APPENDIX A - Resolution Adopting UWMP

RESOLUTION NO. 8579

RESOLUTION OF THE COUNCIL OF THE CITY OF PALO ALTO ADOPTING THE 2005 URBAN WATER MANAGEMENT PLAN TO BE SUBMITTED TO THE CALIFORNIA DEPARTMENT OF WATER RESOURCES

WHEREAS, the California Legislature has enacted the Urban Water Management Planning Act, California Water Code Sections 10610 - 10656, as amended, which requires every urban water supplier providing water to more than 3,000 customers or supplying more than 3,000 acre-feet of water annually to prepare an urban water management plan ("Plan") that has as its primary objective the conservation and efficient use of water; and

WHEREAS, the City of Palo Alto ("City"), a municipal utility and chartered city, is an urban water supplier providing water to a population over 60,000; and

WHEREAS, the Plan must be reviewed at least once every five years by the City, which must amend the Plan, as necessary, after it has conducted a review; and

WHEREAS, the preparation of the updated Plan has been coordinated with other public agencies to the extent practicable, and staff has encouraged the active involvement of diverse social, cultural and economics of the population within the City's retail water service area during preparation of the Plan; and

WHEREAS, the Plan must be adopted by December 31, 2005, after it is first made available for public inspection and a public hearing is noticed and held, and it must be filed with the California Department of Water Resources within thirty days of adoption; and

WHEREAS, after reviewing a draft Plan at their meeting of November 2, 2004, the Utilities Advisory Commission recommended that the Council adopt the Plan after the Commission's comments had been incorporated into it; and

WHEREAS, a noticed public hearing on the revised draft Plan was held by the City Council on November 21, 2000, at which time public comments were heard and considered and further revisions to the Plan were made at the direction of the City Council;

NOW, THEREFORE, the Council of the City of Palo Alto does RESOLVE as follows:

SECTION 1. The Council hereby adopts the 2005 Urban Water Management Plan of the City of Palo Alto which shall be filed with the City Clerk. The City Manager is hereby authorized and directed to file the 2005 Urban Water Management Plan of the City of Palo Alto with the California Department of Water Resources and the State Library.

SECTION 2. The Council finds and determines that, under the California Water Code Section 10652, the adoption of the Plan and this resolution does not constitute a project under the California Environmental Quality Act, and no environmental assessment if required.

INTRODUCED AND PASSED: December 12, 2005

AYES: BEECHAM, BURCH, CORDELL, FREEMAN, KISHIMOTO, KLEINBERG, MORTON, MOSSAR, OJAKIAN

NOES:

ABSENT:

ABSTENTIONS:

ATTEST:

City Clerk

APPROVED:

Mayor

City Manager

APPROVED AS TO FORM:

Senior Asst. City Attorney

Director of Utilities

Director of Administrative Services

APPENDIX B - CUWCC Best Management Practices Report

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

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

A. Implementation

1. Based on your signed MOU date, 12/16/1991, your Agency STRATEGY DUE DATE is:	12/15/1993
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?	07/01/2001
3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys?	yes
a. If YES, when was it implemented?	07/01/2001

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	561	239
2. Number of surveys completed:	561	239
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 neccesary; replace leaking toilet flapper, as necessary	yes	yes
Outdoor Survey:		
6. Check irrigation system and timers	yes	yes
7. Review or develop customer irrigation schedule	yes	yes
8. Measure landscaped area (Recommended but not required for surveys)	yes	yes
9. Measure total irrigable area (Recommended but not required for surveys)	yes	yes
10. Which measurement method is typically used (Recommended but not required for surveys)	Odometer Wheel	
11. Were customers provided with information packets that included evaluation results and water savings recommendations?	yes	yes
12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?	yes	yes
a. If yes, in what form are surveys tracked?	spreadsheet	

b. Describe how your agency tracks this information.

Participation numbers are reported by SCVWD on quarterly invoices and converted and those numbers were converted to an Excel spreadsheet. 2004 (Jan. 04-June 04)- contract ended June.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	6280	18780
2. Actual Expenditures	43780	

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 1 completed through partnership with Santa Clara Valley Water District (SCVWD) programs. Surveys and administrative functions conducted by SCVWD. SCVWD reports on quarterly basis to CPAU, these reports did not differentiate audits numbers between SF and MF units. Monies allocated for other cost-sharing programs that had little or no activity covered budgeted and actual expenditures.

Reported as of 12/20/05

BMP 02: Residential Plumbing Retrofit

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

A. Implementation

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

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

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? — no

3. Estimated percent of single-family households with low-flow showerheads: — 62.3%

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

5. Estimated percent of multi-family households with low-flow showerheads: — 62.3%

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

   Saturation numbers are drawn from SFPUC DSS model.

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? — 07/01/2001

   b. Describe your targeting/ marketing strategy.

   Partnered with SCVWD in county wide marketing campign.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	150	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	25	0
5. Number of faucet aerators distributed:	400	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 :

   Low Flow devices totals include CPAU estimated number of distribution at public events; all others are provided by SCVWD distribution (mostly from "Water Wise House Call" program). The SCVWD numbers provided on a quarterly invoice and then transferred into an Excel spreadsheet.

C. Low-Flow Device Distribution Expenditures

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

D. "At Least As Effective As"

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

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

E. Comments

BMP 2 completed through partnership with Santa Clara Valley Water District (SCVWD) programs. Surveys and administrative functions conducted by SCVWD. SCVWD reports on quarterly basis to CPAU, these reports did not differentiate audits numbers between SF and MF units. Low Flow Fixture expenditures are incorporated in Budgeted and Actual expenditures of BMP 1.

Reported as of 12/20/05

BMP 03: System Water Audits, Leak Detection and Repair

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

A. Implementation

1. Has your agency completed a pre-screening system audit for this reporting year?	no
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:	
a. Determine metered sales (AF)	
b. Determine other system verifiable uses (AF)	
c. Determine total supply into the system (AF)	
d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required.	0.00
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production?	yes
4. Did your agency complete a full-scale audit during this report year?	no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit?	yes
6. Does your agency operate a system leak detection program?	yes
a. If yes, describe the leak detection program:	

Repairs based on observations from field or reports from citizens.

B. Survey Data

1. Total number of miles of distribution system line.	226
2. Number of miles of distribution system line surveyed.	3

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Budgeted and Actual expenditures for this BMP are included in overall Public Works operating budget. Approximately 3 miles of pipes are replaced each year; leaks are repaired based on reoccurring breaks that pose a reliability issue. The 177 A/F reported in section A. #2b. is recycled water, as reported by CPA's Water Quality Control Plant.

Reported as of 12/20/05

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

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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?	yes
a. If YES, when was the feasibility study conducted? (mm/dd/yy)	03/31/2000
b. Describe the feasibility study:	

CIP Program

2. Number of CII accounts with mixed-use meters.	2534
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

CPAU does not have a specific retrofit program for 2004. All connections are metered and assigned an irrigation meter if they meet the 1500 s/f criteria. All budgetary expenditures are part of the Public Works overall operating budget.

Reported as of 12/20/05

BMP 05: Large Landscape Conservation Programs and Incentives

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

A. Water Use Budgets

1. Number of Dedicated Irrigation Meter Accounts:	264
2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:	149
3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):	0
4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):	0
5. Does your agency provide water use notices to accounts with budgets each billing cycle?	no

B. Landscape Surveys

1. Has your agency developed a marketing / targeting strategy for landscape surveys?	yes
a. If YES, when did your agency begin implementing this strategy?	10/01/2002

b. Description of marketing / targeting strategy:

Cost-sharing agreement signed with SCVWD to target large landscapes with 1 acre plus for Irrigation Technical Assistance Program (free site surveys to evaluate water use and improve irrigation efficiency, within the City of Palo Alto.

2. Number of Surveys Offered.	1
3. Number of Surveys Completed.	1
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:

SCVWD provides the services above and sends CPAU a full report of completed site surveys.

C. Other BMP 5 Actions

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

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

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

a. If YES, describe below:

As part of the City Planning and Building permit process, eligible CPA customers must meet the Landscape ordinance 12.320 before permits are issued.

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

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	6500	6500
2. Actual Expenditures	650	

E. "At Least As Effective As"

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

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

F. Comments

BMP 5 completed through partnership with Santa Clara Valley Water District (SCVWD) programs. Surveys and administrative functions conducted by SCVWD. SCVWD reports on quarterly basis to CPAU.

Reported as of 12/20/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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.

   CPAU offers a two tier rebate program: Tier 2 = $250 for ENERGY STAR* rated clothes washers with a Modified Energy Factor (MEF) of 1.60 or greater and a Water Factor (WF) of 8.5 or less Tier 1 = $175 for ENERGY STAR* rated clothes washers with a Modified Energy Factor (MEF) of 1.42 or less and a Water Factor (WF) of 9.5 or greater

2. Does your agency offer rebates for high-efficiency washers? yes
3. What is the level of the rebate? 250
4. Number of rebates awarded. 556

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	120000	29100
2. Actual Expenditures	153950	

C. "At Least As Effective As"

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

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

D. Comments

BMP 6 implemented through CPAU residential appliance rebate progam. Sec. B 1- "Next Year Budgeted Expenditures" drops off due to the fact CPAU will leverage cost-sharing monies and grant money to offer CPAU residents the same level of rebate but at a third of the expenses. This is accomplished by joining SCVWD regional Clothes Washer program July 2005.

Reported as of 12/20/05

BMP 07: Public Information Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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.

   Utility Marketing Services continues cost sharing agreement with SCVWD. SCVWD develops and implements marketing for water conservation programs within CPAU service territory.

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	8207
b. Public Service Announcement	no	0
c. Bill Inserts / Newsletters / Brochures	no	0
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	0
f. Special Events, Media Events	no	
g. Speaker's Bureau	no	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	8500	6400
2. Actual Expenditures	8500	

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

Sec A. 2a. Equals the number of direct marketing pieces mailed to Palo Alto residents for various cost-sharing programs by SCVWD and CPAU. Sec. A 2h - By way of cost-sharing agreement with SCVWD direct marketing within CPAU service territory as well as marketing throughout the Santa Clara county (includes City of Palo Alto) for water conservation programs available to all residents. Member of BAWSCA - Bay Area Water Supply and Conservation Agency "San Mateo County markets (northern boarder to City of Palo Alto.)

Reported as of 12/20/05

BMP 08: School Education Programs

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

A. Implementation

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	0	140	7
Grades 4th-6th	yes	5	266	1
Grades 7th-8th	yes	0	0	0
High School	yes	1	50	1

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

4. When did your Agency begin implementing this program? 11/07/2002

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	50000	50000
2. Actual Expenditures	50000	

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 City and PAUSD have found the best way to effectively integrate water conservation programs into the classroom, is to work with PAUSD curriculum coordinator one on one to develop better grade specific curriculum as it relates to water topics. A sampling of activities and curriculum resuorces are: Middle School: Canoe in the Slough, this program teaches students the impact of local water enviornment, Cost : $9,000 Grades 4-8: Living Wise kits, Cost $5,000 5 Teachers (20 students per teacher) particiapte in Water workshop. High Schools: Baylands restoration

Reported as of 12/20/05

BMP 09: Conservation Programs for CII Accounts

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

A. Implementation

1. Has your agency identified and ranked COMMERCIAL customers according to use? yes

2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes

3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

Option A: CII Water Use Survey and Customer Incentives Program

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

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	2	4	1
b. Number of New Surveys Completed	2	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0

CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	yes	yes
f. Evaluation of all water-using apparatus and processes	yes	yes	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	yes	yes

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?	no
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	0
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	0

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

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

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

D. Comments

BMP 9 Budgeted and Actual expenditures are incorporated through other BMP reports. As part of the partnership CPAU has with Santa Clara Valley Water District (SCVWD) programs. All surveys, reporting and administrative functions are conducted by SCVWD, which reports to CPAU on quarterly basis. Examples of the CII programs available are: ET Controllers, ITAP, CII Clothes Washer& Toilets rebate, and Pre-Rinse Spray Valve program Late 2004 we partnered with SCVWD to implement offer a FREE indoor water survey for the top 25 accounts based on 1,000 gpd. Reporting is still in process and total number of sites participating was not available at time of reporting.

Reported as of 12/20/05

BMP 09a: CII ULFT Water Savings

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

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

A. Targeting and Marketing

1. What basis does your agency use to target customers for participation in this program? Check all that apply. Service area zones; CII Sector or subsector

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

Cost-sharing this and other water conservation with Santa Clara Valley Water District (SCVWD). All surveys, reporting and administrative functions are conducted by SCVWD, which reports to CPAU on quarterly basis.

2. How does your agency advertise this program? Check all that apply. Direct letter; Other print media

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

Cost-sharing this and other water conservation with Santa Clara Valley Water District (SCVWD). All surveys, reporting and administrative functions are conducted by SCVWD, which reports to CPAU on quarterly basis.

B. Implementation

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

CII Subsector	Number of Toilets Replaced				
4.	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
a. Offices	0	0	0	0	0
b. Retail / Wholesale	0	0	0	0	0
c. Hotels	0	0	0	0	0
d. Health	0	0	0	0	0

e. Industrial	0	0	0	0	0
f. Schools: K to 12	0	0	0	0	0
g. Eating	0	0	0	0	2
h. Govern-ment	0	0	0	0	0
i. Churches	0	0	0	0	5
j. Other	0	0	0	0	30

5. Program design. Direct installation

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

a. If yes, check all that apply. Plumbing contractors/subcontracts

7. Participant tracking and follow-up. No 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	2
b. Inadequate payback	2
c. Inadequate ULFT performance	2
d. Lack of funding	2
e. American's with Disabilities Act	2
f. Permitting	2
g. Other. Please describe in B. 9.	1

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

Since this program was handled by SCVWD and all feedback was directed at the way SCVWD and its sub-contractors handled the program, we have not received comments on customer*s experiences.

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?

No it did not. Due to limited CPAU staff, budget, and time, we were unable to direct market the program and relied solely on the SCVWD marketing of program.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0

e. Outside Services	14250	8325
f. Total	14250	8325

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	14250
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	14250

D. Comments

This program is cost-shared with Santa Clara Valley Water District. SCVWD handled all aspects of this program marketing, tracking, and reporting back to CPAU. CPAU is taking a more aggressive marketing strategy in 2005, via our Internet site and bill inserts.

Reported as of 12/20/05

BMP 11: Conservation Pricing

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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	Non-volumetric Flat Rate
c. Total Revenue from Volumetric Rates	$13914767
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
2. Commercial	
a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	$3683079
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
3. Industrial	
a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	$1657308
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	$1135137
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
5. Irrigation	
a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Non-volumetric Flat Rate
c. Total Revenue from Volumetric Rates	$1344920
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
6. Other	
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

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

Budgeted and Actual expenditures for conservation pricing in encompassed in the overall Utilities operating cost.

Reported as of 12/20/05

BMP 12: Conservation Coordinator

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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? 60%
   - b. Coordinator's Name Kim Brown
   - c. Coordinator's Title Utility Account Representative
   - d. Coordinator's Experience and Number of Years Industry based training, CUWCC Conservation Coordinator workshop and others - 1 yr
   - e. Date Coordinator's position was created (mm/dd/yyyy) 01/01/2000
6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	39112	42045
2. Actual Expenditures	39112	

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: Expenditures reflect the percentage of time doing water conservation based on annual salary for the employee in the position. The conservation coordinator position started as a manager who oversaw the entire department to adding an FTE in the department, which encompasses water conservation for all Utility accounts.

Reported as of 12/20/05

BMP 13: Water Waste Prohibition

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

A. Requirements for Documenting BMP Implementation

1. Is a water waste prohibition ordinance in effect in your service area? yes
   - a. If YES, describe the ordinance:

Palo Municipal Code 12.320 and 16.09.105 12.32.010 Water use regulations. No purchaser of water from the city of Palo Alto, nor any customers of the water utility of the city of Palo Alto, shall use water or allow any other person to use water under the control of such customer or purchaser in the following ways: (a)Potable water shall not be allowed to flood or run off into gutters: driveways, sidewalks, streets or other unlandscaped areas. (b)By means of a hose to wash cars, boats, trailers, buses or other vehicles or to wash sidewalks, building structures, other hard-surfaced areas or parts thereof without an operating automatic shut-off valve. Use of a hose for such purposes should be avoided whenever possible. (c)Potable water for consolidation of backfill and other nondomestic uses in construction shall not be used if other water sources such as reclaimed water are available, as determined by the director of utilities or his or her designee. Applicants for hydrant permits from the city of Palo Alto shall be deemed to have consented to restrictions on water use which may be imposed by the director of utilities or his or her designee. (d)Any broken or defective plumbing, sprinklers, watering or irrigation systems which permit the escape or leakage of water shall be repaired or replaced as soon as possible, but no later than the date established by the director of utilities, or his or her designee, as reasonable after observation of the broken or defective system. (Ord. 4041 þ 1, 1991: Ord. 3964 þ 1, 1990: Ord. 3884 þ 2 (part), 1989) 16.09.015 Responsibility of the superintendent. The superintendent shall be responsible for the administration and enforcement of the provisions of this chapter, for conducting an industrial waste source control program, and for promulgating such orders, rules and regulations as are necessary to accomplish the purpose of this article in accordance with the requirements that are or may be promulgated by the Environmental Protection Agency, the state of California Water Resources Control Board, the State Department of Health Services, the California Regional Water Quality Control Board for the San Francisco Bay Region or other duly authorized boards or agencies. (Ord. 3889 þ 1 (part), 1989)

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes
   - a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

City of Palo Alto	none

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
   - a. Gutter flooding yes
   - b. Single-pass cooling systems for new connections yes
   - c. Non-recirculating systems in all new conveyor or car wash systems no
   - d. Non-recirculating systems in all new commercial laundry systems no
   - e. Non-recirculating systems in all new decorative fountains yes
   - f. Other, please name no

2. Describe measures that prohibit water uses listed above:

Palo Alto Municipal Code 12.32

Water Softeners:

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

a. Allow the sale of more efficient, demand-initiated regenerating DIR models. — no

b. Develop minimum appliance efficiency standards that:

i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. — no

ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. — no

c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. — no

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

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

C. Water Waste 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

Expenditures for this program are included in the general operating budget.

Reported as of 12/20/05

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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	4
4. CBO Distribution	0	0
5. Other	0	0
Total	**0**	**4**

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

As part of the cost-sharing agreement with SCVWD this program provides a $125 rebate for the replacement of non-Ultra Low Flush toilets with High Efficiency (pressure-assisted 1-gallon per flush) and Dual-Flush toilets.

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

CPAU did not have a specific MF program, although residents are able to take advantage of SCVWD County programs.

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	49700	2250
2. Actual Expenditures	448	

C. "At Least As Effective As"

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

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

D. Comments

This program is cost-shared with Santa Clara Valley Water District. SCVWD handled all aspects of this program marketing, tracking, and reporting back to CPAU.

Reported as of 12/20/05

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

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

A. Implementation

1. Based on your signed MOU date, 12/16/1991, your Agency STRATEGY DUE DATE is:	12/15/1993
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?	07/01/2001
3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys?	yes
a. If YES, when was it implemented?	07/01/2001

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	568	0
2. Number of surveys completed:	568	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 neccesary; replace leaking toilet flapper, as necessary	yes	yes
Outdoor Survey:		
6. Check irrigation system and timers	yes	yes
7. Review or develop customer irrigation schedule	yes	yes
8. Measure landscaped area (Recommended but not required for surveys)	yes	yes
9. Measure total irrigable area (Recommended but not required for surveys)	yes	yes
10. Which measurement method is typically used (Recommended but not required for surveys)	Odometer Wheel	
11. Were customers provided with information packets that included evaluation results and water savings recommendations?	yes	yes
12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?	yes	yes
a. If yes, in what form are surveys tracked?	spreadsheet	

b. Describe how your agency tracks this information.

Santa Clara Valley Water District (SCVWD) reports survey numbers on quarterly basis to City of Palo Alto. Particiaption numbers are saved in Excel spreadsheet.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	6280	6280
2. Actual Expenditures	32180	

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 1 completed through partnership with Santa Clara Valley Water District (SCVWD) programs. Surveys and administrative functions conducted by SCVWD. SCVWD reports on quarterly basis to CPAU, these reports did not differentiate audits numbers between SF and MF units. Monies allocated for other cost-sharing programs that had little or no activity covered budgeted and actual expenditures.

Reported as of 12/20/05

BMP 02: Residential Plumbing Retrofit

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

A. Implementation

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

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

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? — no

3. Estimated percent of single-family households with low-flow showerheads: — 60.3%

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

5. Estimated percent of multi-family households with low-flow showerheads: — 60.3%

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

   Saturation numbers are drawn from SFPUC DSS model.

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? — 07/01/2001

   b. Describe your targeting/ marketing strategy.

   Partnered with SCVWD in county wide marketing campign.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	162	0
3. Number of toilet-displacement devices distributed:	26	0
4. Number of toilet flappers distributed:	34	0
5. Number of faucet aerators distributed:	162	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 :

   Low Flow devices totals include CPAU estimated number of distribution at public events; all others are provided by SCVWD distribution (mostly from "Water Wise House Call" program). The SCVWD numbers provided on a quarterly invoice and then transferred into an Excel spreadsheet.

C. Low-Flow Device Distribution Expenditures

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

D. "At Least As Effective As"

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

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

E. Comments

BMP 2 completed through partnership with Santa Clara Valley Water District (SCVWD) programs. Surveys and administrative functions conducted by SCVWD. SCVWD reports on quarterly basis to CPAU, these reports did not differentiate audits numbers between SF and MF units. Low Flow Fixture expenditures are incorporated in Budgeted and Actual expenditures of BMP 1.

Reported as of 12/20/05

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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) — 12869

   b. Determine other system verifiable uses (AF) — 177

   c. Determine total supply into the system (AF) — 14042

   d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. — 0.93

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:

   Based on repairs as needed from field observations or reports from citizens.

B. Survey Data

1. Total number of miles of distribution system line. — 226

2. Number of miles of distribution system line surveyed. — 3

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

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

E. Comments

Budgeted and Actual expenditures for this BMP are included in overall Public Works operating budget. Approximately 3 miles of pipes are replaced each year; leaks are repaired based on reoccurring breaks that pose a reliability issue. The 177 A/F reported in section A. #2b. is recycled water, as reported by CPA's Water Quality Control Plant.

Reported as of 12/20/05

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

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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? — yes

   a. If YES, when was the feasibility study conducted? (mm/dd/yy) — 03/31/2000

   b. Describe the feasibility study:

   CIP Program

2. Number of CII accounts with mixed-use meters. — 2548

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

CPAU does not have a specific retrofit program for 2003. All connections are metered and assigned an irrigation meter if they meet the 1500 s/f criteria. All budgetary expenditures are part of the Utilities overall operating budget.

Reported as of 12/20/05

BMP 05: Large Landscape Conservation Programs and Incentives

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

A. Water Use Budgets

1. Number of Dedicated Irrigation Meter Accounts:	250
2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:	149
3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):	0
4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):	0
5. Does your agency provide water use notices to accounts with budgets each billing cycle?	no

B. Landscape Surveys

1. Has your agency developed a marketing / targeting strategy for landscape surveys?	yes
a. If YES, when did your agency begin implementing this strategy?	10/01/2002

b. Description of marketing / targeting strategy:

Cost-sharing agreement signed with SCVWD to target large landscapes with 1 acre plus for Irrigation Technical Assistance Program (free site surveys to evaluate water use and improve irrigation efficiency, within the City of Palo Alto.

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:

SCVWD provides the services above and sends us a report of completed surveys.

C. Other BMP 5 Actions

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

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

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

a. If YES, describe below:

As part of the City Planning and Building permit process, eligible CPA customers must meet the Landscape ordinance 12.320 before permits are issued.

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

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	6500	6500
2. Actual Expenditures	1200	

E. "At Least As Effective As"

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

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

F. Comments

BMP 5 completed through partnership with Santa Clara Valley Water District (SCVWD) programs. Surveys and administrative functions conducted by SCVWD. SCVWD reports on quarterly basis to CPAU.

Reported as of 12/20/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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.

   CPAU offers a two tier rebate program: Tier 2 = $250 for ENERGY STAR* rated clothes washers with a Modified Energy Factor (MEF) of 1.60 or greater and a Water Factor (WF) of 8.5 or less Tier 1 = $175 for ENERGY STAR* rated clothes washers with a Modified Energy Factor (MEF) of 1.42 or less and a Water Factor (WF) of 9.5 or greater

2. Does your agency offer rebates for high-efficiency washers? yes
3. What is the level of the rebate? 250
4. Number of rebates awarded. 536

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	120000	120000
2. Actual Expenditures	113575	

C. "At Least As Effective As"

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

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

D. Comments

BMP 6 implemented through CPAU residential appliance rebate program.

Reported as of 12/20/05

BMP 07: Public Information Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**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.

   Utility Marketing Services continues cost sharing agreement with SCVWD. SCVWD develops and implements marketing for water conservation programs within CPAU service territory.

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	10213
b. Public Service Announcement	no	0
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	0
f. Special Events, Media Events	no	
g. Speaker's Bureau	no	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	8500	8500
2. Actual Expenditures	8500	

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

Sec A. 2a. Equals the number of direct marketing pieces mailed to Palo Alto residents for various cost-sharing programs by SCVWD and CPAU. Sec. A 2h - By way of cost-sharing agreement with SCVWD direct marketing within CPAU service territory as well as marketing throughout the Santa Clara county (includes City of Palo Alto) for water conservation programs available to all residents. Member of BAWSCA - Bay Area Water Supply and Conservation Agency ÒSan Mateo County markets (northern boarder to City of Palo Alto.)

Reported as of 12/20/05

BMP 08: School Education Programs

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

A. Implementation

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	0	10	0
Grades 4th-6th	yes	5	266	0
Grades 7th-8th	yes	0	0	0
High School	yes	0	0	0

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

4. When did your Agency begin implementing this program? 11/07/2002

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	50000	50000
2. Actual Expenditures	50000	

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

CPAU has implemented a grant-funding program to Palo Alto Unified School District (PAUSD) in the amount of $50K for energy and water educational programs. Of this funding, PAUSD has developed and implemented water conservation/use related programs for teachers and students. In reports from PAUSD, it was discovered that high school students return to their experience from the elementary watershed programs by returning to the local baylands to volunteer in restoration programs. Also, this grant money allowed the PAUSD to purchase 288 FOSS Science Stories, which includes "water stories".

Reported as of 12/20/05

BMP 09: Conservation Programs for CII Accounts

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

A. Implementation

1. Has your agency identified and ranked COMMERCIAL customers according to use? yes

2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes

3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

Option A: CII Water Use Survey and Customer Incentives Program

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

Agency CII Customer Incentives	Budget ($/Year)	No. Awarded to Customers	Total $ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	1	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? no

6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	no
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	0
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	0

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

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

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

D. Comments

BMP 9 Budgeted and Actual expenditures are incorporated through other BMP reports. As part of the partnership CPAU has with Santa Clara Valley Water District (SCVWD) programs. All surveys, reporting and administrative functions are conducted by SCVWD, which reports to CPAU on quarterly basis. Examples of the CII programs available are: ET Controllers, ITAP, CII Clothes Washer& Toilets rebate, and Pre-Rinse Spray Valve program

Reported as of 12/20/05

BMP 09a: CII ULFT Water Savings

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

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

A. Targeting and Marketing

1. What basis does your agency use to target customers for participation in this program? Check all that apply. Consumption ranking, Service area zones, CII Sector or subsector

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

Cost-sharing this and other water conservation with Santa Clara Valley Water District (SCVWD). All surveys, reporting and administrative functions are conducted by SCVWD, which reports to CPAU on quarterly basis.

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

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

Cost-sharing this and other water conservation with Santa Clara Valley Water District (SCVWD). All surveys, reporting and administrative functions are conducted by SCVWD, which reports to CPAU on quarterly basis.

B. Implementation

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

CII Subsector	Number of Toilets Replaced				
4.	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
a. Offices	0	0	0	0	0
b. Retail / Wholesale	0	0	0	0	0
c. Hotels	0	0	0	0	0
d. Health	0	0	0	0	0

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

5. Program design. Direct installation

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

a. If yes, check all that apply. Community Based Organization

7. Participant tracking and follow-up. Letter

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	2
b. Inadequate payback	2
c. Inadequate ULFT performance	2
d. Lack of funding	2
e. American's with Disabilities Act	2
f. Permitting	2
g. Other. Please describe in B. 9.	1

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

Since this program was handled by SCVWD and all feedback was directed at the way SCVWD and its sub-contractors handled the program, we have not received comments on customerls experiences.

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?

No it did not. Due to limited CPAU staff, budget, and time, we were unable to direct market the program and relied solely on the marketing efforts of SCVWD.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0

e. Outside Services	14250	0
f. Total	14250	0

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	14250
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	14250

D. Comments

This program is cost-shared with Santa Clara Valley Water District. SCVWD handled all aspects of this program marketing, tracking, and reporting back to CPAU.

Reported as of 12/20/05

BMP 11: Conservation Pricing

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

A. Implementation

Rate Structure Data Volumetric Rates for Water Service by Customer Class

1. Residential	
a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Non-volumetric Flat Rate
c. Total Revenue from Volumetric Rates	$11900516
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
2. Commercial	
a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	$3585959
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
3. Industrial	
a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	$1521941
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	$886727
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
5. Irrigation	
a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	$1092271
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
6. Other	
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

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

Budgeted and Actual expenditures for conservation pricing in encompassed in the overall Utilities operating cost.

Reported as of 12/20/05

BMP 12: Conservation Coordinator

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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 ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
   - a. What percent is this conservation coordinator's position? 50%
   - b. Coordinator's Name Anthony Enerio
   - c. Coordinator's Title Utility Account Representative
   - d. Coordinator's Experience and Number of Years Industry based training & SJSU degree in Enviornmental field 10 years
   - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/2000
6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	26075	39112
2. Actual Expenditures	26075	

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: expenditures reflect the percentage of time doing water conservation based on annual salary for the employee in the position. The conservation coordinator position started as a manager who oversaw the entire department to adding an FTE in the department, which encompasses water conservation for all Utility accounts.

Reported as of 12/20/05

BMP 13: Water Waste Prohibition

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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:

     Palo Municipal Code 12.320 and 16.09.105 12.32.010 Water use regulations. No purchaser of water from the city of Palo Alto, nor any customers of the water utility of the city of Palo Alto, shall use water or allow any other person to use water under the control of such customer or purchaser in the following ways: (a)Potable water shall not be allowed to flood or run off into gutters: driveways, sidewalks, streets or other unlandscaped areas. (b)By means of a hose to wash cars, boats, trailers, buses or other vehicles or to wash sidewalks, building structures, other hard-surfaced areas or parts thereof without an operating automatic shut-off valve. Use of a hose for such purposes should be avoided whenever possible. (c)Potable water for consolidation of backfill and other nondomestic uses in construction shall not be used if other water sources such as reclaimed water are available, as determined by the director of utilities or his or her designee. Applicants for hydrant permits from the city of Palo Alto shall be deemed to have consented to restrictions on water use which may be imposed by the director of utilities or his or her designee. (d)Any broken or defective plumbing, sprinklers, watering or irrigation systems which permit the escape or leakage of water shall be repaired or replaced as soon as possible, but no later than the date established by the director of utilities, or his or her designee, as reasonable after observation of the broken or defective system. (Ord. 4041 þ 1, 1991: Ord. 3964 þ 1, 1990: Ord. 3884 þ 2 (part), 1989) 16.09.015 Responsibility of the superintendent. The superintendent shall be responsible for the administration and enforcement of the provisions of this chapter, for conducting an industrial waste source control program, and for promulgating such orders, rules and regulations as are necessary to accomplish the purpose of this article in accordance with the requirements that are or may be promulgated by the Environmental Protection Agency, the state of California Water Resources Control Board, the State Department of Health Services, the California Regional Water Quality Control Board for the San Francisco Bay Region or other duly authorized boards or agencies. (Ord. 3889 þ 1 (part), 1989)
2. Is a copy of the most current ordinance(s) on file with CUWCC? yes
   - a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

     City of Palo Alto none

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
   - a. Gutter flooding yes
   - b. Single-pass cooling systems for new connections yes
   - c. Non-recirculating systems in all new conveyor or car wash systems no
   - d. Non-recirculating systems in all new commercial laundry systems no
   - e. Non-recirculating systems in all new decorative fountains yes
   - f. Other, please name no

2. Describe measures that prohibit water uses listed above:

Palo Alto Municipal Code 12.320

Water Softeners:

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

a. Allow the sale of more efficient, demand-initiated regenerating DIR models. — no

b. Develop minimum appliance efficiency standards that:

i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. — no

ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. — no

c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. — no

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

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

C. Water Waste 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

Expenditures for this program would be included in the City's general operating budget.

Reported as of 12/20/05

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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	231
4. CBO Distribution	0	0
5. Other	0	0
Total	**0**	**231**

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

Program provides a full service toilet replacement program for low income, disabled, and/or elderly single-family residents.

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

Program provides a full service toilet replacement program for a nominal fee ($15 per toilet) for multi-family dwellings (2+ units). Condominiums and town homes are excluded.

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	49700	49700
2. Actual Expenditures	25872	

C. "At Least As Effective As"

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

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

D. Comments

This program is cost-shared with Santa Clara Valley Water District. SCVWD handled all aspects of this program marketing, tracking, and reporting back to CPAU.

Reported as of 12/20/05

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

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

A. Implementation

1. Based on your signed MOU date, 12/16/1991, your Agency STRATEGY DUE DATE is:	12/15/1993
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?	7/1/2001
3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys?	yes
a. If YES, when was it implemented?	7/1/2001

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	2	3
2. Number of surveys completed:	2	3
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 neccesary; replace leaking toilet flapper, as necessary	yes	yes
Outdoor Survey:		
6. Check irrigation system and timers	yes	yes
7. Review or develop customer irrigation schedule	yes	yes
8. Measure landscaped area (Recommended but not required for surveys)	yes	yes
9. Measure total irrigable area (Recommended but not required for surveys)	yes	yes
10. Which measurement method is typically used (Recommended but not required for surveys)	Odometer Wheel	
11. Were customers provided with information packets that included evaluation results and water savings recommendations?	yes	yes
12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?	yes	yes
a. If yes, in what form are surveys tracked?	manual activity	
b. Describe how your agency tracks this information.		

Paper files maintained by staff.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	5000
2. Actual Expenditures	0	

D. "At Least As Effective As"

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

E. Comments

Reported as of 12/20/05

BMP 02: Residential Plumbing Retrofit

Reported as of 12/20/05

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

A. Implementation

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

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

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? — no

3. Estimated percent of single-family households with low-flow showerheads: — 54%

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

5. Estimated percent of multi-family households with low-flow showerheads: — 31%

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

B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? — no

   a. If YES, when did your agency begin implementing this strategy?

   b. Describe your targeting/ marketing strategy.

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? — no

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

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

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	20000	10000
2. Actual Expenditures	500	

D. "At Least As Effective As"

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

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

E. Comments

BMP 03: System Water Audits, Leak Detection and Repair

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

A. Implementation

1. Has your agency completed a pre-screening system audit for this reporting year?	yes
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:	
a. Determine metered sales (AF)	13532
b. Determine other system verifiable uses (AF)	0
c. Determine total supply into the system (AF)	16544
d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required.	0.82
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:	
Based on repairs as needed from field observations or reports from citizens.	

B. Survey Data

1. Total number of miles of distribution system line.	226
2. Number of miles of distribution system line surveyed.	30

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Reported as of 12/20/05

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

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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?	yes
a. If YES, when was the feasibility study conducted? (mm/dd/yy)	3/31/2000
b. Describe the feasibility study:	
CIP Program	
2. Number of CII accounts with mixed-use meters.	1916
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	5000	5000
2. Actual Expenditures	500	

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 12/20/05

BMP 05: Large Landscape Conservation Programs and Incentives

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

A. Water Use Budgets

1. Number of Dedicated Irrigation Meter Accounts:	255
2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:	149
3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):	117
4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):	160
5. Does your agency provide water use notices to accounts with budgets each billing cycle?	no

B. Landscape Surveys

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

C. Other BMP 5 Actions

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

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

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

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	6500	6500
2. Actual Expenditures	1000	

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."	

Landscape Plan Review and allocation of water budget mandated by Ordinance since 1993, now covers 90 acres.

F. Comments

Reported as of 12/20/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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.

   Cooperative cost-sharing agreement with Santa Clara Valley Water District.

2. Does your agency offer rebates for high-efficiency washers? yes
3. What is the level of the rebate? 200
4. Number of rebates awarded. 494

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	98800	120000
2. Actual Expenditures	98800	

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 12/20/05

BMP 07: Public Information Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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.

   Utility Marketing Services develops and implements marketing for all active programs.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	yes	12
c. Bill Inserts / Newsletters / Brochures	yes	12
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	5
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	15000	15000
2. Actual Expenditures	15000	

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 12/20/05

BMP 08: School Education Programs

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

A. Implementation

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

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

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

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

4. When did your Agency begin implementing this program?

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	10000
2. Actual Expenditures	1000	

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

Plans are being made to provide grant funding for conservation programs to Palo Alto Unified School District beginning Fall 2003.

Reported as of 12/20/05

BMP 09: Conservation Programs for CII Accounts

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

A. Implementation

1. Has your agency identified and ranked COMMERCIAL customers according to use? yes

2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes

3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

Option A: CII Water Use Survey and Customer Incentives Program

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? 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	24375	68	21100
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? no

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

7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. 0

8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. 0

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	35000	35000
2. Actual Expenditures	21100	

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

Palo Alto CII programs are chiefly for electric and gas technologies but have a small water conservation component.

Reported as of 12/20/05

BMP 09a: CII ULFT Water Savings

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

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

A. Targeting and Marketing

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

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

No program implemented due to lack of personnel and funding.

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

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

No program implemented due to lack of personnel and funding.

B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.) no

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

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

CII Subsector	Number of Toilets Replaced				
4.	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
a. Offices	0	0	0	0	0
b. Retail / Wholesale	0	0	0	0	0
c. Hotels	0	0	0	0	0
d. Health	0	0	0	0	0
e. Industrial	0	0	0	0	0
f. Schools: K to 12	0	0	0	0	0
g. Eating	0	0	0	0	0

h. Government	0	0	0	0	0
i. Churches	0	0	0	0	0
j. Other	0	0	0	0	0

5. Program design.

6. Does your agency use outside services to implement this program? No

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 isues affecting program implementation or effectiveness.

No program implemented due to lack of personnel and funding.

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?

No program implemented due to lack of personnel and funding.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

No program implemented due to lack of personnl and funding.

Reported as of 12/20/05

BMP 11: Conservation Pricing

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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	Non-volumetric Flat Rate
c. Total Revenue from Volumetric Rates	$7456857
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
2. Commercial	
a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	$3139960
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
3. Industrial	
a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	$1376227
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	$1157266
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
5. Irrigation	
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
6. Other	
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

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

Reported as of 12/20/05

BMP 12: Conservation Coordinator

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

A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name: none
5. If your agency supplies the conservation coordinator:
   - a. What percent is this conservation coordinator's position? 20%
   - b. Coordinator's Name Tom Auzenne
   - c. Coordinator's Title Mgr. Utilities Marketing Services
   - d. Coordinator's Experience and Number of Years 28 years industry-based training
   - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/2000
6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	75000	75000
2. Actual Expenditures	75000	

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 12/20/05

BMP 13: Water Waste Prohibition

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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:

     Palo Municipal Code 12.32 and 16.09.105
2. Is a copy of the most current ordinance(s) on file with CUWCC? yes
   - a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

     City of Palo Alto none

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
   - a. Gutter flooding yes
   - b. Single-pass cooling systems for new connections yes
   - c. Non-recirculating systems in all new conveyor or car wash systems no
   - d. Non-recirculating systems in all new commercial laundry systems no
   - e. Non-recirculating systems in all new decorative fountains yes
   - f. Other, please name no
2. Describe measures that prohibit water uses listed above:

   Palo Alto Municipal Code 12.32

Water Softeners:

3. Indicate which of the following measures your agency has supported in developing state law:
   - a. Allow the sale of more efficient, demand-initiated regenerating DIR models. no
   - b. Develop minimum appliance efficiency standards that:
     - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. no
     - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no
   - c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. no
4. Does your agency include water softener checks in home water audit programs? yes
5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? no

C. Water Waste 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 12/20/05

BMP 14: Residential ULFT Replacement Programs

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

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	no	no

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	0	0
Total	**0**	**0**

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

7. Describe your agency's ULFT program for multi-family 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	50000	50000
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

Statement of exemption filed with CUWCC.

Reported as of 12/20/05

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

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

A. Implementation

1. Based on your signed MOU date, 12/16/1991, your Agency STRATEGY DUE DATE is:	12/15/1993
2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys?	no
a. If YES, when was it implemented?	
3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys?	no
a. If YES, when was it implemented?	

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0
Indoor Survey:		
3. Check for leaks, including toilets, faucets and meter checks	no	no
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	no	no
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as neccesary; replace leaking toilet flapper, as necessary	no	no
Outdoor Survey:		
6. Check irrigation system and timers	no	no
7. Review or develop customer irrigation schedule	no	no
8. Measure landscaped area (Recommended but not required for surveys)	no	no
9. Measure total irrigable area (Recommended but not required for surveys)	no	no
10. Which measurement method is typically used (Recommended but not required for surveys)		None
11. Were customers provided with information packets that included evaluation results and water savings recommendations?	no	no
12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?	no	no
a. If yes, in what form are surveys tracked?		None
b. Describe how your agency tracks this information.		

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	5000
2. Actual Expenditures	0	

D. "At Least As Effective As"

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

E. Comments

Reported as of 12/20/05

BMP 02: Residential Plumbing Retrofit

Reported as of 12/20/05

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

A. Implementation

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

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

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? — no

3. Estimated percent of single-family households with low-flow showerheads: — 54%

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

5. Estimated percent of multi-family households with low-flow showerheads: — 31%

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

B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? — no

   a. If YES, when did your agency begin implementing this strategy?

   b. Describe your targeting/ marketing strategy.

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? — no

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

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

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	20000
2. Actual Expenditures	0	

D. "At Least As Effective As"

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

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

E. Comments

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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)	14049
b. Determine other system verifiable uses (AF)	0
c. Determine total supply into the system (AF)	15450
d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required.	0.91
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production?	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:	
Based on repairs as needed from field crew observation and reports from citizens.	

B. Survey Data

1. Total number of miles of distribution system line.	222
2. Number of miles of distribution system line surveyed.	20

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Reported as of 12/20/05

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

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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?	yes
a. If YES, when was the feasibility study conducted? (mm/dd/yy)	3/31/2000
b. Describe the feasibility study:	
City of Palo Alto Utilities, Capitol Improvement Program	
2. Number of CII accounts with mixed-use meters.	2055
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	5000	5000
2. Actual Expenditures	5000	

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 12/20/05

BMP 05: Large Landscape Conservation Programs and Incentives

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

A. Water Use Budgets

1. Number of Dedicated Irrigation Meter Accounts:	235
2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:	119
3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF):	93
4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF):	117
5. Does your agency provide water use notices to accounts with budgets each billing cycle?	no

B. Landscape Surveys

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

C. Other BMP 5 Actions

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

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

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

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	2000	6500
2. Actual Expenditures	2000	

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."	

Landscape Plan Review and assigned water budgets have covered 25.2 acres since 1993.

F. Comments

Reported as of 12/20/05

BMP 06: High-Efficiency Washing Machine Rebate Programs

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

A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? yes

   a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

   PG&E and Santa Clara Valley Water District have varying rebates for automatic clothes washers.

2. Does your agency offer rebates for high-efficiency washers? yes
3. What is the level of the rebate? 158
4. Number of rebates awarded. 192

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	30000	30000
2. Actual Expenditures	30400	

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 12/20/05

BMP 07: Public Information Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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.

   Utility Marketing Servcs.develops and implements marketing for all active programs.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	yes	12
c. Bill Inserts / Newsletters / Brochures	yes	12
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	no	

B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	15000	15000
2. Actual Expenditures	15000	

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 12/20/05

BMP 08: School Education Programs

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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	4	60	0
Grades 4th-6th	yes	2	30	0
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

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

4. When did your Agency begin implementing this program? 11/1/1999

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	500	1000
2. Actual Expenditures	500	

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 12/20/05

BMP 09: Conservation Programs for CII Accounts

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

A. Implementation

1. Has your agency identified and ranked COMMERCIAL customers according to use? yes

2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes

3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

Option A: CII Water Use Survey and Customer Incentives Program

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

6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	no
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	0
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	0

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	20000	35000
2. Actual Expenditures	3000	

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 City of Palo Alto Utilities provides Commercial Assistance Programs covering electric efficiency, the most important commodity to our customers.

Reported as of 12/20/05

BMP 09a: CII ULFT Water Savings

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

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

A. Targeting and Marketing

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

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

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

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

B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)	no
2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency?	Yes
3. What is the total number of customer accounts participating in the program during the last year ?	0

CII Subsector	Number of Toilets Replaced				
4.	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
a. Offices	0	0	0	0	0
b. Retail / Wholesale	0	0	0	0	0
c. Hotels	0	0	0	0	0
d. Health	0	0	0	0	0
e. Industrial	0	0	0	0	0
f. Schools: K to 12	0	0	0	0	0
g. Eating	0	0	0	0	0
h. Govern-ment	0	0	0	0	0

i. Churches	0	0	0	0	0
j. Other	0	0	0	0	0

5. Program design.

6. Does your agency use outside services to implement this program? No

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 isues 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?

No program implemented due to lack of personnel and funding.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

Reported as of 12/20/05

BMP 11: Conservation Pricing

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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	Non-volumetric Flat Rate
c. Total Revenue from Volumetric Rates	$7336691
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
2. Commercial	
a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	$3146812
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
3. Industrial	
a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	$1626674
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	$986806
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	$0
5. Irrigation	
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
6. Other	
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

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

Reported as of 12/20/05

BMP 12: Conservation Coordinator

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

A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
   - a. What percent is this conservation coordinator's position? 20%
   - b. Coordinator's Name Tom Auzenne
   - c. Coordinator's Title Manager, Util.Mktg.Svcs.
   - d. Coordinator's Experience and Number of Years 27 years industry-based training
   - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/2000
6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	75000	75000
2. Actual Expenditures	75000	

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 12/20/05

BMP 13: Water Waste Prohibition

Reporting Unit:	BMP Form Status:	Year:
City of Palo Alto	**100% Complete**	**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:

     Chapter 12.32 of Palo Alto Muni Code, & Chapter 16.09.105 of Palo Alto Muni Code
2. Is a copy of the most current ordinance(s) on file with CUWCC? yes
   - a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

     City of Palo Alto None

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
   - a. Gutter flooding yes
   - b. Single-pass cooling systems for new connections yes
   - c. Non-recirculating systems in all new conveyor or car wash systems no
   - d. Non-recirculating systems in all new commercial laundry systems no
   - e. Non-recirculating systems in all new decorative fountains yes
   - f. Other, please name no
2. Describe measures that prohibit water uses listed above:

   City Ordinances

Water Softeners:

3. Indicate which of the following measures your agency has supported in developing state law:
   - a. Allow the sale of more efficient, demand-initiated regenerating DIR models. no
   - b. Develop minimum appliance efficiency standards that:
     - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. no
     - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no
   - c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. no
4. Does your agency include water softener checks in home water audit programs? no
5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? no

C. Water Waste Prohibition Program Expenditures

	This Year	Next

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

D. "At Least As Effective As"

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

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

E. Comments

Reported as of 12/20/05

BMP 14: Residential ULFT Replacement Programs

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

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	no	no

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	0	0
Total	**0**	**0**

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

7. Describe your agency's ULFT program for multi-family 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	0	50000
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

Statement of exemption filed with the CUWCC.

Reported as of 12/20/05

APPENDIX C - Water Shortage Contingency Plan Draft Ordinance

DRAFT ORDINANCE

WATER SHORTAGE CONTINGENCY PLAN

[Ordinances declaring water shortage emergencies were enacted in previous drought periods in the City, in 1976-78, and most recently in 1990 during the 1987-93 drought. When that drought ended, water shortage regulations were suspended, but not repealed, by Ordinance No. 4150. Declaration of a new water shortage under the Water Code will automatically reinstate the previous water shortage regulations unless the Council decides on another course of action at the time the declaration is made.]

ORDINANCE NO._____

ORDINANCE OF THE COUNCIL OF THE CITY OF PALO ALTO DECLARING A WATER SHORTAGE EMERGENCY [AND REINSTATING SECTION 12.32.030 OF THE PALO ALTO MUNICIPAL CODE ESTABLISHING MAXIMUM MONTHLY WATER USE]

WHEREAS, the City of Palo Alto is the distributor of a public water supply within its boundaries; and

WHEREAS, the City faces a depletion of in its water supply; and

WHEREAS, the City Council has held a public hearing on the proposed adoption of this ordinance, the City Clerk having first duly given notice of the hearing as required by Government Code Section 6061;

NOW, THEREFORE, the Council of the City of Palo Alto does ORDAIN as follows:

SECTION 1. The City Council of the City of Palo Alto finds and determines that:

1. Due to the lack of adequate precipitation, there is a significant shortage of water reserves.

2. The wholesale supplier for the City of Palo Alto has cut the annual deliveries of water for the period from to _____ by _____percent.

3. Ordinary demands and requirements of water consumers cannot be satisfied without depleting the water supply of the City to the extent that there would be insufficient water for human consumption, sanitation and fire protection.

4. A. water shortage emergency condition exists in the City of Palo Alto and its distribution area.

5. In addition to water use restrictions already in effect, it is necessary to prohibit certain uses of available water during such emergency, to the end that conservation is emphasized and sufficient water will be available for human consumption, sanitation, fire protection, and commercial and industrial uses both this year and in the future, in the even the drought continues.

6. Certain uses constitute the wastage of water and should be prohibited pursuant to the Section 350 and following of the California Water Code.

SECTION 2. [Optional] Section 12.32.015 of the Palo Alto Municipal Code, suspended by Ordinance No. 4150, is hereby reinstated, reading as follows:

Section 12.32.015 Water Use Regulations. The following emergency regulations of the use of water are effective in the City of Palo Alto:

(a) Except for drip irrigation systems, soaker hose irrigation systems, and hand-watering, landscape irrigation shall not be allowed between 10:00 a.m. and 6:00 p.m. Irrigation at all times must conform with Section 12.32.010.

(b) Potable water other than when used from containers of five (5) gallons or less, shall not be used to clean sidewalks, walkways, driveways, patios, parking lots, and other hard surfaced areas or building structures.

(c) Potable water shall not be used to operate, clean, fill or maintain levels in decorative fountains or ponds, unless the fountain or pond supports water fowl or aquatic life. Potable water may be used in reasonable quantifies for the purpose of priming and exercising internal mechanisms. If reclaimed water is in use in the fountain or pond, a sign so stating must be posted.

(d) Restaurants, banquet facilities, or other food service operations shall serve water to customers only upon request.

(e) Newly constructed pools, spas and hot tubs may not be filled with water supplied by the Palo Alto Water Utility or other water utilities which have water shortage emergencies in effect.

(f) Signs providing reasonable notice of the drought conditions and water shortage emergency shall be displayed in all public restrooms and restaurants, and in guest rooms in buildings defined as hotels by Section 2.33.010(b).

SECTION 3. [Optional] Section 12.32.030 of the Palo Alto Municipal Code, suspended by Ordinance No. 4150, is hereby reinstated, reading as follows:

Section 12.32.030 Maximum Monthly Water Use. No purchaser of water from the City of Palo Alto, nor any customers of the water utility of the City of Palo Alto, shall use, permit the use of, or take delivery of more potable water from the City or water utility than the monthly maximum use cap. For the purposes of this section, the "monthly maximum use cap" shall be as follows:

Residential Customers: Fifty (50) Units

All Other Customers: Five (5) times the Baseline Consumption Allowance A "unit" of water shall be equal to one hundred cubic feet (1 ccf) of water measured at the customer's meter. The Baseline Consumption Allowance shall be established for all other customers in accordance with the Palo Alto Utilities Rules and Regulations adopted by resolution of the Council pursuant to Section 12.20.010.

SECTION 4. [Council may adopt additional or alternative water conservation measures by ordinance, as more generally described in the Water Shortage Contingency Plan.]

SECTION 5. The Council finds that the enactment of this ordinance is exempt from the California Environmental Quality Act ("CEQA") because it is an immediate action necessary to prevent or mitigate an emergency, as described in Section 15269 (c) of the CEQA Guidelines.

SECTION 6. The Council finds and declares that, based upon the findings and declarations set forth above, the material furnished to the City Council by the City staff, and oral and documentary testimony at the Council meeting at which this matter was considered, the enactment of this ordinance is necessary as an emergency measure to preserve public health and safety and it shall be effective immediately upon adoption..

INTRODUCED AND PASSED:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

ATTEST:

_____
City Clerk

APPROVED AS TO FORM:

_____
Senior Asst. City Attorney

APPROVED:

_____
Mayor

_____
City Manager

_____
Director of Utilities

_____
Director of Administrative Services

APPENDIX D - Water Shortage Contingency Plan Evaluation Criteria

CRITERIA TO EVALUATE WATER SHORTAGE RESPONSE PLAN

This appendix lists criteria expected to guide the selection of allocation/allotment strategies whenever water use reductions are needed. Not all of them may be applicable to every strategy but customer perception of equity is important in achieving the necessary reductions.

1. Reduce overall City consumption by reduction target required – this is the effective goal of any plan. To accomplish this goal the percentage reduction for the various customer classes will necessarily vary because their ratios of indoor / outdoor use varies.

2. Sufficient water available for personal use – the most important use of water is for basic drinking, health, and sanitary uses, and therefore, this is given the highest priority of use. This prioritization will drive both rate schedules and water use restrictions. However, within allowed limits (i.e., water use restriction ordinances), customers will be able to choose how they use their allotment between indoor and outdoor uses.

3. Acceptance by the community – many people tend to evaluate or accept a particular water-rationing plan in terms of how it would directly affect them. It is this aspect which makes it difficult to gain a popular consensus on any one plan. However, any plan must be generally accepted by the community to be successful. One important aspect of acceptance is the public's understanding of the program; thus, it is viewed as important to make the plan as uncomplicated as possible.

4. Minimize unemployment or business loss – water is extensively used in both commercial and industrial functions. If water is severely limited to these consumers, increased unemployment and business losses could result. Staff intends that, wherever possible, this should be avoided. Still, outside water use must be sacrificed greatly if only minimal indoor reductions are required. Cooling tower use for air conditioning must also be considered.

5. Landscaping investment losses – in cases of critical or severe shortage of water, it is expected that significant landscaping losses may arise. The use of reclaimed water should be encouraged for certain applications. In some cases, using the City's well system to augment the SFPUC supply will be an option to provide a minimum amount of water for landscaping. In this case, the goal should be to keep valuable and mature trees and plantings alive. Shrubs and lawns will be considered a lower priority.

6. Workable plan – the plan must be workable in order to accomplish its goal. It must take the following factors into account:

   a. Cost - the cost of any water plan to the public should be minimized.

b. Enforcement - enforcement is viewed as a key component of any plan. Those plans requiring fewer resources for enforcement would be preferable. However, the success of a plan is contingent upon effective enforcement and the utility must be provided the resources to meet the enforcement objective. The current staff can only absorb a certain level of additional responsibilities without unreasonably impacting service to the customer.

c. The plan must be practical and feasible from a data processing viewpoint and not subject to erroneous results due to incomplete or inaccurate databases. A realistic timeframe must be allowed to perform any necessary data entry or customer programming functions.

9. Flexibility – the water shortage is a dynamic situation and may get better or worse. Thus, it is necessary that any plan be adaptable to changes in targets or adjustable if original expectations are not being met.

10. Allowance for new services – some provision must be made in any plan to serve new establishments or those under construction.

12. Recover penalties applied by suppliers – revenue should be collected to the extent necessary to recover any penalties that may be charged by suppliers.

APPENDIX E - Water Shortage Contingency Plan - Use Restrictions

WATER USE RESTRICTIONS

This appendix lists the current long-term water use restrictions and additional restrictions that could be applied during a water supply shortage situations.

Existing Permanent Water use Regulations

1. Flooding or runoff of potable water is prohibited.
2. A shut-off valve is required for hoses used to wash vehicles, sidewalks, buildings, etc.
3. Potable water for construction uses is prohibited if reclaimed water is available.
4. Broken or defective plumbing and irrigation systems must be repaired or replaced within a reasonable period.

Additional Regulations for Emergency Water Shortage Situations

Water Use restrictions added for Water Shortage Stage II:

1. Landscape irrigation shall not be allowed between 10:00 a.m. and 6:00 p.m., except for drip irrigation, soaker hoses and hand watering.
2. Restaurants and other food service operations shall serve water to customers only upon request.

Water Use Restrictions added for Water Shortage Stage III:

All water use restrictions for Stage II above and the following:

1. Potable water other than when used from containers of five gallons or less, shall not be used to clean hard surfaced areas or building structures.
2. Potable water shall not be used to operate, clean, fill or maintain levels in decorative fountains or ponds.
3. Newly constructed pools, spas and hot tubs may not be filled.
4. Signs providing notice of water shortage emergency shall be displayed in all public restrooms and restaurants, and in hotel guestrooms.
5. Outdoor water use audits are required for those customers continuing to use more than target allotments for three months.
6. Commercial car washes must use recycled water systems, if economically feasible.
7. Verified water waste will serve as prima facie evidence that the allocation assigned to the water account is excessive and subject to reduction.
8. The use of potable water on golf courses is limited to putting greens and tees.
9. The use of potable water for street sweepers/washers is prohibited.

Water Use Restrictions added for Water Shortage Stage IV:

1. No new water service hookups unless customer pays for sufficient conservation elsewhere to offset anticipated water use.
3. No new landscaping installed at new construction sites. Bonds to be posted for landscaping after water shortage emergency is lifted.
4. Turf irrigation prohibited.

5. Owners/operators of private wells must adhere to the same water use restrictions as other residents and businesses dependent upon the City's potable supply.
6. Once-through cooling systems must be converted to recycling systems.
7. The washing of all vehicles is prohibited outside of a commercial washing facility that recycles its water.
8. Irrigation by sprinklers is prohibited at all times