0
8. Other	72	118.61	0	0
9. Unaccounted	NA	0	NA	0
Total	6397	2894.45	0	0

Metered

Unmetered

Reported as of 10/11/05

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

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

- 1. Based on your signed MOU date, 10/22/1991, your Agency STRATEGY DUE DATE is: 10/21/1993
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? no
 - a. If YES, when was it implemented?
- 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? no
 - a. If YES, when was it implemented?

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	464	0
2. Number of surveys completed:	0	0

Indoor Survey:

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

Outdoor Survey:

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

b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

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

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

SF target from base year 1991, 1,154. 1,491 audits completed during mandatory rationing. MF target from base year 1991, 42. 109 audits completed during mandatory rationing. We continue to encourage replacement of fixtures and leak detection.

E. Comments

Reported as of 10/11/05

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Millbrae

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? no
- 3. Estimated percent of single-family households with low-flow showerheads: 35%
- 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: 25%
- 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? 2/1/1991
 - b. Describe your targeting/ marketing strategy.

Hand delivered displacement bags, dye tablets, and adaptor rings to each household and sent to new accounts when opened. Advertise availability of all program options regularly.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units	
2. Number of low-flow showerheads distributed:	38	7	
3. Number of toilet-displacement devices distributed:	464	0	
4. Number of toilet flappers distributed:	0	0	
5. Number of faucet aerators distributed:	464	0	
6. Does your agency track the distribution and cost of low-flow devices?			no
a. If YES, in what format are low-flow devices tracked?			
b. If yes, describe your tracking and distribution system :			

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	750	750
2. Actual Expenditures	750	

D. "At Least As Effective As"

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

No

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

E. Comments

When landlords come in for conservation kits, that information is not tracked.

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- 1. Has your agency completed a pre-screening system audit for this reporting year? yes
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF) 2894.45
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 2894.43
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 1.00
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
- 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. 69.8
- 2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

Perform audit biannually and implement leak detection program when cost vs benefits is favorable.

E. Comments

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

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
 - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
 - b. Describe the program:
- 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

Reported as of 10/11/05

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **City of Millbrae** BMP Form Status: **100% Complete** Year: **2004**

A. Water Use Budgets

- | | |
|--------------------------------------------------------------------------------------------|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 55 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 15 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 38 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 38 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | yes |

B. Landscape Surveys

- | | |
|--------------------------------------------------------------------------------------|----------|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | yes |
| a. If YES, when did your agency begin implementing this strategy? | 7/1/1991 |
| b. Description of marketing / targeting strategy: | |

Performed surveys during mandatory rationing. Since then have provided CIMIS information to encourage participation. Will be providing budgets based on square footage. The 15 accounts with Water Budgets were based on high square footage.

- | | |
|---------------------------------------------------------------------------------|-----|
| 2. Number of Surveys Offered. | 15 |
| 3. Number of Surveys Completed. | 15 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | no |
| b. Distribution Uniformity Analysis | yes |
| c. Review / Develop Irrigation Schedules | no |
| d. Measure Landscape Area | yes |
| e. Measure Total Irrigable Area | no |
| f. Provide Customer Report / Information | yes |
| 5. Do you track survey offers and results? | yes |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | yes |
| a. If YES, describe below: | |

The consultant provides follow-up surveys after each water billing cycles.

C. Other BMP 5 Actions

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

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

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

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

a. If YES, describe below:

Cimis brochure. AB 325. Sunset Landscape and Lawn Watering Guides.

- 6. Do you have irrigated landscaping at your facilities? yes
 - a. If yes, is it water-efficient? yes
 - b. If yes, does it have dedicated irrigation metering? yes
- 7. Do you provide customer notices at the start of the irrigation season? yes
- 8. Do you provide customer notices at the end of the irrigation season? yes

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
2. Actual Expenditures	4950	

E. "At Least As Effective As"

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

F. Comments

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Millbrae

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.

LightWash and PG&E intermittently. Amount varies according to model.

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

3. What is the level of the rebate? 75

4. Number of rebates awarded. 49

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	3000	3000
2. Actual Expenditures	3675	

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 Millbrae

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.

The City participates in a fully publicized Earth Month Fair in conjunction with other City Departments. The City celebrates Water Education Month and Pollution Prevention Week by placing window displays at the library and recreation center, running notices and videos on the local cable station, and tabling locally in a high foot traffic area and City Hall. During these special events, the City Council is informed at their regularly scheduled meetings.

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	yes	6
c. Bill Inserts / Newsletters / Brochures	yes	18
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	1
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	3700	3700
2. Actual Expenditures	3706	

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

For Fiscal Year 2005, the City of Millbrae will conduct a seminar on Waterwise Landscaping.

Reported as of 10/11/05

BMP 08: School Education ProgramsReporting Unit:
City of MillbraeBMP Form Status:
100% CompleteYear:
2004**A. Implementation**1. Has your agency implemented a school information program to promote water conservation? yes

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	0	777	0
Grades 4th-6th	yes	0	746	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? yes4. When did your Agency begin implementing this program? 2/1/1991**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	2390	2400
2. Actual Expenditures	2388	

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

Worked with the environmental programs, Recycling, Pollution Prevention, Spare the Air, to reach teachers and students collectively via materials, newsletters, assemblies. Due to staffing levels and budget, City Staff concentrated on grades K-6.

Reported as of 10/11/05

BMP 09: Conservation Programs for CII AccountsReporting Unit:
City of MillbraeBMP Form Status:
100% CompleteYear:
2004**A. Implementation**

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

Option A: CII Water Use Survey and Customer Incentives Program

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

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	49	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	no	yes
f. Evaluation of all water-using apparatus and processes	yes	no	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	no	yes
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

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

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	2500	2500
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

Staffing issues prohibited implementation of full surveys.

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2004

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

A. Targeting and Marketing

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

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

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

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

B. Implementation

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

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

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

CII Subsector

Number of Toilets Replaced

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

5. Program design.

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

a. If yes, check all that apply.

7. Participant tracking and follow-up.

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

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

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

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

Did not run a specific CII program; included as part of general rebate program. Did not achieve objectives. Continue to work with local hotels with replacing their toilets.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

Reported as of 10/11/05

BMP 11: Conservation PricingReporting Unit:
City of MillbraeBMP Form
Status:
100% CompleteYear:
2004**A. Implementation****Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$2299785.94
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$701405.81

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$454288.12
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$62623.2

3. Industrial

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

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$122018.4
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$25866.72

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$216816.02
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$17633.72

6. Other

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform Seasonal
c. Total Revenue from Volumetric Rates	\$1029.35

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue Sources \$4530.33

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

We have no industrial accounts.

Reported as of 10/11/05

BMP 12: Conservation Coordinator

Reporting Unit:
City of Millbrae

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? yes
- 4. Partner agency's name: BAWSCA
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 20%
 - b. Coordinator's Name Sam Bautista, P.E.
 - c. Coordinator's Title Associate Engineer
 - d. Coordinator's Experience and Number of Years 10 years, Civil Engineer, BS Biomedical and Electrical Engineering
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1990
- 6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	64734.1	66000
2. Actual Expenditures	50482.71	

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 Millbrae

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:

CUWCC has a copy of this ordinance on file.

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 Millbrae, City of San Bruno Notices only, no citations.

B. Implementation

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

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections yes
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems yes
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes
See ordinance on file

2. Describe measures that prohibit water uses listed above:

We have a hotline to report violators and City staff report violations to the Conservation Coordinator. Authority to cite.

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

Reported as of 10/11/05

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
City of Millbrae

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	81	8
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0

Total 81 8

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

Flyer inserts in utility bills. Information included in new account packet brochure. Advertising in local paper and City newsletters and guides.

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

Same as for single-family with the exception of additional articles in the local chamber newsletter.

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	7000	7100
2. Actual Expenditures	4450	

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