

**Appendix E**  
**BMP Reports 2001 - 2004**

Reported as of 10/

**Water Supply & Reuse**

Reporting Unit:

**Otay Water District**

Year:

**2001**

**Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
SDCWA	30001.9	Imported
Otay Reclamation Plant	961.6	Recycled

**Total AF: 30963.5**

Reported as of 10/

**Accounts & Water Use**

Reporting Unit Name: **Otay Water District** Submitted to **CUWCC** Year: **2001**  
 11/27/2002

**A. Service Area Population Information:**

1. Total service area population 144000

**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	34706	15337.1	0	0
2. Multi-Family	707	2061.13	0	0
3. Commercial	879	1575.38	0	0
4. Industrial	0	0	0	0
5. Institutional	232	1972.02	0	0
6. Dedicated Irrigation	1129	6511.47	0	0
7. Recycled Water	0	0	0	0
8. Other	659	2285.6	0	0
9. Unaccounted	NA	1220.85	NA	0
<b>Total</b>	<b>38312</b>	<b>30963.55</b>	<b>0</b>	<b>0</b>
		<b>Metered</b>		<b>Unmetered</b>

Reported as of 10/

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

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2001**

#### A. Implementation

- 1. Based on your signed MOU date, 09/04/1991, your Agency STRATEGY DUE DATE is: 09/03/1993
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? yes
  - a. If YES, when was it implemented? 7/1/1995
- 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? 7/1/1995

#### B. Water Survey Data

<b>Survey Counts:</b>	<b>Single Family Accounts</b>	<b>Multi-Family Units</b>
1. Number of surveys offered:	32201	721
2. Number of surveys completed:	120	0

#### Indoor Survey:

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

#### Outdoor Survey:

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

b. Describe how your agency tracks this information.

Contractor (Volt VIEWTECH) tracks the number of completed surveys through a database

**C. Water Survey Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	4429	3200
2. Actual Expenditures	2450	

**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**

Residential surveys were offered to all single family and multifamily customers through our webpage, at community events, over the phone by our customer service staff, and at our service counter. There were no targeted mailings during this fiscal year.

Reported as of 10/

**BMP 02: Residential Plumbing Retrofit**

Reporting Unit: **Otay Water District**      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? yes

5. Estimated percent of multi-family households with low-flow showerheads: 75%

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

The San Diego County Water Authority and its member agencies distributed over 550,000 showerheads between 1991 and 2002. The average rate of natural replacement is 4.0%, while housing demolition is 0.5%. And, effective January 1, 1994 showerheads manufactured in the United States must be 2.5 gpm maximum

**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? 1/1/1992

b. Describe your targeting/ marketing strategy.

Over 550,000 showerheads have been distributed in the region to date. Marketing that has been done in the San Diego region includes the following: residential survey distribution, direct distribution to customers (lobby counter), distribution at community events, by customer request and distribution at CBO events

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	0	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Spreadsheet

b. If yes, describe your tracking and distribution system :

The San Diego County Water Authority documented distribution in the region in a spreadsheet by region, rather than by specific member agency.

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

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

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

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

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

**E. Comments**

The San Diego County Water Authority will continue to pursue grant funding opportunities in the future to conduct a formal saturation study on showerheads in the future.

Reported as of 10,

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

Reporting Unit: **Otay Water District**      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) 29208.25
  - b. Determine other system verifiable uses (AF) 534.4
  - c. Determine total supply into the system (AF) 30001.9
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.99
- 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:

Leak detection is based on purchased vs. sales, physical observations of wet spots, mainflushing load contents, and field staff calls.

**B. Survey Data**

- 1. Total number of miles of distribution system line. 541.1
- 2. Number of miles of distribution system line surveyed. 12.7

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

	This Year	Next Year
1. Budgeted Expenditures	120000	120000
2. Actual Expenditures	120000	

**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**

- b.1. Includes potable and recycled distribution line

Reported as of 10/

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

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2001**

**A. Implementation**

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

**B. Feasibility Study**

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
  - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 1111
- 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**

B.2 This figure is an estimate as there are some commercial accounts that will not have any significant landscaping. All CII accounts with more than an acre of landscaping are required to have dedicated irrigation meters.

Reported as of 10/

**BMP 05: Large Landscape Conservation Programs and Incentives**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2001**

**A. Water Use Budgets**

- 1. Number of Dedicated Irrigation Meter Accounts: 1129
- 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: 1129
- 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): 14310
- 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): 6659
- 5. Does your agency provide water use notices to accounts with budgets each billing cycle? yes

**B. Landscape Surveys**

- 1. Has your agency developed a marketing / targeting strategy for landscape surveys? yes
  - a. If YES, when did your agency begin implementing this strategy? 8/10/1990
  - b. Description of marketing / targeting strategy:

Our contractor prescreens potential customers by reviewing water usage data records and comparing typical patterns of other industry or SIC water usage. Customers that exhibit unusually high water usage relative to their size of property are sent a letter and a program brochure, inviting them to participate in the program. We regularly disperse brochures and advertising to a variety of candidates, home owner's associations as well as large turf customers. Program brochures are located in our front lobby and our customer service department refers inquiring customers to the contractor.

- 2. Number of Surveys Offered. 2
- 3. Number of Surveys Completed. 2
- 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? yes
  - a. If YES, describe below:

All customers receive an offer for a follow-up survey.

**C. Other BMP 5 Actions**

- 1. An agency can provide mixed-use accounts with ETo-based no

landscape budgets in lieu of a large landscape survey program.  
Does your agency provide mixed-use accounts with landscape budgets?

- 2. Number of CII mixed-use accounts with landscape budgets. 0
- 3. Do you offer landscape irrigation training? yes
- 4. Does your agency offer financial incentives to improve landscape water use efficiency? yes

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:

Yes, new customers are required by Otay's planning department to provide square footage of landscaped area and receive notice of the Water Efficient Irrigation Ordinance and monthly allocation. On changing services, they are notified by Customer Service or Water Conservation of the allocation and banking system. Surveyed account info kept in file and tracked. If consumption history shows no improvement within 6 months, a review and/or second survey is recommended to customer.

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

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	2400	1800
2. Actual Expenditures	552.5	

**E. "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."

On October 17, 1990 the Otay Water District passed Ordinance No. 367 which mandated the installation of a separate landscape meter on commercial or industrial properties if they are located on a parcel of land an acre or more in size. Then in December of 1993, the District approved Ordinance No. 424 allowing commercial customers who obtained a single water meter to October 1990 to obtain a second meter for indoor use without paying water capacity fees if the additional meter is solely for the purpose of isolating current indoor water use from that used for

outdoor landscaping. The landscape meter requirement is found in Section 27 of the District's Code of Ordinances.

**F. Comments**

A. Includes both recycled and potable landscape accounts. This program was not heavily promoted during this fiscal year. The penalty structure for landscape accounts was turned off in January of 2000, and interest in the program dropped. However, program brochures were displayed in our lobby and at events.

Reported as of 10/

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

Reporting Unit: **Otay Water District**      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.

San Diego Gas & Electric offers a \$75 rebate for qualifying machines. They use the ENERGY STAR criteria, while Otay, CWA and MET use the Consortium for Energy Efficiency (CEE) criteria which lists a water factor. In most cases to date, the lists are nearly identical.

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

3. What is the level of the rebate? 125

4. Number of rebates awarded. 103

**B. Rebate Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	2650	7735
2. Actual Expenditures	2575	

**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**

Vouchers are provided instead of rebates

Reported as of 10,

**BMP 07: Public Information Programs**

Reporting Unit:  
**Otay Water District**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

**A. Implementation**

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

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

Otay's water conservation department also serves to promote and educate customers about water conservation. The Otay Water District is the lead agency in the oversight of the Water Conservation Garden, a 4.2 acre demonstration constructed jointly by Otay and Helix Water Districts.

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	0
b. Public Service Announcement	yes	0
c. Bill Inserts / Newsletters / Brochures	yes	3
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	0
g. Speaker's Bureau	yes	0
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

**B. Conservation Information Program Expenditures**

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

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

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

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

**D. Comments**

Otay relies upon the County Water Authority for the more generic public information services, however the numbers above only reflect the activities conducted by Otay. Otay has hired a PR firm which promotes water conservation along with the District's other programs. Articles/stories run in Otay's quarterly newsletter (the Pipeline) regularly. A bill insert went out in the summer of 2000 promoting both energy and water efficiency and there was an article in the Pipeline (Otay's quarterly newsletter). Otay's water conservation budget noted in BMP 12 includes

promotion and marketing.

Reported as of 10/

**BMP 08: School Education Programs**

Reporting Unit:  
**Otay Water District**

BMP Form Status:  
**100% Complete**

Year:  
**2001**

**A. Implementation**

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	109	4301	5
Grades 4th-6th	yes	142	6966	0
Grades 7th-8th	yes	9	415	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? 9/9/1990

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	21600	19200
2. Actual Expenditures	9372.39	

**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**

The San Diego County Water Authority started tracking the school program activity by member agency in FY 01/02. For this fiscal year, a portion of the numbers noted above are estimates. About 80% of the students reached were done so through Otay's school education specialist, who was hired in 1994. Presentations include school tours conducted at Otay's Water Reclamation Plant.

Reported as of 10/

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit: **Otay Water District**      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? No
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

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

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

CII Surveys	Commercial 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	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?	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.	32.04
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	4000	5300
2. Actual Expenditures	2776.5	

**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**

The County Water Authority and its member agencies including Otay Water District offer vouchers for cooling tower conductivity meters, commercial High-efficiency clothes washers and low flow (including waterless) urinals. Otay does not separate out their industrial customers. They are grouped with our commercial accounts and ranked.

Reported as of 10,

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2001**

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

**A. Targeting and Marketing**

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

Our CII Voucher Incentive Program contractor, HDMC has been a significant player in the promotion of water-efficient products in San Diego County. Working in cooperation with WSA Marketing, a San Diego based marketing and communications firm, HDMC has conducted extensive education, outreach, public relations, advertising and direct marketing activities. HDMC and WSA Marketing have created relationships with the owners, managers, and related customer service supervisors and staff and water-efficient product suppliers from Valley Center to San Ysidro for the past five years. Partnerships have been established with business owners, as well as key employees at wholesale and retail suppliers. Understanding of supplier's business profiles, sales operations and accounting policies and procedures are key to the success of the program. Working relationships and/or qualified data have been gathered on over 200 plumbers. Dealers sign contracts each year in order to participate in a program that is responsible for increasing their sales significantly.

2. How does your agency advertise this program? Check all that apply. Web page  
Newspapers  
Trade publications  
Other print media  
Trade shows and events

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

Extensive marketing in the region, outreach to retail and wholesale dealers with ongoing communication and training has made this program successful in San Diego County.

**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 ? 43

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	23	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	10	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  
Plumbing contractors/subcontracts

7. Participant tracking and follow-up.

Letter  
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 4
- b. Inadequate payback 5
- c. Inadequate ULFT performance 3
- d. Lack of funding 5
- e. American's with Disabilities Act 2
- f. Permitting 2
- 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.

The CII voucher incentive program continues to increase in popularity in the San Diego region. Extensive marketing by the contractor coupled with member agency support has proven to be quite successful.

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?

This program met its expectations. The contractor is very successful in targeting and marketing this program and program costs were in line with what was expected. Otay is about 50% built out so the opportunity to replace older fixtures is lower than comparable agencies.

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	3052.5
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	1072.5
e. Total	4125

**D. Comments**

Reported as of 10/

## BMP 11: Conservation Pricing

Reporting Unit:  
**Otay Water District**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2001**

### A. Implementation

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

##### 1. Residential

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$10645052
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$5282068.22

##### 2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$2851097
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1421321.92

##### 3. Industrial

a. Water Rate Structure	Uniform
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

##### 4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1608171
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$585429.28

##### 5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$4970471
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1774334.58

**6. Other**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$130438
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$229854.61

**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**

About 12% of our customers also pay sewer fees to the Otay water district. They are charged a flat rate for sewer. Note 3 c: OWD's industrial accounts are classified as commercial accounts so the revenue from these accounts is not known at this time.

Reported as of 10/

**BMP 12: Conservation Coordinator**

Reporting Unit: **Otay Water District**      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? yes
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
- 4. Partner agency's name:
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 15%
  - b. Coordinator's Name William Granger
  - c. Coordinator's Title Water Conservation Manager
  - d. Coordinator's Experience and Number of Years 8 years experience in developing and managing water conservation programs
  - e. Date Coordinator's position was created (mm/dd/yyyy) 3/28/1991
- 6. Number of conservation staff, including Conservation Coordinator. 2

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	390730	367340
2. Actual Expenditures	348583.91	

**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**

#5a My predecessors (two between February 2001 and February 2002) spent most of their time administering the Water Conservation Garden, which opened in the fall of 1999. The Garden now requires a bit less oversight and there is a concerted effort to shift more of my time to other conservation programs. #6 In the prior reporting period, there were 5 staff listed. The Garden is in a state of transition from a management perspective, and initially required more time of my predecessor to manage the facility. Three of the staff were at the water conservation Garden, a joint powers authority administered by Otay Water District, since Otay is the lead agency. Otay's Water Conservation Manager currently oversees the Garden staff, but their salaries are paid for by the Garden Authority. In FY 00-01, Otay paid for approximately half of the Garden's Operation and Maintenance budget

Reported as of 10/

**BMP 13: Water Waste Prohibition**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2001**

**A. Requirements for Documenting BMP Implementation**

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

a. If YES, describe the ordinance:

The District's water waste prohibition ordinance enforces a water conservation program to reduce the quantity of water used and that water resources available be put to maximum beneficial use to the extent to which they are capable, and that the waste or unreasonable use, or unreasonable method of use, of water be prevented.

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

The majority of the City of Chula Vista and portions of unincorporated areas of San Diego County, including Spring Valley, Rancho San Diego, Bonita, Jamul, El Cajon.

District Rules and Regulations for Water Conservation, adopted November 1990. Water-Efficient Landscape Irrigation Ordinance, enacted March 1992.

**B. Implementation**

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

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections yes
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes  
Customer Plumbing Leaks, Midday Irrigation, Hosing of Hard Surfaces, and Water Automatically Served in Restaurants (Stage 4).

2. Describe measures that prohibit water uses listed above:

The following measures apply at all times: (a) At no time shall water be wasted or used unreasonably, (b) Water shall not be allowed to leave the the customer's property by drainage onto adjacent properties or public or private roadways or streets due to excessive irrigation and/or neglect, (c) Customers shall be required to repair all water leaks within 48 hours of knowledge that a leak exists, (d) water shall not be used to wash down sidewalks, driveways, parking areas, tennis courts, patios, or other paved areas except to alleviate immediate safety or sanitation hazards, (e) Lawn watering or irrigation, other than by hand or drip methods, is prohibited except between the hours of 4:00 p.m. and 9:00 a.m. the following morning. New plantings and newly seeded areas are exempt from these limits for 30 days, (f) The use of hand-held hose for spraying,

lawn watering, vehicle washing or structure washing is prohibited without an automatic shut-off nozzle. The following measures apply during Stage 2 and above: (a) No non-residential fountains shall be operated unless reclaimed water is used, (b) Restaurants shall not serve water to their customers except when specifically requested. During Stages 4 and above: No filling, refilling, or adding to artificial ponds or lakes shall be permitted unless reclaimed water is used.

**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. yes
  - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes
- 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? no

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

**C. Water Waste Prohibition Program Expenditures**

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

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

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

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

**E. Comments**

Reported as of 10/

**BMP 14: Residential ULFT Replacement Programs**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2001**

**A. Implementation**

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

**Number of Toilets Replaced by Agency Program During Report Year**

<b>Replacement Method</b>	<b>SF Accounts</b>	<b>MF Units</b>
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	600	339
<b>Total</b>	<b>600</b>	<b>339</b>

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

A \$75 voucher is available to replace all of a household's 3.5-5 gpf toilets. New construction/bathroom remodels do not qualify

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

Participating MF customers are offered a voucher redeemable for up to \$75 off the purchase price of all the 3.5+ gallon per flush toilets in the multi-family complex. New construction/bathroom remodels do not qualify.

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

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

**B. Residential ULFT Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	22200	40300
2. Actual Expenditures	22477.99	

**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**

The San Diego region uses vouchers rather than rebates

Reported as of 10/

**Water Supply & Reuse**

Reporting Unit:

**Otay Water District**

Year:

**2002**

**Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
SDCWA	35578.6	Imported
Otay Reclamation Plant	1082.6	Recycled

**Total AF: 36661.2**

Reported as of 10/

**Accounts & Water Use**

Reporting Unit Name: Submitted to Year:  
**Otay Water District** CUWCC **2002**  
 11/27/2002

**A. Service Area Population Information:**

1. Total service area population 153000

**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	36838	17848.5	0	0
2. Multi-Family	721	2200.6	0	0
3. Commercial	912	1632.85	0	0
4. Industrial	0	0	0	0
5. Institutional	218	2076.4	0	0
6. Dedicated Irrigation	1202	7800.11	0	0
7. Recycled Water	0	0	0	0
8. Other	734	2740.15	0	0
9. Unaccounted	NA	2362.64	NA	0
<b>Total</b>	<b>40625</b>	<b>36661.25</b>	<b>0</b>	<b>0</b>

**Metered**

**Unmetered**

Reported as of 10/

Reported as of 10,

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

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2002**

**A. Implementation**

- 1. Based on your signed MOU date, 09/04/1991, your Agency STRATEGY DUE DATE is: 09/03/1993
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? yes
  - a. If YES, when was it implemented? 7/1/1995
- 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? 7/1/1995

**B. Water Survey Data**

<b>Survey Counts:</b>	<b>Single Family Accounts</b>	<b>Multi-Family Units</b>
1. Number of surveys offered:	36836	721
2. Number of surveys completed:	12	0

**Indoor Survey:**

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

**Outdoor Survey:**

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

b. Describe how your agency tracks this information.

The contractor (VoltVIEWTECH) tracks number of surveys through a database

**C. Water Survey Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	3200	3200
2. Actual Expenditures	342.5	

**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**

During most of this fiscal year there was an interim water conservation manager who focused her time on managing other programs. This program was promoted on the web site, and brochures were distributed at events and in the office when people came in to pay their bills. In June, 2002 a bill insert was sent out to 2/3rds of the Single family and MF customer accounts (it went out a week into the billing cycle). The vast majority of those who saw the insert and called for a survey will be in the FY 02/03 figures.

**BMP 02: Residential Plumbing Retrofit**

Reporting Unit: **Otay Water District**      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? yes

5. Estimated percent of multi-family households with low-flow showerheads: 75%

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

The San Diego County Water Authority and its member agencies distributed over 550,000 showerheads between 1991 and 2002. The average rate of natural replacement is 4.0%, while housing demolition is 0.5%. And, effective January 1, 1994 showerheads manufactured in the United States must be 2.5 gpm maximum

**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? 1/1/1992

b. Describe your targeting/ marketing strategy.

Over 550,000 showerheads have been distributed in the region to date. Marketing that has been done in the San Diego region includes the following: residential survey distribution, direct distribution to customers (lobby counter), distribution at community events, by customer request and distribution at CBO events

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	0	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Spreadsheet

b. If yes, describe your tracking and distribution system :

The San Diego County Water Authority documented distribution in the region in a spreadsheet by region, rather than by specific member agency.

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

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

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

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

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

**E. Comments**

Reported as of 10,

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

Reporting Unit:	BMP Form Status:	Year:
<b>Otay Water District</b>	<b>100% Complete</b>	<b>2002</b>

**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) 33832.96
  - b. Determine other system verifiable uses (AF) 465.6
  - c. Determine total supply into the system (AF) 35578.6
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.96
- 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:

Leak detection is based on purchased vs. sales, physical observations of wet spots, mainflushing load contents, and field staff calls. Otay staff calls in American Leak Detection service depending upon the urgency or the staffing.

**B. Survey Data**

- 1. Total number of miles of distribution system line. 568
- 2. Number of miles of distribution system line surveyed. 14.95

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

	This Year	Next Year
1. Budgeted Expenditures	120000	120000
2. Actual Expenditures	120000	

**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**

- b.1. Includes potable and recycled distribution line

Reported as of 10/

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

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2002**

**A. Implementation**

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

**B. Feasibility Study**

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
  - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 1130
- 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**

B.2 This figure is an estimate as there are some commercial accounts that will not have significant landscaping. All CII accounts with more than an acre of landscaping are required to have dedicated irrigation meters.

Reported as of 10/

**BMP 05: Large Landscape Conservation Programs and Incentives**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2002**

**A. Water Use Budgets**

- 1. Number of Dedicated Irrigation Meter Accounts: 1202
- 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: 1202
- 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): 12924
- 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): 7749
- 5. Does your agency provide water use notices to accounts with budgets each billing cycle? yes

**B. Landscape Surveys**

- 1. Has your agency developed a marketing / targeting strategy for landscape surveys? yes
  - a. If YES, when did your agency begin implementing this strategy? 8/10/1990
  - b. Description of marketing / targeting strategy:

Our contractor prescreens potential customers by reviewing water usage data records and comparing typical patterns of other industry or SIC water usage. Customers that exhibit unusually high water usage relative to their size of property are sent a letter and a program brochure, inviting them to participate in the program. We regularly disperse brochures and advertising to a variety of candidates, home owner's associations as well as large turf customers. Program brochures are located in our front lobby and our customer service department refers inquiring customers to the contractor.

- 2. Number of Surveys Offered. 5
- 3. Number of Surveys Completed. 5
- 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? yes
  - a. If YES, describe below:

**C. Other BMP 5 Actions**

- 1. An agency can provide mixed-use accounts with ETo-based no

landscape budgets in lieu of a large landscape survey program.  
Does your agency provide mixed-use accounts with landscape budgets?

- 2. Number of CII mixed-use accounts with landscape budgets. 0
- 3. Do you offer landscape irrigation training? yes
- 4. Does your agency offer financial incentives to improve landscape water use efficiency? yes

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:

Yes, new customers are required by Otay's planning department to provide square footage of landscaped area and receive notice of the Water Efficient Irrigation Ordinance and monthly allocation. On changing services, they are notified by Customer Service or Water Conservation of the allocation and banking system. Surveyed account info kept in file and tracked. If consumption history shows no improvement within 6 months, a review and/or second survey is recommended to customer.

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

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	1800	1800
2. Actual Expenditures	1187	

**E. "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."

On October 17, 1990 the Otay Water District passed Ordinance No. 367 which mandated the installation of a separate landscape meter on commercial or industrial properties if they are located on a parcel of land an acre or more in size. Then in December of 1993, the District approved Ordinance No. 424 allowing commercial customers who obtained a single water meter to October 1990 to obtain a second meter for indoor use without paying water capacity fees if the additional meter is solely for the purpose of isolating current indoor water use from that used for

outdoor landscaping. The landscape meter requirement is found in Section 27 of the District's Code of Ordinances.

**F. Comments**

Reported as of 10/

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

Reporting Unit: **Otay Water District**      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.

San Diego Gas & Electric offers a \$75 rebate for qualifying machines. They use the ENERGY STAR criteria, while Otay, CWA and MET use the CEC criteria which lists a water factor. In most cases to date, the lists are nearly identical.

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

3. What is the level of the rebate? 125

4. Number of rebates awarded. 221

**B. Rebate Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	7735	14000
2. Actual Expenditures	5431.5	

**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**

A.2. Vouchers are offered instead of rebates

Reported as of 10,

**BMP 07: Public Information Programs**

Reporting Unit: **Otay Water District**      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.

Otay's water conservation department also serves to promote and educate customers about water conservation. The Otay Water District is the lead agency in the oversight of the Water Conservation Garden, a 4.2 acre demonstration constructed jointly by Otay and Helix

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	0
b. Public Service Announcement	yes	1
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	0
g. Speaker's Bureau	yes	0
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

**B. Conservation Information Program Expenditures**

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

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

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

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

**D. Comments**

Otay relies upon the County Water Authority for the more generic public information services, however the numbers above only reflect the activities conducted by Otay. Otay has hired a PR firm which promotes water conservation along with the District's other programs. Articles/stories run in Otay's quarterly newsletter (the Pipeline) regularly. A bill insert went out in the June of 2002 promoting landscape water efficiency and there was an article in the Pipeline (Otay's quarterly newsletter). Another bill insert went out in April 2002 encouraging Otay customers to visit the Garden, and specifically promoted the Spring

Garden Festival at the Garden. Otay's water conservation budget noted in BMP 12 includes promotion and marketing.

Reported as of 10/

**BMP 08: School Education Programs**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2002**

**A. Implementation**

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	135	5107	6
Grades 4th-6th	yes	121	6100	1
Grades 7th-8th	yes	0	0	1
High School	yes	0	0	1

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

4. When did your Agency begin implementing this program? 9/9/1990

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	19200	19900
2. Actual Expenditures	12469	

**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**

Presentations include school tours conducted at the Water Conservation Garden.

Reported as of 10/

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit: **Otay Water District**      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? No
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

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

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

CII Surveys	Commercial 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
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives		no	no
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?	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.	32.04
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	0

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

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	5300	5300
2. Actual Expenditures	2812.5	

**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**

The County Water Authority and its member agencies including Otay Water District offer vouchers for cooling tower conductivity meters, commercial High-efficiency clothes washers and low flow (including waterless) urinals. Otay does not separate out their industrial customers. They are grouped with our commercial accounts and ranked.

Reported as of 10,

**BMP 09a: CII ULFT Water Savings**

Reporting Unit:	BMP Form Status:	Year:
<b>Otay Water District</b>	<b>100% Complete</b>	<b>2002</b>

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? Potential savings  
CII Sector or subsector  
 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.

Our CII Voucher Incentive Program contractor, HDMC has been a significant player in the promotion of water-efficient products in San Diego County. Working in cooperation with WSA Marketing, a San Diego based marketing and communications firm, HDMC has conducted extensive education, outreach, public relations, advertising and direct marketing activities. HDMC and WSA Marketing have created relationships with the owners, managers, and related customer service supervisors and staff and water-efficient product suppliers from Valley Center to San Ysidro for the past five years. Partnerships have been established with business owners, as well as key employees at wholesale and retail suppliers. Understanding of supplier's business profiles, sales operations and accounting policies and procedures are key to the success of the program. Working relationships and/or qualified data have been gathered on over 200 plumbers. Dealers sign contracts each year in order to participate in a program that is responsible for increasing their sales significantly.

2. How does your agency advertise this program? Check all that apply. Web page  
Newspapers  
Trade publications  
Other print media  
Trade shows and events

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

Extensive marketing in the region, outreach to retail and wholesale dealers with ongoing communication and training has made this program successful in San Diego County.

**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 ? 71

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	58	0	0	0
g. Eating	0	0	0	0
h. Government	0	0	0	0
i. Churches	13	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  
Plumbing contractors/subcontracts

7. Participant tracking and follow-up.

Letter  
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 4
- b. Inadequate payback 5
- c. Inadequate ULFT performance 3
- d. Lack of funding 5
- e. American's with Disabilities Act 2
- f. Permitting 2
- 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.

The CII voucher incentive program continues to increase in popularity in the San Diego region. Extensive marketing by the contractor coupled with member agency support has proven to be quite successful.

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?

This program met its expectations. The contractor is very successful in targeting and marketing this program and program costs were in line with what was expected. Otay is about 50% built out so the opportunity to replace older fixtures is lower than comparable agencies.

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	6567.5
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	2307.5
e. Total	8875

**D. Comments**

Reported as of 10/

**BMP 11: Conservation Pricing**Reporting Unit:  
**Otay Water District**BMP Form  
Status:  
**100% Complete**Year:  
**2002****A. Implementation****Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$13115264
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$5733147.59

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$3010433
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1489247.54

**3. Industrial**

a. Water Rate Structure	Uniform
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

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1666537
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$261966.13

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$5870819
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1368356.5

**6. Other**

a. Water Rate Structure	Uniform
-------------------------	---------



Reported as of 10/

**BMP 12: Conservation Coordinator**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2002**

**A. Implementation**

- 1. Does your Agency have a conservation coordinator? yes
- 2. Is this a full-time position? yes
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
- 4. Partner agency's name:
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 25%
  - b. Coordinator's Name William Granger
  - c. Coordinator's Title Water Conservation Manager
  - d. Coordinator's Experience and Number of Years 8 years experience in developing and managing water conservation programs
  - e. Date Coordinator's position was created (mm/dd/yyyy) 3/28/1991
- 6. Number of conservation staff, including Conservation Coordinator. 2

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	367340	334700
2. Actual Expenditures	349029	

**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**

Since the Water Conservation Garden opened in 1999, more and more of my position's time had been spent administering the Garden. This commitment has slowly decreased over time as the Garden staff have become more autonomous and there has been a concerted effort to shift my duties over to the Garden staff. My position still officially oversees the 5 Water Conservation Garden staff, but they and the Water Conservation Garden budget are not reflected in the figures above.

Reported as of 10/

**BMP 13: Water Waste Prohibition**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2002**

**A. Requirements for Documenting BMP Implementation**

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

a. If YES, describe the ordinance:

The District's water waste prohibition ordinance enforces a water conservation program to reduce the quantity of water used and that water resources available be put to maximum beneficial use to the extent to which they are capable, and that the waste or unreasonable use, or unreasonable method of use, of water be prevented.

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

The majority of the City of Chula Vista and portions of unincorporated areas of San Diego County, including Spring Valley, Rancho San Diego, Bonita, Jamul, El Cajon.

District Rules and Regulations for Water Conservation, adopted November 1990. Water-Efficient Landscape Irrigation Ordinance, enacted March 1992.

**B. Implementation**

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

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections yes
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes  
Customer Plumbing Leaks, Midday Irrigation, Hosing of Hard Surfaces, and Water Automatically Served in Restaurants (Stage 4).

2. Describe measures that prohibit water uses listed above:

The following measures apply at all times: (a) At no time shall water be wasted or used unreasonably, (b) Water shall not be allowed to leave the the customer's property by drainage onto adjacent properties or public or private roadways or streets due to excessive irrigation and/or neglect, (c) Customers shall be required to repair all water leaks within 48 hours of knowledge that a leak exists, (d) water shall not be used to wash down sidewalks, driveways, parking areas, tennis courts, patios, or other paved areas except to alleviate immediate safety or sanitation hazards, (e) Lawn watering or irrigation, other than by hand or drip methods, is prohibited except between the hours of 4:00 p.m. and 9:00 a.m. the following morning. New plantings and newly seeded areas are exempt from these limits for 30 days, (f) The use of hand-held hose for spraying,

lawn watering, vehicle washing or structure washing is prohibited without an automatic shut-off nozzle. The following measures apply during Stage 2 and above: (a) No non-residential fountains shall be operated unless reclaimed water is used, (b) Restaurants shall not serve water to their customers except when specifically requested. During Stages 4 and above: No filling, refilling, or adding to artificial ponds or lakes shall be permitted unless reclaimed water is used.

**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. yes
  - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes
- 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? no

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

**C. Water Waste Prohibition Program Expenditures**

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

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

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

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

**E. Comments**

**BMP 14: Residential ULFT Replacement Programs**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2002**

**A. Implementation**

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

**Number of Toilets Replaced by Agency Program During Report Year**

<b>Replacement Method</b>	<b>SF Accounts</b>	<b>MF Units</b>
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	875	155
<b>Total</b>	<b>875</b>	<b>155</b>

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

SF customers are offered a voucher redeemable for up to \$75 off the purchase price of all the 3.5+ gallon per flush toilets in their home. Toilets installed as part of new construction or bathroom additions do not qualify.

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

Participating MF customers are offered a voucher redeemable for up to \$75 off the purchase price of all the 3.5+ gallon per flush toilets in the multi-family complex. New construction/bathroom additions do not qualify.

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

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

**B. Residential ULFT Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	36386	40300
2. Actual Expenditures	22857.58	

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

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

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

**D. Comments**

**Water Supply & Reuse**

Reporting Unit:

**Otay Water District**

Year:

**2003**

**Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
Ralph W. Chapman Water Recycling Facility	1117.4	Recycled
San Diego County Water Authority	34535.8	Imported

**Total AF: 35653.2**

Reported as of 9/2

**Accounts & Water Use**

Reporting Unit Name: **Otay Water District** Submitted to CUWCC: **12/01/2004** Year: **2003**

**A. Service Area Population Information:**

1. Total service area population 161000

**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	38731	18286.18	0	0
2. Multi-Family	728	2337.11	0	0
3. Commercial	931	1509.15	0	0
4. Industrial	0	0	0	0
5. Institutional	255	2091.24	0	0
6. Dedicated Irrigation	1293	7432.51	0	0
7. Recycled Water	0	0	0	0
8. Other	812	2272.0054	0	0
9. Unaccounted	NA	1725	NA	0
<b>Total</b>	42750	35653.1954	0	0

Reported as of 9/2

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

Reporting Unit:  
**Otay Water District**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Implementation

1. Based on your signed MOU date, 09/04/1991, your Agency STRATEGY DUE DATE is: 09/03/1993
2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? yes
  - a. If YES, when was it implemented? 7/1/1995
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? 7/1/1995

### B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	36836	721
2. Number of surveys completed:	168	0

#### Indoor Survey:

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

#### Outdoor Survey:

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

- b. Describe how your agency tracks this information.

The contractor (VoltVIEWTECH) tracks number of surveys through a database. Letters were sent to 2,239 of the top 30% SF homes encouraging them to participate in the free residential survey program.

### C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	3200	6000
2. Actual Expenditures	4692.5	

### 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

This program was promoted regularly throughout the irrigation season (March-November) with targeted mailings to the top 30% of residential water users. In addition, the program was promoted in our front lobby, and at events. All of the District's customers received the bill insert in August ("Summer is Here... is your your yard ready"), promoting the residential survey program and other programs.

Reported as of 9/2

### BMP 02: Residential Plumbing Retrofit

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

- 1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
  
- 2. Has your agency satisfied the 75% saturation requirement for single-family housing units? yes
- 3. Estimated percent of single-family households with low-flow showerheads: 75%
- 4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? yes
- 5. Estimated percent of multi-family households with low-flow showerheads: 75%
- 6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

The San Diego County Water Authority and its member agencies distributed over 550,000 showerheads between 1991 and 2002. The average rate of natural replacement is 4.0%, while housing demolition is 0.5%. And, effective January 1, 1994 showerheads manufactured in the United States must be 2.5 gpm maximum

#### 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? 1/1/1992
  - b. Describe your targeting/ marketing strategy.

Over 550,000 showerheads have been distributed in the region to date. Marketing that has been done in the San Diego region includes the following: residential survey distribution, direct distribution to customers (lobby counter), distribution at community events, by customer request and distribution at CBO events. In addition, this fiscal year, the Otay Water District distributed 200 showerheads to customers who came in to pay their bills.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	200	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Spreadsheet
b. If yes, describe your tracking and distribution system :		

The San Diego County Water Authority documented distribution in the region in a spreadsheet by region, rather than by specific member agency.

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

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	1500	0
2. Actual Expenditures	1500	

**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**

Staff ordered and received 1,000 low flow showerheads and distributed 200 this fiscal year. The flow rate on these showerheads is 2.0 gallons per minute, below the federal standard.

Reported as of 9/2

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

Reporting Unit: **Otay Water District**      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) 33480.6
  - b. Determine other system verifiable uses (AF) 447.6
  - c. Determine total supply into the system (AF) 34535.8
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.98
- 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:

Leak detection is based on purchased vs. sales, physical observations of wet spots, mainflushing load contents, and field staff calls. Otay staff calls in American Leak Detection service depending upon the urgency or the staffing

**B. Survey Data**

- 1. Total number of miles of distribution system line. 630
- 2. Number of miles of distribution system line surveyed. 15.3

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

	This Year	Next Year
1. Budgeted Expenditures	122854	137389
2. Actual Expenditures	121912	

**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**

- b.1. Includes potable and recycled distribution line

Reported as of 9/2

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

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

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

**B. Feasibility Study**

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
  - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 595
- 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**

B.2 This figure is a rough estimate and represents about half of the CII accounts in FY 03. Many CII accounts do not have significant amounts of landscaping, and are therefore not mixed use. Most importantly, since 1990, the District has required that all CII accounts on a parcel larger than one acre are must have a dedicated irrigation meter. There are known CII sites with mixes use meters including Donovan Correctional Facility, Southwestern College and Cuyamaca Colleges.

Reported as of 9/2

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2003**

### A. Water Use Budgets

- |  |       |
|--|-------|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 1293  |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:                       | 1293  |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):                     | 14237 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):                       | 7451  |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | yes   |

### B. Landscape Surveys

- |  |           |
|--|-----------|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | yes       |
| a. If YES, when did your agency begin implementing this strategy?                    | 8/10/1990 |
| b. Description of marketing / targeting strategy:                                    |           |

Our contractor prescreens potential customers by reviewing water usage data records and comparing typical patterns of other industry or SIC water usage. Customers that exhibit unusually high water usage relative to their size of property are sent a letter and a program brochure, inviting them to participate in the program. We regularly disperse brochures and advertising to a variety of candidates, home owner's associations as well as large turf customers. Program brochures are located in our front lobby and our customer service department refers inquiring customers to the contractor.

- |   |      |
|---|------|
| 2. Number of Surveys Offered.   | 1293 |
| 3. Number of Surveys Completed.   | 16   |
| 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? | yes  |
| a. If YES, describe below:  |      |

Follow-up surveys are offered at the customer's request.

### C. Other BMP 5 Actions

- |   |    |
|---|----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. | no |
|---|----|

Does your agency provide mixed-use accounts with landscape budgets?

2. Number of CII mixed-use accounts with landscape budgets. 0

3. Do you offer landscape irrigation training? yes

4. Does your agency offer financial incentives to improve landscape water use efficiency? yes

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:

Yes, new customers are required by Otay's planning department to provide square footage of landscaped area and receive notice of the Water Efficient Irrigation Ordinance and monthly allocation. After activating their account, customers are notified by Customer Service or Water Conservation of the allocation and banking system. Surveyed account info kept in file and tracked.

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

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

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

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

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

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	1800	2200
2. Actual Expenditures	3891.25	

**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 9/2

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

Reporting Unit: **Otay Water District**      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.

San Diego Gas & Electric offers a \$75 rebate for qualifying machines. They use the ENERGY STAR criteria, while Otay, CWA and MET use the CEC criteria which lists a water factor. In most cases to date, the lists are nearly identical.

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

3. What is the level of the rebate? 125

4. Number of rebates awarded. 675

### B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	14000	18100
2. Actual Expenditures	15455	

### 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.2. Vouchers are offered instead of rebates.

Reported as of 9/2

**BMP 07: Public Information Programs**

Reporting Unit:

BMP Form Status:

Year:

Otay Water District

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.

Otay's water conservation department also serves to promote and educate customers about water conservation. The District regularly promotes water conservation and seeks to educate its customers about waterwise landscaping principals, as well as to encourage them to participate in the ULFT and HEW voucher programs. The District is active in a number of large public outreach events including the City of Chula Vista's Cinco de Mayo (May) and Lemon Festival (August), Bonita Festival (September), and events held at the Water Conservation Garden. The District also regularly encourages its customers to visit the Water Conservation Garden, which it built in cooperation with the Helix Water District and Cuyamaca College in 1999. The District regularly hosts residential and professional landscape classes at the Garden.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	2
b. Public Service Announcement	yes	0
c. Bill Inserts / Newsletters / Brochures	yes	7
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	yes	0
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	24000	45000
2. Actual Expenditures	21525	

**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**

Otay relies upon the County Water Authority for the more generic public information services, however the numbers above only reflect the activities conducted by Otay. Articles/stories run in Otay's quarterly

newsletter (the Pipeline) regularly. 2 a. Ads were purchased in the Otay Mesa Chamber and the Chula Vista Chamber of Commerce newsletters. c. includes four newsletters, two bill inserts and one printing of the Welcome to Otay new customer brochure mailed to about 9,000 new customer account activations each year. e. Spring Garden Festival, Pollution Solution Fair (April) and the Fall Festival

Reported as of 9/2

**BMP 08: School Education Programs**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	110	6768	1
Grades 4th-6th	yes	182	7356	4
Grades 7th-8th	yes	2	100	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? 9/9/1990

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	16900	8500
2. Actual Expenditures	8168.61	

**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**

Presentations include school tours conducted at the Water Conservation Garden. The District funds tours to the Garden for schools within its service area. The District's wholesale water agency, the San Diego County Water Authority, also provides classroom materials and presentations within the District's service area. Unfortunately, the Authority did not track their FY 03 activity, so the numbers above include 04 participation levels.

Reported as of 9/2

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Has your agency identified and ranked COMMERCIAL customers according to use? yes
- 2. Has your agency identified and ranked INDUSTRIAL customers according to use? no
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

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

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

CII Surveys	Commercial 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	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	5300	22	1284.13

**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. 19.36
- 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	5300	10000
2. Actual Expenditures	1284.13	

**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**

The County Water Authority and its member agencies including Otay Water District offer vouchers for cooling tower conductivity meters, commercial High-efficiency clothes washers and low flow (including waterless)urinals. Otay does not separate out their industrial customers. They are grouped with our commercial accounts and ranked. 4. k- includes total number of commercial High Efficiency Clothes Washer Vouchers provided (21) plus one cooling tower conductivity controller incentive and 26 pre-rinse spray valves installed through CUWCC's pre-rinse installation program.

Reported as of 9/2

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2003**

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

**A. Targeting and Marketing**

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

Our CII Voucher Incentive Program contractor, HDMC has been a significant player in the promotion of water-efficient products in San Diego County. Working in cooperation with WSA Marketing, a San Diego based marketing and communications firm, HDMC has conducted extensive education, outreach, public relations, advertising and direct marketing activities. HDMC and WSA Marketing have created relationships with the owners, managers, and related customer service supervisors and staff and water-efficient product suppliers from Valley Center to San Ysidro for the past five years. Partnerships have been established with business owners, as well as key employees at wholesale and retail suppliers. Understanding of supplier's business profiles, sales operations and accounting policies and procedures are key to the success of the program. Working relationships and/or qualified data have been gathered on over 200 plumbers. Dealers sign contracts each year in order to participate in a program that is responsible for increasing their sales significantly.

2. How does your agency advertise this program? Check all that apply. Web page  
Newspapers  
Trade publications  
Other print media  
Trade shows and events

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

Extensive marketing in the region, outreach to retail and wholesale dealers with ongoing communication and training has made this program successful in San Diego County.

**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 ? 8

**CII Subsector**      **Number of Toilets Replaced**

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. Govern-ment	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design.

Rebate or voucher

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

Yes

a. If yes, check all that apply.

Consultant  
Plumbing contractors/subcontracts

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 4
- b. Inadequate payback 5
- c. Inadequate ULFT performance 3
- d. Lack of funding 5
- e. American's with Disabilities Act 2
- f. Permitting 2
- 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.

The CII voucher incentive program continues to increase in popularity in the San Diego region. Extensive marketing by the contractor coupled with member agency support has proven to be quite successful.

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?

This program met its expectations. The contractor is very successful in targeting and marketing this program and program

costs were in line with what was expected. Otay is about 50% built out so the opportunity to replace older fixtures is lower than comparable agencies.

**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	5296.28	552.5
e. Outside Services	0	0
f. Total	5296.28	552.5

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	1020
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	5296.28
e. Total	6316.28

**D. Comments**

Section C.2 This total represents the amount of funds available in our CII Voucher Incentive Program which besides ULFT's includes; CTCC's, Urinals, and HEW's. The contributing wholesale agencies are MWD and the SDCWA.

Reported as of 9/2

## BMP 11: Conservation Pricing

Reporting Unit:	BMP Form	Year:
Otay Water District	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	Uniform
c. Total Revenue from Volumetric Rates	\$15148332.57
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$5185748.11

##### 2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$3375842.25
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1410998.94

##### 3. Industrial

a. Water Rate Structure	Service Not Provided
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

##### 4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$1908438.47
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$177570.9

##### 5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$6098389.05
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$575498.89

##### 6. Other

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1618181.44
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$448766.76

**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**

Note 1 b: The District provides sewer service to only a small portion (about 4,500 accounts) within its service area. Revenue reflects sewer and potable water. Source: Del and Grace Note 3 c: OWD's industrial accounts are classified as commercial accounts so the revenue from these accounts is not known 6. c. Other revenue is from agriculture, fire meters, outside users and construction usage

Reported as of 9/2

**BMP 12: Conservation Coordinator**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

- 1. Does your Agency have a conservation coordinator? yes
- 2. Is this a full-time position? yes
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
- 4. Partner agency's name:
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 70%
  - b. Coordinator's Name William Granger
  - c. Coordinator's Title Water Conservation Manager
  - d. Coordinator's Experience and Number of Years 9 years experience in developing and managing water conservation programs
  - e. Date Coordinator's position was created (mm/dd/yyyy) 3/28/1991
- 6. Number of conservation staff, including Conservation Coordinator. 2

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	293600	362300
2. Actual Expenditures	287155.13	

**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**

Beginning this fiscal year, we started spending less time administering the Water Conservation Garden and Garden staff. Budgeted expenditures include labor.

Reported as of 9/2

**BMP 13: Water Waste Prohibition**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Requirements for Documenting BMP Implementation**

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

a. If YES, describe the ordinance:

The District's water waste prohibition ordinance enforces a water conservation program to reduce the quantity of water used and that water resources available be put to maximum beneficial use to the extent to which they are capable, and that the waste or unreasonable use, or unreasonable method of use, of water be prevented.

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

The majority of the City of Chula Vista and portions of unincorporated areas of San Diego County, including Spring Valley, Rancho San Diego, Bonita, Jamul, El Cajon.	District Rules and Regulations for Water Conservation, adopted November 1990. Water-Efficient Landscape Irrigation Ordinance, enacted March 1992.
---	---

**B. Implementation**

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

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections yes
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes  
 Customer Plumbing Leaks, Midday Irrigation, Hosing of Hard Surfaces, and Water Automatically Served in Restaurants (Stage 4).

2. Describe measures that prohibit water uses listed above:

The following measures apply at all times: (a) At no time shall water be wasted or used unreasonably, (b) Water shall not be allowed to leave the the customer's property by drainage onto adjacent properties or public or private roadways or streets due to excessive irrigation and/or neglect, (c) Customers shall be required to repair all water leaks within 48 hours of knowledge that a leak exists, (d) water shall not be used to wash down sidewalks, driveways, parking areas, tennis courts, patios, or other paved areas except to alleviate immediate safety or sanitation hazards, (e) Lawn watering or irrigation, other than by hand or drip methods, is prohibited except between the hours of 4:00 p.m. and 9:00 a.m. the following morning. New plantings and newly seeded areas are exempt from these limits for 30 days, (f) The use of hand-held hose for spraying, lawn watering, vehicle washing or structure washing is prohibited without an automatic shut-off nozzle. The following measures apply during Stage

2 and above: (a) No non-residential fountains shall be operated unless reclaimed water is used, (b) Restaurants shall not serve water to their customers except when specifically requested. During Stages 4 and above: No filling, refilling, or adding to artificial ponds or lakes shall be permitted unless reclaimed water is used.

**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. yes
  - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes
- 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? no

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

**C. Water Waste Prohibition Program Expenditures**

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

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

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

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

**E. Comments**

Reported as of 9/2

**BMP 14: Residential ULFT Replacement Programs**

Reporting Unit: **Otay Water District**      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	0	0
5. Other	1443	281

**Total      1443      281**

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

SF customers are offered a voucher redeemable for up to \$75 off the purchase price of all the 3.5+ gallon per flush toilets in their home. Toilets installed as part of new construction or bathroom additions do not qualify.

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

Participating MF customers are offered a voucher redeemable for up to \$75 off the purchase price of all the 3.5+ gallon per flush toilets in the multi-family complex. New construction/bathroom additions do not qualify.

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

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

**B. Residential ULFT Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	40300	52000
2. Actual Expenditures	38145.66	

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

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

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

**D. Comments**

Reported as of 9/2

Reported as of 9/2

**Water Supply & Reuse**

Reporting Unit:

**Otay Water District**

Year:

**2004**

**Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
Ralph W. Chapman Water Recycling Facility	1305.3	Recycled
San Diego County Water Authority	38917.8	Imported

**Total AF: 40223.1**

**Accounts & Water Use**

Reporting Unit Name: **Otay Water District** Submitted to **CUWCC** Year: **2004**  
 12/01/2004

**A. Service Area Population Information:**

1. Total service area population 170000

**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	40759	20113.29	0	0
2. Multi-Family	745	2931.27	0	0
3. Commercial	990	1569.9	0	0
4. Industrial	0	0	0	0
5. Institutional	1422	2143.06	0	0
6. Dedicated Irrigation	1450	8624.82	0	0
7. Recycled Water	0	0	0	0
8. Other	787	2298.03	0	0
9. Unaccounted	NA	2542.7	NA	0
<b>Total</b>	<b>46153</b>	<b>40223.07</b>	<b>0</b>	<b>0</b>

**Metered**

**Unmetered**

Reported as of 9/2

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

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Implementation

- 1. Based on your signed MOU date, 09/04/1991, your Agency STRATEGY DUE DATE is: 09/03/1993
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? yes
  - a. If YES, when was it implemented? 7/1/1995
- 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? 7/1/1995

### B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	1500	0
2. Number of surveys completed:	104	0

### Indoor Survey:

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

### Outdoor Survey:

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

b. Describe how your agency tracks this information.

The contractor (VoltVIEWTECH) tracks number of surveys through a database. Letters were sent to 1,500 of the top 30% SF homes encouraging them to participate in the free residential survey program.

**C. Water Survey Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	6000	4250
2. Actual Expenditures	2885	

**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**

This program was promoted regularly throughout the irrigation season (March-November) with targeted mailings to the top 30% of residential water users. In addition, the program was promoted in our front lobby, and at events.

Reported as of 9/2

**BMP 02: Residential Plumbing Retrofit**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no

a. If YES, list local jurisdictions in your service area and code or ordinance in each:

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? yes

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

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? yes

5. Estimated percent of multi-family households with low-flow showerheads: 75%

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

The San Diego County Water Authority and its member agencies distributed over 550,000 showerheads between 1991 and 2002. The average rate of natural replacement is 4.0%, while housing demolition is 0.5%. And, effective January 1, 1994 showerheads manufactured in the United States must be 2.5 gpm maximum

**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? 1/1/1992

b. Describe your targeting/ marketing strategy.

Over 550,000 showerheads have been distributed in the region to date. Marketing that has been done in the San Diego region includes the following: residential survey distribution, direct distribution to customers (lobby counter), distribution at community events, by customer request and distribution at CBO events. In addition, this fiscal year, the Otay Water District distributed 750 showerheads to customers who came in to pay their bills.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	750	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Spreadsheet
b. If yes, describe your tracking and distribution system :		

The San Diego County Water Authority documented distribution in the region in a spreadsheet by region, rather than by specific member agency. Recently, the District began tracking the distribution of showerheads beginning in FY 02.

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

	This Year	Next Year
1. Budgeted Expenditures	0	1000
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**

Staff ordered and received 1,000 low flow (2.0 gpm) showerheads in FY 03 and did not need to order additional showerheads this FY.

Reported as of 9/2

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

Reporting Unit: **Otay Water District**      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) 37197.68
  - b. Determine other system verifiable uses (AF) 482.7
  - c. Determine total supply into the system (AF) 37197.68
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 1.01
- 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:

Leak detection is based on purchased vs. sales, physical observations of wet spots, mainflushing load contents, and field staff calls. Otay staff calls in American Leak Detection Service depending upon the urgency or the staffing.

**B. Survey Data**

- 1. Total number of miles of distribution system line. 672.43
- 2. Number of miles of distribution system line surveyed. 13.9

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

	This Year	Next Year
1. Budgeted Expenditures	137389	143946
2. Actual Expenditures	122728	

**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**

b.1. Includes potable and recycled distribution line B.2 6.3 miles surveyed plus 76 service leaks where typically .1 mile is inspected per investigation.

Reported as of 9/2

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

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2004**

#### A. Implementation

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

#### B. Feasibility Study

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
  - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
  - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 553
- 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

B.2 This figure is a rough estimate and represents about half of the CII accounts. Many CII accounts do not have significant amounts of landscaping, and are therefore not mixed use. Most importantly, since 1990, the District has required that all CII accounts on a parcel larger than one acre have a dedicated irrigation meter. There are known CII sites with mixed use meters including Donovan Correctional Facility, Southwestern College and Cuyamaca Colleges.

Reported as of 9/2

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Water Use Budgets

- |  |       |
|--|-------|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 1460  |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:                       | 1460  |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):                     | 15441 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):                       | 8717  |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | yes   |

### B. Landscape Surveys

- |  |           |
|--|-----------|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | yes       |
| a. If YES, when did your agency begin implementing this strategy?                    | 8/10/1990 |
| b. Description of marketing / targeting strategy:                                    |           |

Our contractor prescreens potential customers by reviewing water usage data records and comparing typical patterns of other industry or SIC water usage. Customers that exhibit unusually high water usage relative to their size of property are sent a letter and a program brochure, inviting them to participate in the program. We regularly disperse brochures and advertising to a variety of candidates, home owner's associations as well as large turf customers. Program brochures are located in our front lobby and our customer service department refers inquiring customers to the contractor.

- |   |      |
|---|------|
| 2. Number of Surveys Offered.   | 1460 |
| 3. Number of Surveys Completed.   | 26   |
| 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? | yes  |
| a. If YES, describe below:  |      |

Follow-up surveys are offered at the customer's request.

### C. Other BMP 5 Actions

- |   |    |
|---|----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. | no |
|---|----|

- Does your agency provide mixed-use accounts with landscape budgets? 0
- 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? yes

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	27200	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:

Yes, new customers are required by Otay's planning department to provide square footage of landscaped area and receive notice of the Water Efficient Irrigation Ordinance and monthly allocation. On changing services, they are notified by Customer Service or Water Conservation of the allocation and banking system. Surveyed account info kept in file and tracked. If consumption history shows no improvement within 6 months, a review and/or second survey is recommended to customer.

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

**D. Landscape Conservation Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	2200	10000
2. Actual Expenditures	6706.25	

**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**

4. a. Home Owners Associations with significant turfgrass areas were encouraged to replace their turfgrass with waterwise plant material through the District's pilot Cash for Plants program. Funding was limited to four sites at \$5,000 per site. In addition, a \$7,200 incentive was available for installing artificial turf grass in sports fields. Both programs were promoted through either direct mailing or by cold calling high schools within the District.

Reported as of 9/2



October 10, 2005

Mr. William Granger  
Water Conservation Coordinator  
Otay Water District  
2554 Sweetwater Springs Boulevard  
Spring Valley, CA 91978

Dear William:

I am writing in regard to the Urban Water Management Plan for the Otay Water District and the possible confusion that may arise concerning Otay's compliance with the requirements for BMP 5 (Large Landscape Conservation Programs and Incentives). According to the Council's BMP Reporting Website, Otay does not appear to meet the coverage requirements, or targets, for BMP 5. However, since the BMP Reporting Database is a fixed reporting format, it does not currently provide opportunities for water agencies doing different - and sometimes better - programs to get numerical credit. Therefore, I want to enclose a letter for your Urban Water Management Plan that clarifies this issue.

The Otay Water District has language in its Code of Ordinances that satisfies in spirit the intent of the BMP, or at least the intent of Condition 2B dealing with the coverage requirements for mixed use meters within this BMP. Since 1990, Otay has required that commercial properties situated on a parcel of 1 or more acres purchase a separate landscape meter. Then in 1993, Otay allowed accounts that were in place before 1990 when this language was added to its Code of Ordinances to purchase a separate landscape meter. As a result, Otay saw a decrease in the number of commercial mixed use meters.

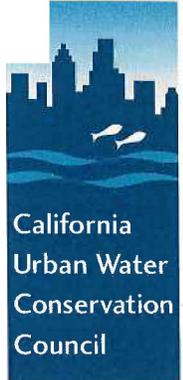
The current database does not currently allow a reporting field (either in BMP 5 or BMP 4 for Metering) to capture the results of an ordinance such as this. It is a unique approach in California, and greatly increases the number of dedicated landscape meters - a highly desirable goal. The database is also not currently capturing the number of mixed use meters who have received a large landscape survey. Otay's total number of completed surveys includes a number of surveys conducted at our mixed use sites including a state run prison, a hospital, and a community college.

The BMP Reporting database allows strategies that are "at least as effective as" to be so noted in the database, but no numerical calculations are captured. We will work to help correct this for the next BMP Reporting period. In the meantime, I wish to have the official record show that Otay Water District is in full compliance with BMP 5.

Sincerely yours,



Mary Ann Dickinson  
Executive Director



455 Capitol Mall

Suite 703  
Sacramento

California 95874

PHONE 976/552-  
5885

FAX 976/552-5877

[www.cuwcc.org](http://www.cuwcc.org)

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

Reporting Unit: **Otay Water District**      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.

San Diego Gas & Electric offers a \$75 rebate for qualifying machines. They use the ENERGY STAR criteria, while Otay, CWA and MET use the CEC criteria which lists a water factor. In most cases to date, the lists are nearly identical.

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

3. What is the level of the rebate? 125

4. Number of rebates awarded. 1044

**B. Rebate Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	18100	18100
2. Actual Expenditures	24012	

**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.2. Vouchers are offered instead of rebates.

Reported as of 9/2

**BMP 07: Public Information Programs**

Reporting Unit: **Otay Water District**      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.

Otay's water conservation department also serves to promote and educate customers about water conservation. The District regularly promotes water conservation and seeks to educate its customers about waterwise landscaping principals, as well as to encourage them to participate in the ULFT and HEW voucher programs. The District is active in a number of large public outreach events including the City of Chula Vista's Cinco de Mayo (May) and Lemon Festival (August), Bonita Festival (September), and events held at the Water Conservation Garden. The District also regularly encourages its customers to visit the Water Conservation Garden, which it built in cooperation with the Helix Water District and Cuyamaca College in 1999. The District regularly hosts residential and professional landscape classes at the Garden.

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	6
b. Public Service Announcement	yes	1
c. Bill Inserts / Newsletters / Brochures	yes	8
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	0
g. Speaker's Bureau	yes	3
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

**B. Conservation Information Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	45000	45000
2. Actual Expenditures	40300	

**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**

2. a. paid advertising in the Otay mesa Chamber of Commerce newsletter, the Spring Valley Chamber newsletter, and the Chula Vista Chamber newsletter. b. PSA was written and distributed promoting the

new technologies and clothes washer give-away at the May 2004 Spring Garden Festival. c. Includes four newsletters, two bill inserts, Welcome to Otay brochure, and Cash for Plants pilot program brochure. e. Includes the Spring and Fall Festival at the Garden as well as the two folk festival events in August of 2003. G. Presentations to Olivenhain WD, WindingWalk HOA, CWA Water Conservation Action Committee

Reported as of 9/2

**BMP 08: School Education Programs**

Reporting Unit:  
**Otay Water District**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

**A. Implementation**

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	38	5010	4
Grades 4th-6th	yes	119	5997	2
Grades 7th-8th	yes	3	175	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? 9/9/1990

**B. School Education Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	8500	12680
2. Actual Expenditures	10352.96	

**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**

Presentations include school tours conducted at the Water Conservation Garden. The District funds tours to the Garden for schools within its service area. Includes data received from the San Diego County Water Authority for school activities conducted within Otay.

Reported as of 9/2

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

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

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

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

<b>CII Surveys</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
<b>CII Survey Components</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no
<b>Agency CII Customer Incentives</b>	<b>Budget (\$/Year)</b>	<b>No. Awarded to Customers</b>	<b>Total \$ Amount Awarded</b>
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? 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. 28.41
- 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	10000	6000
2. Actual Expenditures	4728.51	

**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**

The County Water Authority and its member agencies including Otay Water District offer vouchers for cooling tower conductivity meters, commercial High-efficiency clothes washers and low flow (including waterless)urinals. Otay does not separate out their industrial customers. They are grouped with our commercial accounts and ranked. Savings includes 26 pre-rinse spray valves installed during this FY, plus 61 commercial HEWs, 1 cooling tower conductivity controller, 3 low flow urinals and 4 waterbrooms.

Reported as of 9/2

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2004**

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

**A. Targeting and Marketing**

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

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

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

Trade shows and events

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

**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 ?

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

5. Program design.

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

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?

Programs are tracked on a fiscal year. As this was a three-year program, sunsetting on July 1, 2004, all reporting for BMP 9a was completed in 2003.

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

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

**D. Comments**

Reported as of 9/2

## BMP 11: Conservation Pricing

Reporting Unit:  
**Otay Water District**

BMP Form  
 Status:  
**100% Complete**

Year:  
**2004**

### A. Implementation

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

##### 1. Residential

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$16738536.94
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$5849784.87

##### 2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$3788863.15
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$1529308.43

##### 3. Industrial

a. Water Rate Structure	Service Not Provided
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

##### 4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$1920141.66
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$197681.08

##### 5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$7040733.37
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$612741.07

##### 6. Other

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1588228.43
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$493985.54

**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**

Note 1 b: The District provides sewer service to only a small portion (about 4,500 accounts) within its service area. Revenue reflects sewer and potable water. Source: Del and Grace Note 3 c: OWD's industrial accounts are classified as commercial accounts so the revenue from these accounts is not known 6.c. Other revenue is from Otay's agricultural accounts and outside users, fire service and construction usage.

Reported as of 9/2

**BMP 12: Conservation Coordinator**

Reporting Unit: **Otay Water District**      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? yes
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
- 4. Partner agency's name:
- 5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 100%
  - b. Coordinator's Name William Granger
  - c. Coordinator's Title Water Conservation Manager
  - d. Coordinator's Experience and Number of Years 10 years experience developing and managing water conservation programs
  - e. Date Coordinator's position was created (mm/dd/yyyy) 3/28/1991
- 6. Number of conservation staff, including Conservation Coordinator. 2

**B. Conservation Staff Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	362300	332700
2. Actual Expenditures	267657.48	

**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**

Beginning this fiscal year, the lead agency responsibilities including managing the Garden staff was transferred to another agency. Labor budget was \$108800.

Reported as of 9/2

**BMP 13: Water Waste Prohibition**

Reporting Unit:	BMP Form Status:	Year:
<b>Otay Water District</b>	<b>100% Complete</b>	<b>2004</b>

**A. Requirements for Documenting BMP Implementation**

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

a. If YES, describe the ordinance:

The District's water waste prohibition ordinance enforces a water conservation program to reduce the quantity of water used and that water resources available be put to maximum beneficial use to the extent to which they are capable, and that the waste or unreasonable use, or unreasonable method of use, of water be prevented.

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

The majority of the City of Chula Vista and portions of unincorporated areas of San Diego County, including Spring Valley, Rancho San Diego, Bonita, Jamul, El Cajon.	District Rules and Regulations for Water Conservation, adopted November 1990. Water-Efficient Landscape Irrigation Ordinance, enacted March 1992.
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**B. Implementation**

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

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections yes
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes  
 Customer Plumbing Leaks, Midday Irrigation, Hosing of Hard Surfaces, and Water Automatically Served in Restaurants (Stage 4).

2. Describe measures that prohibit water uses listed above:

The following measures apply at all times: (a) At no time shall water be wasted or used unreasonably, (b) Water shall not be allowed to leave the the customer's property by drainage onto adjacent properties or public or private roadways or streets due to excessive irrigation and/or neglect, (c) Customers shall be required to repair all water leaks within 48 hours of knowledge that a leak exists, (d) water shall not be used to wash down sidewalks, driveways, parking areas, tennis courts, patios, or other paved areas except to alleviate immediate safety or sanitation hazards, (e) Lawn watering or irrigation, other than by hand or drip methods, is prohibited except between the hours of 4:00 p.m. and 9:00 a.m. the following morning. New plantings and newly seeded areas are exempt from these limits for 30 days, (f) The use of hand-held hose for spraying, lawn watering, vehicle washing or structure washing is prohibited without an automatic shut-off nozzle. The following measures apply during Stage

2 and above: (a) No non-residential fountains shall be operated unless reclaimed water is used, (b) Restaurants shall not serve water to their customers except when specifically requested. During Stages 4 and above: No filling, refilling, or adding to artificial ponds or lakes shall be permitted unless reclaimed water is used.

**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. yes
  - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. yes
- 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? no

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

**C. Water Waste Prohibition Program Expenditures**

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

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

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

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

**E. Comments**

Reported as of 9/2

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Otay Water District**      BMP Form Status: **100% Complete**      Year: **2004**

#### A. Implementation

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

#### Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	1176	177

**Total      1176      177**

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

SF customers are offered a voucher redeemable for up to \$75 off the purchase price of all the 3.5+ gallon per flush toilets in their home. Toilets installed as part of new construction or bathroom additions do not qualify. Beginning this fiscal year, SF customers were offered \$95 to replace their older toilets with dual-flush toilets. Two of the one thousand one hundred and seventy six toilets installed in SF homes were dual-flush toilets. As a pilot program, the District offered a \$45 incentive toward dual-flush toilets offered in new construction. However, no one took advantage of this program this fiscal year and the incentive was increased to \$70 beginning in FY 05.

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

Participating MF customers are offered a voucher redeemable for up to \$75 off the purchase price of all the 3.5+ gallon per flush toilets in the multi-family complex. New construction/bathroom additions do not qualify. A \$95 voucher was available for the installation of dual-flush toilets in MF residences.

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

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

#### B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	52000	38000
2. Actual Expenditures	29800	

#### 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 expenditures need to be confirmed by accounting. In FY 04, the District budgeted \$14,000 toward our share of a dual-flush toilet incentive in new construction. 2 dual-flush toilets were installed in Otay through the voucher program.

Reported as of 9/2

Reported as of 9/2

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

Reporting Unit:  
**Otay Water District**

Reporting Period:  
**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

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

Condition 1: Adopt survey targeting and marketing strategy on time

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

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

**Test for Condition 1**

Otay Water District to Implement Targeting/Marketing Program by:	1999		
		<b>Single-Family</b>	<b>Multi-Family</b>
Year Otay Water District Reported Implementing Targeting/Marketing Program:	1991	1991	1991
Otay Water District Met Targeting/Marketing Coverage Requirement:	YES	YES	YES

**Test for Condition 2**

			<b>Single-Family</b>	<b>Multi-Family</b>
Survey Program to Start by:	1998	Residential Survey Offers (%)	138.02%	108.58%
Reporting Period:	03-04	Survey Offers ≥ 20%	YES	YES

**Test for Condition 3**

	Completed Residential Surveys	
	<b>Single Family</b>	<b>Multi-Family</b>
Total Completed Surveys 1999 - 2004:	434	
Past Credit for Surveys Completed Prior to 1999 (Implementation of Reporting Database):	626	28
<b>Total + Credit</b>	<b>1,060</b>	<b>28</b>

Residential Accounts in Base Year	27,776	664
Otay Water District Survey Coverage as % of Base Year Residential Accounts	3.82%	4.22%
Coverage Requirement by Year 7 of Implementation per Exhibit 1	7.90%	7.90%
Otay Water District on Schedule to Meet 10-Year Coverage Requirement	NO	NO

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**BMP 1 COVERAGE STATUS SUMMARY:**

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

Reported as of 9/2

## BMP 02 Coverage: Residential Plumbing Retrofit

Reporting Unit:

Reporting Period:

Otay Water District

03-04

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

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

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

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

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

### Test for Condition 1

Report Year	Report Period	Single-Family		Multi-Family	
		Reported Saturation	Saturation > 75%?	Reported Saturation	Saturation > 75%?
1999	99-00	75.00%	YES	75.00%	YES
2000	99-00	75.00%	YES	75.00%	YES
2001	01-02	75.00%	YES	75.00%	YES
2002	01-02	75.00%	YES	75.00%	YES
2003	03-04	75.00%	YES	75.00%	YES
2004	03-04	75.00%	YES	75.00%	YES

### Test for Condition 2

Report Year	Report Period	Otay Water District has ordinance requiring showerhead retrofit?
1999	99-00	NO
2000	99-00	NO
2001	01-02	NO
2002	01-02	NO
2003	03-04	NO
2004	03-04	NO

### Test for Condition 3

Reporting Period: 03-04

<u>1992 SF Accounts</u>	<u>Num. Showerheads Distributed to SF Accounts</u>	<u>Single-Family Coverage Ratio</u>	<u>SF Coverage Ratio &gt; 10%</u>
23,625	950	4.0%	NO
<u>1992 MF Accounts</u>	<u>Num. Showerheads Distributed to MF Accounts</u>	<u>Multi-Family Coverage Ratio</u>	<u>MF Coverage Ratio &gt; 10%</u>

632

NO

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

Reported as of 9/2

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

Reporting Unit:  
**Otay Water District**

Reporting Period:  
**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

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

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

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

**Test for Conditions 1 and 2**

<u>Report Year</u>	<u>Report Period</u>	<u>Pre-Screen Completed</u>	<u>Pre-Screen Result</u>	<u>Full Audit Indicated</u>	<u>Full Audit Completed</u>
1999	99-00	YES	93.7%	No	NO
2000	99-00	YES	92.8%	No	NO
2001	01-02	YES	99.1%	No	NO
2002	01-02	YES	96.4%	No	NO
2003	03-04	YES	98.2%	No	NO
2004	03-04	YES	101.3%	No	NO

**BMP 3 COVERAGE STATUS SUMMARY:**

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

Reported as of 9/2

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

Reporting Unit: **Otay Water District** Reporting Period: **03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed  
 Agency indicated "at least as effective as" implementation during report period? **No**

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

**Test for Compliance**

Total Meter Retrofits Reported through 2004  
 No. of Unmetered Accounts in Base Year  
 Meter Retrofit Coverage as % of Base Year Unmetered Accounts  
 Coverage Requirement by Year 6 of Implementation per Exhibit 1 **42.0%**  
 RU on Schedule to meet 10 Year Coverage Requirement **YES**

**BMP 4 COVERAGE STATUS SUMMARY:**  
**Water supplier is meeting coverage requirements for this BMP.**

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

Reporting Unit:  
**Otay Water District**

Reporting Period:  
**03-04**

### MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

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

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

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

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

#### Test for Condition 1

Year	Report Period	BMP 5 Implementation Year	No. of Irrigation Meter Accounts	No. of Irrigation Accounts with Budgets	Budget Coverage Ratio	90% Coverage Met by Year 4
1999	99-00	1	1,034	1,034	100.0%	NA
2000	99-00	2	1,076	1,076	100.0%	NA
2001	01-02	3	1,129	1,129	100.0%	NA
2002	01-02	4	1,202	1,202	100.0%	Yes
2003	03-04	5	1,293	1,293	100.0%	Yes
2004	03-04	6	1,460	1,460	100.0%	Yes

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

Select Reporting Period:	03-04
Large Landscape Survey Offers as % of Mixed Use Meter CII Accounts	124.1%
Survey Offers Equal or Exceed 20% Coverage Requirement	YES

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

Total Completed Landscape Surveys Reported through Credit for Surveys Completed Prior to Implementation of Reporting Database	78
Total + Credit	78
CII Accounts in Base Year	2,218
RU Survey Coverage as a % of Base Year CII Accounts	3.5%
Coverage Requirement by Year of Implementation per Exhibit 1	6.3%
RU on Schedule to Meet 10 Year Coverage	

Requirement NO

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

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

Report Year	Report Period	BMP 4 Implementation Year	No. of mixed use CII accounts	No. of mixed use CII accounts fitted with irrig. meters
1999	99-00	1		
2000	99-00	2		
2001	01-02	3	1,111	
2002	01-02	4	1,130	
2003	03-04	5	595	
2004	03-04	6	553	

**Test for Condition 3**

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

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

**BMP 5 COVERAGE STATUS SUMMARY:**  
**Water supplier has not met one or more coverage requirements for this BMP.**

Reported as of 9/2

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

Reporting Unit:  
**Otay Water District**

Reporting Period:  
**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

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

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

**Test for Condition 1**

Year	Report Period	BMP 6 Implementation Year	Rebate Offered by ESP?	Rebate Offered by RU?	Rebate Amount
1999	99-00	1	NO	NO	
2000	99-00	2	YES	YES	100.00
2001	01-02	3	YES	YES	125.00
2002	01-02	4	YES	YES	125.00
2003	03-04	5	YES	YES	125.00
2004	03-04	6	YES	YES	125.00

Year	Report Period	BMP 6 Implementation Year	No. Rebates Awarded	Coverage Met?
1999	99-00	1		YES
2000	99-00	2	10	YES
2001	01-02	3	103	YES
2002	01-02	4	221	YES
2003	03-04	5	675	YES
2004	03-04	6	1,044	YES

**BMP 6 COVERAGE STATUS SUMMARY:**

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

Reported as of 9/2

**BMP 07 Coverage: Public Information Programs**

Reporting Unit:

Reporting Period:

**Otay Water District**

**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

No

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

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

**Test for Condition 1**

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

**BMP 7 COVERAGE STATUS SUMMARY:**

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

Reported as of 9/2

**BMP 08 Coverage: School Education Programs**

Reporting Unit:  
**Otay Water District**

Reporting Period:  
**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

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

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

**Test for Condition 1**

<u>Year</u>	<u>Report Period</u>	<u>BMP 8 Implementation Year</u>	<u>RU Has School Education Program?</u>
1999	99-00	2	YES
2000	99-00	3	YES
2001	01-02	4	YES
2002	01-02	5	YES
2003	03-04	6	YES
2004	03-04	7	YES

**BMP 8 COVERAGE STATUS SUMMARY:**

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

**BMP 09 Coverage: Conservation Programs for CII Accounts**

Reporting Unit:  
**Otay Water District**

Reporting Period:  
**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

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

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

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

OR

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

OR

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

**Test for Condition 1**

Year	Report Period	BMP 9 Implementation Year	Ranked Com. Use	Ranked Ind. Use	Ranked Inst. Use
1999	99-00	1	YES	YES	YES
2000	99-00	2	YES	YES	YES
2001	01-02	3	YES	NO	YES
2002	01-02	4	YES	NO	YES
2003	03-04	5	YES	NO	YES
2004	03-04	6	YES	YES	YES

**Test for Condition 2a**

	Commercial	Industrial	Institutional
Total Completed Surveys Reported through 2004			
Credit for Surveys Completed Prior to Implementation of Reporting Databases			
Total + Credit			
CII Accounts in Base Year	1,785		433
RU Survey Coverage as % of Base Year CII Accounts			
Coverage Requirement by Year 6 of Implementation per Exhibit 1	4.2%	4.2%	4.2%
RU on Schedule to Meet 10 Year Coverage Requirement	NO	NO	NO

**Test for Condition 2a**

Performance

Year	Report Period	BMP 9 Implementation Year	Performance Target Savings (AF/yr)	Performance Target Savings Coverage	Target Savings Coverage Requirement	Coverage Requirement Met
1999	99-00	1	2	0.0%	0.5%	NO
2000	99-00	2	3	0.0%	1.0%	NO
2001	01-02	3	32	0.4%	1.7%	NO
2002	01-02	4	32	0.4%	2.4%	NO
2003	03-04	5	19	0.2%	3.3%	NO
2004	03-04	6	28	0.3%	4.2%	NO

**Test for Condition 2c**

Total BMP 9 Surveys + Credit	
BMP 9 Survey Coverage	
BMP 9 Performance Target Coverage	0.3%
BMP 9 Survey + Performance Target Coverage	0.3%
Combined Coverage Equals or Exceeds Coverage Requirement?	NO

**BMP 9 COVERAGE STATUS SUMMARY:**

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

**BMP 11 Coverage: Conservation Pricing**

Reporting Unit:  
**Otay Water District**

Reporting Period:  
**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

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

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

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

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

**Test for Condition 1**

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

**BMP 11 COVERAGE STATUS SUMMARY:**

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

Reported as of 9/2

**BMP 12 Coverage: Conservation Coordinator**

Reporting Unit:

Reporting Period:

**Otay Water District**

**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

No

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

**Test for Compliance**

<u>Report Year</u>	<u>Report Period</u>	<u>Conservation Coordinator Position Staffed?</u>	<u>Total Staff on Team (incl. CC)</u>
1999	99-00	YES	4
2000	99-00	YES	5
2001	01-02	YES	2
2002	01-02	YES	2
2003	03-04	YES	2
2004	03-04	YES	2

**BMP 12 COVERAGE STATUS SUMMARY:**

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

Reported as of 9/2

**BMP 13 Coverage: Water Waste Prohibition**

Reporting Unit:

Reporting Period:

**Otay Water District**

**03-04**

**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

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

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

**Test for Condition 1**

**Agency or service area prohibits:**

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

**BMP 13 COVERAGE STATUS SUMMARY:**

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

**BMP 14 Coverage: Residential ULFT Replacement Programs**

Reporting Unit: **Otay Water District**

**MOU Exhibit 1 Coverage Requirement**

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

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

Condition 2: Water savings from toilet replacement programs equal to 90% of Exhibit 6 coverage requirement.

An agency with an exemption for BMP 14 is not required to meet one of the above conditions. This report treats an agency with missing base year data required to compute the Exhibit 6 coverage requirement as out of compliance with BMP 14.

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

<u>Coverage Year</u>	<u>BMP 14 Data Submitted to CUWCC</u>	<u>Exemption Filed with CUWCC</u>	<u>ROR Ordinance in Effect</u>	<u>Exhibit 6 Coverage Req'mt (AF)</u>	<u>Toilet Replacement Program Water Savings* (AF)</u>
1998	No			32.84	
1999	Yes	No	No	94.65	53.44
2000	Yes	No	No	181.91	153.97
2001	Yes	No	No	291.44	282.69
2002	Yes	No	No	420.34	436.88
2003	Yes	No	No	565.99	636.61
2004	Yes	No	No	726.01	867.97
2005	No	No	No	898.26	
2006	No	No	No	1080.81	
2007	No	No	No	1271.90	

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

**BMP 14 COVERAGE STATUS SUMMARY:**

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

## BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: Otoy Water District

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

	Single Family	Multi-Family
<b>1992 Housing Stock</b>		
Average rate of natural replacement (% of remaining stock)	.04	.04
Average rate of housing demolition (% of remaining stock)	.005	.005
Estimated Housing Units with 3.5+ gpf Toilets in 1997	19283.25	515.85
Average resale rate	.04	.04
Average persons per unit		
Average toilets per unit		
Average savings per home (gpd; from Exhibit 6)	38.4	52.2

### Single Family Housing Units

Coverage Year	Unretrofitted Houses	Houses Sold	Houses Unsold	Sold and Retrofitted	Sold and Already Retrofitted	Unsold and Retrofitted	Gross ROR Savings (AFY)	Nat'l Replacement Only Savings (AFY)	Net ROR Savings (AFY)
1998	17779.01	767.47	18419.36	767.47		736.77	251.42	219.73	31.69
1999	16392.10	763.64	18327.27	707.60	56.03	679.30	311.07	251.43	59.64
2000	15113.39	759.82	18235.63	652.41	107.41	626.31	366.06	281.86	84.20
2001	13934.42	756.02	18144.45	601.51	154.51	577.45	416.76	311.08	105.69
2002	12847.42	752.24	18053.73	554.59	197.65	532.41	463.51	339.14	124.38
2003	11845.22	748.48	17963.46	511.33	237.15	490.87	506.61	366.08	140.54
2004	10921.20	744.74	17873.64	471.44	273.30	452.58	546.35	391.94	154.41
2005	10069.26	741.01	17784.28	434.66	306.35	417.28	582.99	416.78	166.21
2006	9283.78	737.31	17695.36	400.76	336.55	384.73	616.77	440.63	176.14
2007	8559.57	733.62	17606.88	369.49	364.13	354.71	647.92	463.54	184.38

### Multi Family Housing Units

Coverage Year	Unretrofitted Houses	Houses Sold	Houses Unsold	Sold and Retrofitted	Sold and Already Retrofitted	Unsold and Retrofitted	Gross ROR Savings (AFY)	Nat'l Replacement Only Savings (AFY)	Net ROR Savings (AFY)
1998	475.61	20.53	492.74	20.53		19.71	9.14	7.99	1.15
1999	438.51	20.43	490.28	18.93	1.50	18.17	11.31	9.14	2.17
2000	404.30	20.33	487.83	17.45	2.87	16.75	13.31	10.25	3.06
2001	372.76	20.22	485.39	16.09	4.13	15.45	15.16	11.31	3.84
2002	343.69	20.12	482.96	14.84	5.29	14.24	16.86	12.33	4.52
2003	316.88	20.02	480.55	13.68	6.34	13.13	18.42	13.31	5.11
2004	292.16	19.92	478.14	12.61	7.31	12.11	19.87	14.25	5.62
2005	269.37	19.82	475.75	11.63	8.20	11.16	21.20	15.16	6.04
2006	248.35	19.72	473.37	10.72	9.00	10.29	22.43	16.02	6.41

2007	228.98	19.63	471.01	9.88	9.74	9.49	23.56	16.86	6.71
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