

Appendix C

BMP Activity Report

This Appendix includes the following information:

- Water Supply and Reuse Summary 2004
- Water Account and Use Summary 2004
- BMP Activity Reports 2004
- Water Supply and Reuse Summary 2003
- Water Account and Use Summary 2003
- BMP Activity Reports 2003
- CUWCC Coverage Reports as of October 2005

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Water Supply & Reuse

Reporting Unit:

City of Ontario

Year:

2003

Water Supply Source Information

Supply Source Name	Quantity (AF) Supplied	Supply Type
Well No.3	896.19	Groundwater
Well No.9	133.14	Groundwater
Well No. 11	1777.46	Groundwater
Well No. 15	1837.91	Groundwater
Well No. 16	982.81	Groundwater
Well No.17	2077.4	Groundwater
Well No.20	693.45	Groundwater
Well No.24	2758.84	Groundwater
Well No.25	2087.05	Groundwater
Well No.26	335.86	Groundwater
Well No.27	903.2	Groundwater
Well No.29	3152.54	Groundwater
Well No.30	536.8	Groundwater
Well No.31	2847.3	Groundwater
Well No.34	2761.72	Groundwater
Well No.35	1838.98	Groundwater
Well No.36	1127.72	Groundwater
Well No.37	3835.16	Groundwater
Well No.38	1407.06	Groundwater
Well No.39	2639.69	Groundwater
State Proj/MWD	8255.08	Imported

Total AF: 42885.36

Reported as of 10/12/05

Accounts & Water Use

Reporting Unit Name:
City of Ontario

Submitted to
CUWCC
11/22/2004

Year:
2003

A. Service Area Population Information:

1. Total service area population 165678

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	25830	17038	0	0
2. Multi-Family	1977	6484	0	0
3. Commercial	2615	10423	0	0
4. Industrial	344	2473	0	0
5. Institutional	293	1171	0	0
6. Dedicated Irrigation	958	5052	0	0
7. Recycled Water	2	87	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	5	NA	0
Total	32019	42733	0	0

Metered

Unmetered

Reported as of 10/12/05

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

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

A. Implementation

- | | |
|-------------------------------------------------------------------------------------------------------------------------------|------------|
| 1. Based on your signed MOU date, 12/11/2002, your Agency STRATEGY DUE DATE is: | 12/10/2004 |
| 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:	0	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 | no | no |

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? 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."

Leaks are checked at the meter during customer service work, in response to a customer complain, during meter exchanges and when the meter is read. The coverage % would be 100% coverage several times throughout the year. Additionally, during various in-home customer service visits, leaks are noticed to customers. Customers are also offered swimming pool rebates to reduce evaporation.

E. Comments

Reported as of 10/12/05

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Ontario

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: 1.4%
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: 5.8%
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? 1/1/2002
 - b. Describe your targeting/ marketing strategy.

Low flow showerheads are distributed at water quality/water conservation fair booths, during in-home water quality site visits and by customer service staff conducting routine fieldwork.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	375	125
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
6. Does your agency track the distribution and cost of low-flow devices?		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	2000	2000
2. Actual Expenditures	2290	

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

500 Low flow hoze nozzles were also distributed this year with the showerhead giveaways.

Reported as of 10/12/05

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **City of Ontario** 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) 42733
 - b. Determine other system verifiable uses (AF) 86.5
 - c. Determine total supply into the system (AF) 42885.36
 - 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? yes
 - a. If yes, describe the leak detection program:

Leaks are reported by Ontario Utilities employees and other Public Works employees working in the field who may observe leaks while reading meters, working on services lines or conducting misc. work within the City. Leaks are also reported directly by the customer. In addition, field crews investigate below ground leaks.

B. Survey Data

1. Total number of miles of distribution system line. 498
2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	20000	20000
2. Actual Expenditures	13000	

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 10/12/05

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

Reporting Unit:
City of Ontario

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:

Not needed, all services are metered.
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

The number of CII accounts with mix-used meters is unknown at this time. The zero number reported above may not be an accurate reflection of the zero number reported above.

Reported as of 10/12/05

BMP 05: Large Landscape Conservation Programs and Incentives

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

A. Water Use Budgets

- | | |
|--------------------------------------------------------------------------------------------|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 890 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

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

C. Other BMP 5 Actions

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

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

Type of Financial Incentive:	Budget (Dollars/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? no
 - 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	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

Reported as of 10/12/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Ontario

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.

Rebates are available through Inland Empire Utilities Agency in coordination with the Metropolitan Water District. The rebate is \$100. The City does not offer a rebate in addition to the IEUA/MWD rebate.

2. Does your agency offer rebates for high-efficiency washers? no

3. What is the level of the rebate? 0

4. Number of rebates awarded. 0

B. Rebate Program Expenditures

	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

Budgeted and actual expenditures may be reflected through IEUA regional program expenditures for this program. This City pays into this program and monies and programs and administered regionally.

Reported as of 10/12/05

BMP 07: Public Information Programs

Reporting Unit:

BMP Form Status:

Year:

City of Ontario**100% Complete****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.

Conservation information is distributed in a variety of ways. Conservation information is found prominently in our water quality reports and our quarterly newsletter. Conservation topics are discussed with residents and businesses on an individual and group level. Various literature is targeted and distributed to various age levels.

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

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

B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
2. Actual Expenditures	4925	

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

A budgeted amount of \$1500 shown is paid to a regional conservation group called the Water Education and Water Awareness Committee whose purpose is to conduct public

education on water conservation. Additionally, budgeted expenditures reflect Ontario staff time to implement these programs.

Reported as of 10/12/05

BMP 08: School Education Programs

Reporting Unit:

BMP Form Status:

Year:

City of Ontario

100% Complete

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	0	0
Grades 4th-6th	yes	31	799	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? 01/01/2003

B. School Education Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Budgeted and actual expenditures will be reflected on the wholesale agency report.

Reported as of 10/12/05

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Ontario

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

1. Has your agency identified and ranked COMMERCIAL customers according to use? no
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	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	14	2100

i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?	yes
6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	yes
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	.65
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	5.82

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	2515.5	

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

Budgeted expenditures should be reflected on the wholesale agency report.

Reported as of 10/12/05

BMP 09a: CII ULFT Water Savings

Reporting Unit:

BMP Form Status:

Year:

City of Ontario**100% Complete****2003**

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

A. Targeting and Marketing

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

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

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

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

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

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

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

B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.) Yes
2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency? Yes
3. What is the total number of customer accounts participating in the program during the last year ? 0

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

5. Program design. Rebate or voucher

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

a. If yes, check all that apply. Consultant

7. Participant tracking and follow-up. Telephone Site Visit

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

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

g. Other. Please describe in B. 9.

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

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

rebate amount is too low.

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

Either Metropolitan or its Agencies to provide this response.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	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

The # of toilets is an estimate.

Reported as of 10/12/05

BMP 11: Conservation Pricing

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

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

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$14221989
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$14221989

2. Commercial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$8580852
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$8580852

3. Industrial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$1381299
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1381299

4. Institutional / Government

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$709610
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$709610

5. Irrigation

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-	

Volumetric Charges, Fees and other Revenue Sources \$0

6. Other

- a. Water Rate Structure Decreasing Block
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$0
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$0

B. Conservation Pricing Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	70000	0
2. Actual Expenditures	60000	

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

Revenue for irrigation and recycled water is lumped into other revenue accounts and is not tracked separately. In addition, readiness-to-serve charges are also lumped into total revenue and cannot be broken out at this time. Conservation pricing expenditures covered a full-scale rate study.

Reported as of 10/12/05

BMP 12: Conservation Coordinator

Reporting Unit:

BMP Form Status:

Year:

City of Ontario**100% Complete****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: Inland Empire Utilities Agency
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 30%
 - b. Coordinator's Name Rosemarie Chora
 - c. Coordinator's Title Water Quality Specialist
 - d. Coordinator's Experience and Number of Years Water quality and supply/4 years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 01/01/2000
6. Number of conservation staff, including Conservation Coordinator. 3

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	32000	35000
2. Actual Expenditures	31235	

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."

Conservation activities are managed by the Environmental Programs Manager with primary responsibility to implement by the Water Quality Specialist. These positions are additionally supported by many other in-house and wholesaler staff members in order to implement the BMPs. The City is also an active participant in 2 regional conservation groups which pool resources to implement conservation programs. these groups are WEWAC and the IEUA Conservation Committee.

D. Comments

Reported as of 10/12/05

BMP 13: Water Waste Prohibition

Reporting Unit: **City of Ontario** 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? no

a. If YES, describe the ordinance:

2. Is a copy of the most current ordinance(s) on file with CUWCC? no

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 Ontario none at this time

B. Implementation

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

a. Gutter flooding no

b. Single-pass cooling systems for new connections no

c. Non-recirculating systems in all new conveyor or car wash systems no

d. Non-recirculating systems in all new commercial laundry systems no

e. Non-recirculating systems in all new decorative fountains no

f. Other, please name no

2. Describe measures that prohibit water uses listed above:

none at this time

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 yes

agency governing board that there is an adverse effect on the reclaimed water or groundwater supply.

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

Water treatment devices (softeners) are limited to one cubic foot in size. Comm/Ind. users needing unit larger than this are prohibited from installation and must use and exchange service. Ontario is an active partner in the Inland Empire Utilities Agency salinity study which is looking at salinity from residential. If acceptable, this report will be used to move forward prohibition of "time controlled" regenerable softeners.

Reported as of 10/12/05

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
City of Ontario

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	0	0
3. Direct Install	0	0
4. CBO Distribution	852	284
5. Other	0	0
Total	852	284

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

ULFT Exchange events are hosted twice per year at the City's public works yard. Advertising is done through local newspapers and within the water bills. Toilets are given to Ontario water customers. Customers are required to install and return old toilet within 2 weeks on a predetermined exchange date. Random inspections are done to ensure installation at the address provided by the customer.

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

None existing presently that specifically target multi-family residences. It is believed that a number of residences will obtain toilets through the regional events.

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:

City of Ontario	None at this time.
-----------------	--------------------

B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	20000	20000

2. Actual Expenditures 17920

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

Actual costs associated with the toilets should be reflected in reporting from the wholesale agency. Costs reported above reflect staff time to distribute and accept returned toilets. Toilet numbers reported above include toilets distributed at regional events and also through rebate programs.

Reported as of 10/12/05

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Water Supply & Reuse

Reporting Unit:

City of Ontario

Year:

2004

Water Supply Source Information

Supply Source Name	Quantity (AF) Supplied	Supply Type
Well No.3	734.69	Groundwater
Well No.4	13.31	Groundwater
Well No.9	31.05	Groundwater
Well No.11	2116.59	Groundwater
Well No.15	0	Groundwater
Well No.16	714.66	Groundwater
Well No.17	1839.15	Groundwater
Well No.24	1047.31	Groundwater
Well No.25	1289.23	Groundwater
Well No.26	158.22	Groundwater
Well No.27	1073.83	Groundwater
Well No.29	3320.32	Groundwater
Well No.30	0	Groundwater
Well No.31	4009.64	Groundwater
Well No.34	2216.4	Groundwater
Well No.35	1263.48	Groundwater
Well No.36	1846.46	Groundwater
Well No.37	2516.79	Groundwater
Well No.38	1390.12	Groundwater
Well No.39	3293.8	Groundwater
State Proj/MWD	15938.05	Imported
Well No. 40	0	Groundwater
Well No. 41	0	Groundwater
Well No. 20	338.89	Groundwater

Total AF: 45151.99

Reported as of 10/12/05

Accounts & Water Use

Reporting Unit Name:
City of Ontario

Submitted to
CUWCC
12/10/2004

Year:
2004

A. Service Area Population Information:

1. Total service area population 167000

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	25648	17875	0	0
2. Multi-Family	2042	6621	0	0
3. Commercial	2758	8262	0	0
4. Industrial	345	2234	0	0
5. Institutional	333	1353	0	0
6. Dedicated Irrigation	1000	6402	0	0
7. Recycled Water	2	69	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	5	NA	0
Total	32128	42821	0	0

Metered

Unmetered

Reported as of 10/12/05

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

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

A. Implementation

- | | |
|-------------------------------------------------------------------------------------------------------------------------------|------------|
| 1. Based on your signed MOU date, 12/11/2002, your Agency STRATEGY DUE DATE is: | 12/10/2004 |
| 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:	0	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 | no | no |

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? no no

a. If yes, in what form are surveys tracked? None

b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

	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 10/12/05

BMP 02: Residential Plumbing Retrofit

Reporting Unit: **City of Ontario** 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: 2.7%
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: 11.6%
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? 1/1/2002
 - b. Describe your targeting/ marketing strategy.

Low flow showerheads are distributed at water quality/water conservation fair booths, during in-home water quality site visits and by customer service staff conducting routine fieldwork.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	375	125
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	375	125
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	2000	4000
2. Actual Expenditures	2395	

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

We will begin to track where these devices are being distributed in an effort to comply better with this BMP.

Reported as of 10/12/05

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Ontario

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) 42821
 - b. Determine other system verifiable uses (AF) 25
 - c. Determine total supply into the system (AF) 45151.99
 - 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? yes
6. Does your agency operate a system leak detection program? yes

a. If yes, describe the leak detection program:

Leaks are reported by Ontario Utilities employees and other Public Works employees working in the field who may observe leaks while reading meters, working on service lines or conducting misc. work within the City. Leaks are also reported directly by the customer. In addition, field crews investigate below ground leaks. Based on the leak percentage this year, we will slowly begin an active leak program.

B. Survey Data

1. Total number of miles of distribution system line. 531
2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	20000	20000
2. Actual Expenditures	13000	

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 10/12/05

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

Reporting Unit:
City of Ontario

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:

Not needed, all services are metered.
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

The number of CII accounts with mix-used meters is unknown at this time. The zero number reported above may not be an accurate reflection of the zero number reported above.

Reported as of 10/12/05

BMP 05: Large Landscape Conservation Programs and Incentives

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

A. Water Use Budgets

- | | |
|--------------------------------------------------------------------------------------------|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 890 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

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

C. Other BMP 5 Actions

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

3. Do you offer landscape irrigation training? yes

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

Type of Financial Incentive:	Budget (Dollars/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? no

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	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

We began a pilot program in FY 04/05 which fulfills this BMP. If the pilot proves to be successful, a large full-scale program will be implemented. Though no budget is reflected, this program is funded through monies contributed by the City of Ontario to the Inland Empire Utilites Agency (our wholesaler) as a surcharge on imported water purchases. Monies are distributed among regional agencies.

Reported as of 10/12/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit: **City of Ontario** 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.

Rebates are available through Inland Empire Utilities Agency in coordination with the Metropolitan Water District. The rebate is \$100. The City does not offer a rebate in addition to the IEUA/MWD rebate.

2. Does your agency offer rebates for high-efficiency washers? no

3. What is the level of the rebate? 0

4. Number of rebates awarded. 51

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

Budgeted and actual expenditures may be reflected through IEUA regional program expenditures for this program. This City pays into this program and monies and programs and administered regionally. \$282,500 is budgeted regionally for this program

Reported as of 10/12/05

BMP 07: Public Information Programs

Reporting Unit: **City of Ontario** 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.

Conservation information is distributed in a variety of ways. Conservation information is found prominently in our water quality reports and quarterly newsletter. Conservation topics are discussed with residents on an individual and group level. Various literature is targeted to various age levels.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	3
b. Public Service Announcement	yes	2
c. Bill Inserts / Newsletters / Brochures	yes	2
d. Bill showing water usage in comparison to previous year's usage	no	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	2
g. Speaker's Bureau	yes	10
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
2. Actual Expenditures	5023	

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

A budgeted amount of \$1500 shown is paid to a regional conservation group called the Water Education and Water Awareness Committee whose purpose is to conduct public education on water conservation. Additionally, budgeted

expenditures reflect Ontario staff time to implement the WEWAC awareness programs.

Reported as of 10/12/05

BMP 08: School Education Programs

Reporting Unit:

BMP Form Status:

Year:

City of Ontario**100% Complete****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	0	0
Grades 4th-6th	yes	39	796	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? 01/01/2003

B. School Education Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Budgeted expenditures will be reflected on the wholesale agency report

Reported as of 10/12/05

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Ontario

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- | | |
|------------------------------------------------------------------------------------|-----|
| 1. Has your agency identified and ranked COMMERCIAL customers according to use? | no |
| 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	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	197	22220

i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?	yes
6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	yes
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	1.3
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	11.7

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	27262.5	

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

Budgeted expenditures should be reflected on the wholesale agency report.

Reported as of 10/12/05

BMP 09a: CII ULFT Water Savings

Reporting Unit:

BMP Form Status:

Year:

City of Ontario**100% Complete****2004**

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

A. Targeting and Marketing

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

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

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

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

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

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

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

B. Implementation

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

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices	0	0	0	0
b. Retail / Wholesale	0	0	0	0
c. Hotels	137	0	0	0
d. Health	0	0	0	0
e. Industrial	0	0	0	0
f. Schools: K to 12	0	0	0	0
g. Eating	0	0	0	0
h. Government	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design. Rebate or voucher

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

a. If yes, check all that apply. Consultant

7. Participant tracking and follow-up. Telephone Site Visit

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

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

g. Other. Please describe in B. 9.

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

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

rebate amount is too low.

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

Either Metropolitan or its Agencies to provide this response.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	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	8220
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	8220

D. Comments

Reported as of 10/12/05

BMP 11: Conservation Pricing

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

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

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$14266962
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$14266962

2. Commercial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$9652163
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$9652163

3. Industrial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$1454459
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1454459

4. Institutional / Government

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$750286
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$750286

5. Irrigation

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-	

Volumetric Charges, Fees and other Revenue Sources \$0

6. Other

- a. Water Rate Structure Decreasing Block
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$0
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$0

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

See note from previous year for revenue explanations.
#6-other reflects recycled water.

Reported as of 10/12/05

BMP 12: Conservation Coordinator

Reporting Unit:

City of Ontario

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: Inland Empire Utilities Agency
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 30%
 - b. Coordinator's Name Rosemarie Chora
 - c. Coordinator's Title Water Quality Specialist
 - d. Coordinator's Experience and Number of Years Water quality and supply/5 years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 01/01/2000
6. Number of conservation staff, including Conservation Coordinator. 3

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	35000	35000
2. Actual Expenditures	32059	

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."

Conservation activities are managed by the Environmental Programs Manager with primary responsibility to implement by the Water Quality Specialist. These positions are additionally supported by many other in-house and wholesaler staff members in order to implement the BMPs. The City is also an active participant in 2 regional conservation groups which pool resources to implement conservation programs. these groups are WEWAC and the IEUA Conservation Committee.

D. Comments

Reported as of 10/12/05

BMP 13: Water Waste Prohibition

Reporting Unit: **City of Ontario** 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? no

a. If YES, describe the ordinance:

2. Is a copy of the most current ordinance(s) on file with CUWCC? no

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 Ontario none at this time

B. Implementation

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

a. Gutter flooding no

b. Single-pass cooling systems for new connections no

c. Non-recirculating systems in all new conveyor or car wash systems no

d. Non-recirculating systems in all new commercial laundry systems no

e. Non-recirculating systems in all new decorative fountains no

f. Other, please name no

2. Describe measures that prohibit water uses listed above:

none at this time

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 yes

agency governing board that there is an adverse effect on the reclaimed water or groundwater supply.

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	5000
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

Water treatment devices (softeners) are limited to one cubic foot in size for commercial and industrial use. Comm/ind. users that need larger units are prohibited by ordinance from installation and must use an off-site exchange and regeneration service. Ontario is continuing to be an active partner in the Inland Empire Utilities Agency salinity study which is looking at salinity generation from residential sources. If acceptable, this report will be used to move forward with prohibiting "time controlled" regenerable softeners.

Reported as of 10/12/05

effective as" variant of this BMP?

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 note for 02/03

Reported as of 10/12/05

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