

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

Reporting Unit:
City of Mountain View

BMP Form Status:
100% Complete

Year:
2001

Implementation

- | | |
|--|------------|
| 1. Based on your signed MOU date, 01/22/1992, your Agency STRATEGY DUE DATE is: | 01/21/1994 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 1/22/1992 |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 7/1/1998 |

By Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	3700	245
2. Number of surveys completed:	336	494
Indoor Survey:		
3. Check for leaks, including toilets, faucets and meter checks	yes	yes
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	yes	yes
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	yes	yes
Outdoor Survey:		
6. Check irrigation system and timers	yes	yes
7. Review or develop customer irrigation schedule	yes	yes
8. Measure landscaped area (Recommended but not required for surveys)	yes	yes
9. Measure total irrigable area (Recommended but not required for surveys)	yes	yes
10. Which measurement method is typically used (Recommended but not required for surveys)	Odometer	Wheel
	yes	yes
11. Were customers provided with information		

packets that included evaluation results and water savings recommendations?

12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?

yes

yes

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

spreadsheet

b. Describe how your agency tracks this information.

Santa Clara Valley Water District performs and tracks surveys.

C. Water Survey Program Expenditures

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

D. "At least as Effective as"

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

No

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

E. Comments

BMP 02 Residential Plumbing Region

Reporting Unit:
City of Mountain View

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? yes

3. Estimated percent of single-family households with low-flow showerheads: 75%

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: 50%

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

Totals from 1991/1992 CUWCC annual report indicate over 11,000 water conservation kits were delivered.

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? 1/22/1992

b. Describe your targeting/ marketing strategy.
 Low flow devices are offered to customers through advertising conservation methods. Devices are distributed during water surveys.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
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2. Number of low-flow showerheads distributed:	67	171
--	----	-----

3. Number of toilet-displacement devices distributed:	0	0
---	---	---

4. Number of toilet flappers distributed:	0	0
---	---	---

5. Number of faucet aerators distributed:	158	374
---	-----	-----

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

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

b. If yes, describe your tracking and distribution system :
 Distribution is tracked by the Santa Clara Valley Water District.

C. Low-Flow Device Distribution Expenditures

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

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."

Comments

BMP 03 System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Mountain View

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) 13903
 - b. Determine other system verifiable uses (AF) 26
 - c. Determine total supply into the system (AF) 14586
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.95
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? yes
- a. If yes, describe the leak detection program:
Customer leak notification system done.

B. Survey Data

1. Total number of miles of distribution system line. 165
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 AWWA

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

Reporting Unit: **City of Mountain View** 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? yes
 - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed? 1/22/1992
 - b. Describe the program:
Meters required by City ordinance dated 10/29/1962
- 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. 1000
- 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

- 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 Mountain
View

BMP Form Status:
100% Complete

Year:
2001

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 738 |
| 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? | 1/22/1992 |
| b. Description of marketing / targeting strategy:
Target letters and advertisements on Web sites, and Consumer Confidence Report to all customers. Santa Clara Valley Water District contractor performs landscape surveys. | |
| 2. Number of Surveys Offered. | 220 |
| 3. Number of Surveys Completed. | 11 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | yes |
| b. Distribution Uniformity Analysis | yes |
| c. Review / Develop Irrigation Schedules | yes |
| d. Measure Landscape Area | yes |
| e. Measure Total Irrigable Area | yes |
| f. Provide Customer Report / Information | yes |
| 5. Do you track survey offers and results? | yes |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

COMPLETING TABLES

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

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	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:
Water efficient Landscape Guidelines provided.

6. Do you have irrigated landscaping at your facilities? yes
- a. If yes, is it water-efficient? yes
- b. If yes, does it have dedicated irrigation metering? yes
7. Do you provide customer notices at the start of the irrigation season? no
8. Do you provide customer notices at the end of the irrigation season? no

Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	13000	7000
2. Actual Expenditures	13000	

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."

Comments

BMP 06: High Efficiency Washing Machine Rebate Programs

Reporting Unit: **City of Mountain View** 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.
Santa Clara Valley Water District and Pacific Gas & Electric.
- 2. Does your agency offer rebates for high-efficiency washers? yes
- 3. What is the level of the rebate? 100
- 4. Number of rebates awarded. 130

B. Rebate Program Expenditures

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

C. At Least As Effective As

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

D. Comments

BMP 07: Public Information Programs

Reporting Unit:
City of Mountain View

BMP Form Status:
100% Complete

Year:
2001

A. Implementer

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.
 Target letters to high water users and information on City web site.
 Consumer Confidence Report to all customers with water conservation programs.

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

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

B. Conservation Incentive Program Expenditures

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

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

A. Implementation

1. Has your agency implemented a school information program to promote water conservation? no

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	no			
Grades 4th-6th	no			
Grades 7th-8th	no			
High School	no			

3. Did your Agency's materials meet state education framework requirements? no

4. When did your Agency begin implementing this program?

B. School Education Program Expenditures

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

C. At Least As Effective As

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

Santa Clara Valley Water District is water conservation partner and offers school education programs and materials in the Mountain View area.

D. Comments

BMP 09: Conservation Programs for CII Accounts

**Reporting Unit:
City of Mountain View**

**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? | no |

Option A: CII Water Use Survey and Customer Incentives Program

- | | |
|---|-----|
| 4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? | 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	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

BMP 09: CII ULFT Water Savings

Reporting Unit:
City of Mountain View

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.) no

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

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

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	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."

Santa Clara Valley Water District will initiate CII survey program. The City of Mountain View will participate.

D. Comments

CII		Number of Toilets Replaced			
Subsector					
4.		Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
a.	Offices	0	0	0	0
b.	Retail / Wholesale	0	0	0	0
c.	Hotels	0	0	0	0
d.	Health	0	0	0	0
e.	Industrial	0	0	0	0
f.	Schools: K to 12	0	0	0	0
g.	Eating	0	0	0	0
h.	Government	0	0	0	0
i.	Churches	0	0	0	0
j.	Other	0	0	0	0

5. Program design.

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?

CITY OF MOUNTAIN VIEW PARTNERS WITH SANTA CLARA VALLEY WATER DISTRICT WATER CONSERVATION PROGRAMS. WE HAVE NOT PARTICIPATED IN THIS PROGRAM YET.

c. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

d. Comments

BMP Form Conservation Planning

Reporting Unit:
City of Mountain View

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

A. Implementation**Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Non-volumetric Flat Rate
c. Total Revenue from Volumetric Rates	\$4334774
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

2. Commercial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$5858500
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

3. Industrial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$3100601
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

4. Institutional / Government

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

BMP 12: Conservation Coordinator

Reporting Unit: **City of Mountain View** 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: Santa Clara Valley Water District
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 10%
 - b. Coordinator's Name Steve Haren
 - c. Coordinator's Title Water Meter Supervisor
 - d. Coordinator's Experience and Number of Years Water Utilities 16 years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 1/22/1992
- 6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

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

C. At Least As Effective As

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

D. Comments

Water Softeners:

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

- a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes
- b. Develop minimum appliance efficiency standards that:
 - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. 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. yes

4. Does your agency include water softener checks in home water audit programs? yes

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? no

C. Water Waste Pollution 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 Mountain View** BMP Form Status: **100% Complete** Year: **2001**

Agency Information

	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	0	0
3. Direct Install	0	319
4. CBO Distribution	4	0
5. Other	0	0
Total	4	319

6. Describe your agency's ULFT program for single-family residences.
 SANTA CLARA VALLEY WATER DISTRICT OPERATED THE SF DISTRIBUTION PROGRAM.

7. Describe your agency's ULFT program for multi-family residences.
 SANTA CLARA VALLEY WATER DISTRICT OPERATED THE MF INSTALLATION PROGRAM.

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

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

N/A N/A

Budgeted and Actual Expenditures

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

At Least as Effective as

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

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

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

Reporting Unit:
City of Mountain View

BMP Form Status:
100% Complete

Year:
2002

A. Implementation

- | | |
|--|------------|
| 1. Based on your signed MOU date, 01/22/1992, your Agency STRATEGY DUE DATE is: | 01/21/1994 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 1/22/1992 |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? | yes |
| a. If YES, when was it implemented? | 7/1/1998 |

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	12754	815
2. Number of surveys completed:	155	985
Indoor Survey:		
3. Check for leaks, including toilets, faucets and meter checks	yes	yes
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	yes	yes
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	yes	yes

Outdoor Survey:

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

C. Water Survey Program Expenditures

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

D. At Least As Effective As?

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

E. Comments

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Mountain View

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? yes

3. Estimated percent of single-family households with low-flow showerheads: 75%

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: 50%

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

Totals from 1991/1992 CUWCC annual report indicate over 11,000 water conservation kits were delivered.

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? 1/22/1992

b. Describe your targeting/ marketing strategy.

Low flow devices are offered to customers through advertising conservation methods. Devices are distributed during water surveys.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	148	537
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	319	942

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

yes

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

Spreadsheet

b. If yes, describe your tracking and distribution system :
Distribution is tracked by the Santa Clara Valley Water District.

C. Low-Flow Device Distribution Expenditures

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

D. At Least as Effective as

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

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

E. Comments

BMP 03: System Water Audit, Leak Detection and RepairReporting Unit:
City of Mountain ViewBMP Form Status:
100% CompleteYear:
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) 13554
 - b. Determine other system verifiable uses (AF) 23
 - c. Determine total supply into the system (AF) 14370
 - d. Using the numbers above, if $(\text{Metered Sales} + \text{Other Verifiable Uses}) / \text{Total Supply}$ is < 0.9 then a full-scale system audit is required. 0.94
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? no
6. Does your agency operate a system leak detection program? yes
- a. If yes, describe the leak detection program:
Customer leak notification system done by meter readers.

B. Survey Data

1. Total number of miles of distribution system line. 165
2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

A. Metering with Commodity Rates for all New Connections and Retrofit of Existing

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

B. 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? yes
 - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed? 1/22/1992
 - b. Describe the program:
Meters required by City ordinance dated 10/29/1962
- 3. Number of previously unmetered accounts fitted with meters during report year. 0

C. 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. 1000
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 2

D. Meter Retrofit 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. Other

BMP 05: Large Landscape Conservation Programs and Incentives

**Reporting Unit:
City of Mountain
View**

**BMP Form Status:
100% Complete**

**Year:
2002**

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 750 |
| 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? | 1/22/1992 |
| b. Description of marketing / targeting strategy:
Target letters and advertisements on web sites, send Consumer Confidence Report to all customers. Santa Clara Valley Water District contractor performs landscape surveys | |
| 2. Number of Surveys Offered. | 750 |
| 3. Number of Surveys Completed. | 7 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | yes |
| b. Distribution Uniformity Analysis | yes |
| c. Review / Develop Irrigation Schedules | yes |
| d. Measure Landscape Area | yes |
| e. Measure Total Irrigable Area | yes |
| f. Provide Customer Report / Information | yes |
| 5. Do you track survey offers and results? | yes |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

C. Other BMP Actions

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

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

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

a. If YES, describe below:

- 6. Do you have irrigated landscaping at your facilities? yes
 - a. If yes, is it water-efficient? yes
 - b. If yes, does it have dedicated irrigation metering? yes
- 7. Do you provide customer notices at the start of the irrigation season? no
- 8. Do you provide customer notices at the end of the irrigation season? no

D. Landscape Conservation Program Expenditures

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

E. "At Least As Effective" Variant

- 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 Mountain View** 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.
Santa Clara Valley Water District and Pacific Gas and Electric
2. Does your agency offer rebates for high-efficiency washers? yes
3. What is the level of the rebate? 150
4. Number of rebates awarded. 285

B. Rebate Program Expenditures

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

C. At Least As Effective As

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

D. Comments

BMP 07 Public Information Programs

Reporting Unit: **City of Mountain View** 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.
 Target letters to high water users and information on City Website.
 Consumer Confidence Report to all customers includes water conservation information and programs

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

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

B. Conservation Information Program Expenditures

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

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

A. Implementation

1. Has your agency implemented a school information program to promote water conservation? no

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	0	0
Grades 4th-6th	yes	0	0	0
Grades 7th-8th	yes	0	0	0
High School	yes	0	0	0

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

4. When did your Agency begin implementing this program? 1/22/1992

B. School Education Program Expenditures

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

C. At Least as Effective As

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

Santa Clara Valley Water District is water conservation partner and offers school education programs and materials in the Mountain View area.

D. Comments

BMP 09: Conservation Programs for CII Accounts

Reporting Unit: City of Mountain View **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? no

Option A: CII Water Use Survey and Customer Incentives Program

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? 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	yes	yes
f. Evaluation of all water-using apparatus and processes	yes	yes	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	yes	yes