

APPENDIX F

CUWCC BMP COVERAGE AND
STATUS REPORTS: 2003-2004

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Reported as of 10/

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

Reporting Unit:
City of Pasadena

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

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

Condition 1: Adopt survey targeting and marketing strategy on time

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

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

Test for Condition 1

City of Pasadena to Implement Targeting/Marketing Program by:	1999		
		<u>Single-Family</u>	<u>Multi-Family</u>
Year City of Pasadena Reported Implementing Targeting/Marketing Program:			
City of Pasadena Met Targeting/Marketing Coverage Requirement:	NO	NO	NO

Test for Condition 2

			<u>Single-Family</u>	<u>Multi-Family</u>
Survey Program to Start by:	1998	Residential Survey Offers (%)	0.21%	0.11%
Reporting Period:	03-04	Survey Offers \geq 20%	NO	NO

Test for Condition 3

	Completed Residential Surveys	
	<u>Single Family</u>	<u>Multi-Family</u>
Total Completed Surveys 1999 - 2004:	495	13
Past Credit for Surveys Completed Prior to 1999 (Implementation of Reporting Database):	7,230	10,559
Total + Credit	7,725	10,572
Residential Accounts in Base Year	30,541	2,824

City of Pasadena Survey Coverage as % of Base Year Residential Accounts	25.29%	374.36%
Coverage Requirement by Year 7 of Implementation per Exhibit 1	7.90%	7.90%
City of Pasadena on Schedule to Meet 10-Year Coverage Requirement	YES	YES

BMP 1 COVERAGE STATUS SUMMARY:

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

Reported as of 10/

BMP 02 Coverage: Residential Plumbing Retrofit

Reporting Unit:

Reporting Period:

City of Pasadena**03-04****MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

No

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

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

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

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

Test for Condition 1

<u>Report Year</u>	<u>Report Period</u>	<u>Single-Family</u>		<u>Multi-Family</u>	
		<u>Reported Saturation</u>	<u>Saturation > 75%?</u>	<u>Reported Saturation</u>	<u>Saturation > 75%?</u>
1999	99-00	76.00%	YES	76.00%	YES
2000	99-00	77.00%	YES	77.00%	YES
2001	01-02	78.00%	YES	78.00%	YES
2002	01-02	80.00%	YES	80.00%	YES
2003	03-04	83.00%	YES	82.00%	YES
2004	03-04	87.00%	YES	85.00%	YES

Test for Condition 2

<u>Report Year</u>	<u>Report Period</u>	<u>City of Pasadena has ordinance requiring showerhead retrofit?</u>
1999	99-00	YES
2000	99-00	YES
2001	01-02	YES
2002	01-02	YES
2003	03-04	YES
2004	03-04	YES

Test for Condition 3

Reporting Period: 03-04

<u>1992 SF Accounts</u>	<u>Num. Showerheads Distributed to SF Accounts</u>	<u>Single-Family Coverage Ratio</u>	<u>SF Coverage Ratio > 10%</u>
27,486	2,194	8.0%	NO
<u>1992 MF Accounts</u>	<u>Num. Showerheads Distributed to MF Accounts</u>	<u>Multi-Family Coverage Ratio</u>	<u>MF Coverage Ratio > 10%</u>

2,542	491	19.3%	YES
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BMP 2 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

Reported as of 10/

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

Reporting Unit:
City of Pasadena

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

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

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

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

Test for Conditions 1 and 2

<u>Report Year</u>	<u>Report Period</u>	<u>Pre-Screen Completed</u>	<u>Pre-Screen Result</u>	<u>Full Audit Indicated</u>	<u>Full Audit Completed</u>
1999	99-00	NO	93.8%	No	NO
2000	99-00	NO	94.0%	No	NO
2001	01-02	YES	108.5%	No	NO
2002	01-02	NO	97.1%	No	NO
2003	03-04	YES	98.6%	No	NO
2004	03-04	YES	89.3%	Yes	NO

BMP 3 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

Reported as of 10/

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

Reporting Unit:
City of Pasadena

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

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

Test for Compliance

Total Meter Retrofits
Reported through 2004

No. of Unmetered Accounts
in Base Year

400

Meter Retrofit Coverage as
% of Base Year Unmetered
Accounts

Coverage Requirement by
Year 6 of Implementation per
Exhibit 1

42.0%

RU on Schedule to meet 10
Year Coverage Requirement

NO

BMP 4 COVERAGE STATUS SUMMARY:

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

Reported as of 10/

BMP 05 Coverage: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Pasadena

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

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

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

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

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

Test for Condition 1

Year	Report Period	BMP 5 Implementation Year	No. of Irrigation Meter Accounts	No. of Irrigation Accounts with Budgets	Budget Coverage Ratio	90% Coverage Met by Year 4
1999	99-00	1	400			NA
2000	99-00	2	400			NA
2001	01-02	3	400			NA
2002	01-02	4	400			No
2003	03-04	5	400			No
2004	03-04	6	305			No

Test for Condition 2a (survey offers)

Select Reporting Period:	03-04
Large Landscape Survey Offers as % of Mixed Use Meter CII Accounts	0.1%
Survey Offers Equal or Exceed 20% Coverage Requirement	NO

Test for Condition 2a (surveys completed)

Total Completed Landscape Surveys Reported through Credit for Surveys Completed Prior to Implementation of Reporting Database	757
Total + Credit	757
CII Accounts in Base Year	1,095
RU Survey Coverage as a % of Base Year CII Accounts	69.1%
Coverage Requirement by Year of Implementation per Exhibit 1	6.3%
RU on Schedule to Meet 10 Year Coverage	

Requirement

YES

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

<u>Report Year</u>	<u>Report Period</u>	<u>BMP 5 Implementation Year</u>	<u>Agency has mix-use budget program</u>	<u>No. of mixed-use budgets</u>
1999	99-00	1	NO	
2000	99-00	2	NO	
2001	01-02	3	NO	
2002	01-02	4	NO	
2003	03-04	5	NO	
2004	03-04	6	NO	
<u>Report Year</u>	<u>Report Period</u>	<u>BMP 4 Implementation Year</u>	<u>No. of mixed use CII accounts</u>	<u>No. of mixed use CII accounts fitted with irrig. meters</u>
1999	99-00	1		
2000	99-00	2		
2001	01-02	3		
2002	01-02	4		
2003	03-04	5		
2004	03-04	6		

Test for Condition 3

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

BMP 5 COVERAGE STATUS SUMMARY:

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

Reported as of 10/

BMP 06 Coverage: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Pasadena

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

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

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

Test for Condition 1

<u>Year</u>	<u>Report Period</u>	<u>BMP 6 Implementation Year</u>	<u>Rebate Offered by ESP?</u>	<u>Rebate Offered by RU?</u>	<u>Rebate Amount</u>
1999	99-00	1	YES	NO	
2000	99-00	2	YES	NO	
2001	01-02	3	YES	NO	
2002	01-02	4	YES	YES	100.00
2003	03-04	5	YES	YES	150.00
2004	03-04	6	YES	YES	200.00

<u>Year</u>	<u>Report Period</u>	<u>BMP 6 Implementation Year</u>	<u>No. Rebates Awarded</u>	<u>Coverage Met?</u>
1999	99-00	1		NO
2000	99-00	2		NO
2001	01-02	3		NO
2002	01-02	4	211	YES
2003	03-04	5	571	YES
2004	03-04	6	722	YES

BMP 6 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

Reported as of 10/

BMP 07 Coverage: Public Information Programs

Reporting Unit:

Reporting Period:

City of Pasadena**03-04****MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

No

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

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

Test for Condition 1

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

BMP 7 COVERAGE STATUS SUMMARY:**Water supplier is meeting coverage requirements for this BMP.**

Reported as of 10/

BMP 08 Coverage: School Education Programs

Reporting Unit:

Reporting Period:

City of Pasadena**03-04****MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

No

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

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

Test for Condition 1

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

BMP 8 COVERAGE STATUS SUMMARY:**Water supplier is meeting coverage requirements for this BMP.**

Reported as of 10/

BMP 09 Coverage: Conservation Programs for CII Accounts

Reporting Unit:
City of Pasadena

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

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

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

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

OR

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

OR

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

Test for Condition 1

Year	Report Period	BMP 9 Implementation Year	Ranked Com. Use	Ranked Ind. Use	Ranked Inst. Use
1999	99-00	1	YES	YES	YES
2000	99-00	2	YES	YES	YES
2001	01-02	3	YES	YES	YES
2002	01-02	4	YES	YES	YES
2003	03-04	5	YES	YES	YES
2004	03-04	6	YES	YES	YES

Test for Condition 2a

	Commercial	Industrial	Institutional
Total Completed Surveys Reported through 2004	510	100	0
Credit for Surveys Completed Prior to Implementation of Reporting Databases	317		
Total + Credit	827	100	
CII Accounts in Base Year	1,070	5	20
RU Survey Coverage as % of Base Year CII Accounts	77.3%	2000.0%	
Coverage Requirement by Year 6 of Implementation per Exhibit 1	4.2%	4.2%	4.2%
RU on Schedule to Meet 10 Year Coverage Requirement	YES	YES	NO

Test for Condition 2a

Performance

<u>Year</u>	<u>Report Period</u>	<u>BMP 9 Implementation Year</u>	<u>Performance Target Savings (AF/yr)</u>	<u>Performance Target Savings Coverage</u>	<u>Target Savings Coverage Requirement</u>	<u>Coverage Requirement Met</u>
1999	99-00	1			0.5%	NO
2000	99-00	2			1.0%	NO
2001	01-02	3			1.7%	NO
2002	01-02	4	253	2.2%	2.4%	NO
2003	03-04	5	41	0.3%	3.3%	NO
2004	03-04	6	55	0.5%	4.2%	NO

Test for Condition 2c

Total BMP 9 Surveys + Credit	927
BMP 9 Survey Coverage	84.7%
BMP 9 Performance Target Coverage	0.5%
BMP 9 Survey + Performance Target Coverage	85.1%
Combined Coverage Equals or Exceeds Coverage Requirement?	YES

BMP 9 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

Reported as of 10/

BMP 11 Coverage: Conservation Pricing

Reporting Unit:

City of Pasadena

Reporting Period:

03-04**MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

No

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

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

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

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

Test for Condition 1

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

BMP 11 COVERAGE STATUS SUMMARY:**Water supplier is meeting coverage requirements for this BMP.**

Reported as of 10/

BMP 12 Coverage: Conservation Coordinator

Reporting Unit:

Reporting Period:

City of Pasadena**03-04****MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

No

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

Test for Compliance

<u>Report Year</u>	<u>Report Period</u>	<u>Conservation Coordinator Position Staffed?</u>	<u>Total Staff on Team (incl. CC)</u>
1999	99-00	NO	
2000	99-00	NO	
2001	01-02	YES	1
2002	01-02	YES	1
2003	03-04	YES	1
2004	03-04	YES	1

BMP 12 COVERAGE STATUS SUMMARY:**Water supplier is meeting coverage requirements for this BMP.**

Reported as of 10/

BMP 13 Coverage: Water Waste Prohibition

Reporting Unit:

Reporting Period:

City of Pasadena**03-04****MOU Exhibit 1 Coverage Requirement**

No exemption request filed

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

No

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

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

Test for Condition 1**Agency or service area prohibits:**

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

BMP 13 COVERAGE STATUS SUMMARY:**Water supplier has not met one or more coverage requirements for this BMP.**

Reported as of 10/

BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: **City of Pasadena**

MOU Exhibit 1 Coverage Requirement

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

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

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

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

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

<u>Coverage Year</u>	<u>BMP 14 Data Submitted to CUWCC</u>	<u>Exemption Filed with CUWCC</u>	<u>ROR Ordinance in Effect</u>	<u>Exhibit 6 Coverage Req'mt (AF)</u>	<u>Toilet Replacement Program Water Savings* (AF)</u>
1998	Yes			47.60	6993.68
1999	Yes	No	No	137.06	8391.22
2000	Yes	No	No	263.18	9745.19
2001	Yes	No	No	421.25	11063.22
2002	Yes	No	No	607.00	12340.52
2003	Yes	No	No	816.60	13579.09
2004	Yes	No	No	1046.56	14776.22
2005	No	No	No	1293.76	
2006	No	No	No	1555.38	
2007	No	No	No	1828.89	

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

BMP 14 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

Water Supply & Reuse

Reporting Unit:

City of Pasadena

Year:

2003**Water Supply Source Information**

Supply Source Name	Quantity (AF) Supplied	Supply Type
MWD	24580.57	Imported
City of Pasadena	12774.19	Groundwater
Interconnections	151.68	Imported

Total AF: 37506.44

Reported as of 10/

Accounts & Water Use

Reporting Unit Name:
City of Pasadena

Submitted to
CUWCC
02/28/2005

Year:
2003

A. Service Area Population Information:

1. Total service area population 162000

B. Number of Accounts and Water Deliveries (AF)

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	29384	21788	0	0
2. Multi-Family	0	0	0	0
3. Commercial	8460	13910	0	0
4. Industrial	0	0	0	0
5. Institutional	271	1293	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	0
Total	38115	36991	0	0

Metered

Unmetered

Reported as of 10/

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

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

A. Implementation

- 1. Based on your signed MOU date, 01/15/1992, your Agency STRATEGY DUE DATE is: 01/14/1994
- 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:	25	1
2. Number of surveys completed:	25	1

Indoor Survey:

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

Outdoor Survey:

- 6. Check irrigation system and timers yes no
- 7. Review or develop customer irrigation schedule yes 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? 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.

Audit results are transferred to an excel spreadsheet format that includes customer & property information, water useage and existing fixtures. Irrigation timing devices are also noted.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	35000	25000
2. Actual Expenditures	780	

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

Audits are primarily due to high bill complaints or special circumstances as there is not staff available to complete audits. As we move into outside water saving devices our intent is to incorporate more individual water saving analysis. Expenditures do not include admin & staffing costs. Management and city council strongly promote and support water conservation. Participation in city sponsored events, provided water conservation items such as water bucket conservation kits, literature, local newsletters and website support. We added the H2ouse.com link to the PWP website but are not currently tracking the activity at that site.

Reported as of 10/

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**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? yes

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

City of Pasadena code emulates State code which does not permit the sale of non low flow showerheads.

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

3. Estimated percent of single-family households with low-flow showerheads: 83%

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

5. Estimated percent of multi-family households with low-flow showerheads: 82%

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

Calculated as a percentage of the number distributed at events, surveys and door to door since 1990 vs. total households per annual report and census.

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? 6/1/1991

b. Describe your targeting/ marketing strategy.

Water surveys for single and multi-family homes that include retrofits. Event education and distribution. Special projects ie: renovation of multi-family units, small amount of community based organization distribution and tie in with home energy audit programs.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	862	335
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	870	138
5. Number of faucet aerators distributed:	921	137
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 :

Spreadsheets are kept for surveys and event handouts. Specific account numbers and/or addresses are not recorded.

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	12000	10000
2. Actual Expenditures	7459	

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

Showerheads are included in water conservation bucket kits as well as distributed as an individual item.

Reported as of 10/

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**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) | 36991 |
| b. Determine other system verifiable uses (AF) | 0 |
| c. Determine total supply into the system (AF) | 37507 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.99 |
| 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? | yes |
| 4. Did your agency complete a full-scale audit during this report year? | no |
| 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? | no |
| 6. Does your agency operate a system leak detection program? | no |
| a. If yes, describe the leak detection program: | |

B. Survey Data

- | | |
|--|-----|
| 1. Total number of miles of distribution system line. | 512 |
| 2. Number of miles of distribution system line surveyed. | 52 |

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

Pasadena water is implementing a Capital Improvement Program that includes the upgrading or replacing of water mains throughout the distribution system.

Reported as of 10/

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

Reporting Unit:

City of Pasadena

BMP Form Status:

100% Complete

Year:

2003

A. Implementation

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

B. Feasibility Study

- | | |
|--|----|
| 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? | no |
| a. If YES, when was the feasibility study conducted?
(mm/dd/yy) | |
| b. Describe the feasibility study: | |
| 2. Number of CII accounts with mixed-use meters. | 0 |
| 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. | 0 |

C. Meter Retrofit Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Reported as of 10/

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Pasadena

BMP Form Status:
100% Complete

Year:
2003

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 400 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|--|-----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy? | |
| b. Description of marketing / targeting strategy: | |
| 2. Number of Surveys Offered. | 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? | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

C. Other BMP 5 Actions

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

Type of Financial Incentive:	Budget (Dollars/	Number Awarded to Customers	Total Amount Awarded
------------------------------	------------------	-----------------------------	----------------------

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

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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

Dedicated landscape meters and an entire system upgrade is in the planning as well as a citywide central irrigation controller. Notices are sent in bills with a general message about cutting back on irrigation. All large landscape customers were surveyed in the early 1990's. Surveys included graywater and reclaimed water evaluation and planning. Number of Dedicated Irrigation Meter Accounts is a staff estimate but is not documented on our data base. Our system does not track AF sold by irrigation meters.

Reported as of 10/

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

City of Pasadena

BMP Form Status:

100% Complete

Year:

2003

A. Implementation

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

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

PWP offers aa \$200 rebate for all high efficiency washers. Additionally customers were eligible for an Energy Star rebate.

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

3. What is the level of the rebate? 150

4. Number of rebates awarded. 571

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	25000	30000
2. Actual Expenditures	88200	

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 10/

BMP 07: Public Information Programs

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**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.

Public relations manager maintains annual calendar and adjusts as needed. Account managers work with individual accounts and the department staff work as a team to plan and participate in events and meetings in order to provide up to date information on water conservation issues and practices.

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	28
b. Public Service Announcement	yes	4
c. Bill Inserts / Newsletters / Brochures	yes	26
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	36
g. Speaker's Bureau	yes	12
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	100000	90000
2. Actual Expenditures	67939	

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

Expenditures do not include any admin or consultant costs.

Reported as of 10/

BMP 08: School Education Programs

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**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	320	0
Grades 4th-6th	yes	0	1280	0
Grades 7th-8th	no	0	0	0
High School	yes	0	110	0

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

4. When did your Agency begin implementing this program? 1/1/1995

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	50000	50000
2. Actual Expenditures	32567	

C. "At Least As Effective As"

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

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

D. Comments

We do not have a formal program - we present information to school age children at events and upon request from schools. Expenditures do not include admin/staff time. The number of students reached was arrived at by reviewing attendance records at events attended by students. Water conservation messages are distributed at all events where children are in attendance. The conservation messages are printed on various materials coloring books, pens & pencils and stuffed toys depending on the age level of the participants.

Reported as of 10/

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**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? | yes |
|---|-----|

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	100000	1229	91790
i. Loans	0	0	0
j. Grants	0	0	47861
k. Others	0	0	35901

Option B: CII Conservation Program Targets

- | | |
|---|--------|
| 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? | yes |
| 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? | yes |
| 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. | 12.48 |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. | 112.33 |

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	200000	266000
2. Actual Expenditures	252344	

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

Dollar amounts in incentives; Grants - include Prop 13 funds awarded to Customers for zero consumption urinals. Others: includes cost of dual flush toilets and waterbrooms for direct install programs (product cost only). Implementation costs for granat program and direct install programs are included in actual expenditures figure. Some expenditures were made in FY 2003 and installations completed in FY 2004. AFY savings were provided by MWD - they do not reflect their annual report figures and are not in line with past accumulated water savings.

Reported as of 10/

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Pasadena

BMP Form Status:
100% Complete

Year:
2003

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

A. Targeting and Marketing

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

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

Direct install has shown to be the most effective avenue for customer acceptance. Outside support is required due to staffing limitations. Direct install is most cost effective for customers and credibility is greater than through a rebate/voucher program.

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

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

Our monthly newsletter to our business customers and print ads have gotten the best response rate.

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? No

3. What is the total number of customer accounts participating in the program during the last year ? 8

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4. a. Offices	0	0	0	0
b. Retail / Wholesale	0	0	0	0
c. Hotels	0	0	0	0
d. Health	0	0	0	0
e. Industrial	0	0	0	0

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

5. Program design.

Rebate or voucher
Direct installation

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

a. If yes, check all that apply.

Consultant

7. Participant tracking and follow-up.

Site Visit

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

- a. Disruption to business 3
- b. Inadequate payback 4
- c. Inadequate ULFT performance 1
- d. Lack of funding 2
- e. American's with Disabilities Act 3
- f. Permitting 1
- g. Other. Please describe in B. 9. 5

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

Customers unfamiliar with new technology (ie dual flush toilets).

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?

We presented new technology information at our Water Forum targeting the multi-family market sector. Our best success to date has been with inserts in the local newspaper with the ad placement on the front and the rebate application on the reverse side. We have also marketed to plumbers and local retailers and publicized heavily in local journals. Rebates were doubled for approximately 6 months which more than doubled the participation rate.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	26000
b. Materials	50000	30990

c. Marketing & Advertising	60000	48000
d. Administration & Overhead	70000	132159
e. Outside Services	0	16770
f. Total	180000	253919

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution		11160
b. State agency contribution		0
c. Federal agency contribution		0
d. Other contribution		0
e. Total		11160

D. Comments

Budget and expenditure figures were allocated using a different method than used in past years.

Reported as of 10/

BMP 11: Conservation Pricing

Reporting Unit:
City of Pasadena

BMP Form
 Status:
100% Complete

Year:
2003

A. Implementation

Rate Structure Data Volumetric Rates for Water Service by Customer Class

1. Residential

a. Water Rate Structure	Increasing Block Seasonal
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$12544954
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$3511122

2. Commercial

a. Water Rate Structure	Increasing Block Seasonal
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$8887930
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2364296

3. Industrial

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

4. Institutional / Government

a. Water Rate Structure	Increasing Block Seasonal
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$882598
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$765964

5. Irrigation

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

6. Other

a. Water Rate Structure	Increasing Block Seasonal
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$0

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue Sources \$0

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

2002 data was inaccurate. 2003 data is more accurate with 2004 being the most accurate.

Reported as of 10/

BMP 12: Conservation Coordinator

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**100% Complete****2003****A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 75%
 - b. Coordinator's Name Jane Raftis
 - c. Coordinator's Title Account Manager
 - d. Coordinator's Experience and Number of Years Certified Water Conservation Practioner - 4
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/2001
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	206000	212000
2. Actual Expenditures	259728	

C. "At Least As Effective As"

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

D. Comments

Reported as of 10/

BMP 13: Water Waste Prohibition

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**100% Complete****2003****A. Requirements for Documenting BMP Implementation**

1. Is a water waste prohibition ordinance in effect in your service area? no
- a. If YES, describe the ordinance:
2. Is a copy of the most current ordinance(s) on file with CUWCC? no
- a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
- a. Gutter flooding no
- b. Single-pass cooling systems for new connections no
- c. Non-recirculating systems in all new conveyor or car wash systems no
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains no
- f. Other, please name no
2. Describe measures that prohibit water uses listed above:
- None

Water Softeners:

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

C. Water Waste Prohibition Program Expenditures

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

D. "At Least As Effective As"

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

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

E. Comments

Reported as of 10/

BMP 14: Residential ULFT Replacement Programs

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

A. Implementation

	Single-Family Accounts	Multi- Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Number of Toilets Replaced by Agency Program During Report Year		
Replacement Method	SF Accounts	MF Units
2. Rebate	331	75
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total		
	331	75

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

Rebates were paid @\$120/unit - During the first week of July then reverted to \$60/unit through Feb. Mar through June PWP offered \$100/unit as an added incentive. Program advertised on Website, local newspapers, city publications, billboards, bus shelters, point of sale and events. Three dual flush toilets are included in these totals are were rebated at \$200 each. They replaced non ULFTs.

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

Same as Single family with the addition of marketing efforts targeted toward local plumbers.

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

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

City of Pasadena	None
------------------	------

B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	60000	35000
2. Actual Expenditures	35620	

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

Expenditures reflect rebate \$'s only no administrative costs are included.

Reported as of 10/

Water Supply & Reuse

Reporting Unit:

City of Pasadena

Year:

2004**Water Supply Source Information**

Supply Source Name	Quantity (AF) Supplied	Supply Type
MWD	24716.13	Imported
City of Pasadena	14708.96	Groundwater
Interconnections	378.91	Imported

Total AF: 39804

Reported as of 10/

Accounts & Water Use

Reporting Unit Name:
City of Pasadena

Submitted to
CUWCC
02/28/2005

Year:
2004

A. Service Area Population Information:

1. Total service area population 162025

B. Number of Accounts and Water Deliveries (AF)

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	28808	20947	0	0
2. Multi-Family	0	0	0	0
3. Commercial	8249	13373	0	0
4. Industrial	0	0	0	0
5. Institutional	259	1243	0	0
6. Dedicated Irrigation	0	0	0	0
7. Recycled Water	0	0	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	0
Total	37316	35563	0	0

Metered

Unmetered

Reported as of 10/

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

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

A. Implementation

- 1. Based on your signed MOU date, 01/15/1992, your Agency STRATEGY DUE DATE is: 01/14/1994
- 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:	40	2
2. Number of surveys completed:	40	2

Indoor Survey:

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

Outdoor Survey:

- 6. Check irrigation system and timers yes no
- 7. Review or develop customer irrigation schedule yes no
- 8. Measure landscaped area (Recommended but not required for surveys) yes no
- 9. Measure total irrigable area (Recommended but not required for surveys) yes no
- 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.

Audit results are transferred to an excel spreadsheet format that includes customer & property information, water useage and existing fixtures. Irrigation timing devices are also noted.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	25000	35000
2. Actual Expenditures	2220	

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

Audits are primarily due to high bill complaints or special circumstances as there is not staff available to complete audits. As we move into outside water saving devices our intent is to incorporate more individual water saving analysis. Expenditures do not include admin & staffing costs. Staff has completed audit and water conservation training. Management and city council strongly promote and support water conservation. Participation in city sponsored events, provided water conservation items such as water bucket conservation kits, literature, local newsletters and website support. Outdoor surveys vary depending on the whether it is conducted by staff or an outside consulting firm. Some of the cost of outside consulting firms was paid out of the power side budget since the audits conducted were for both water and electric issues. We are supplementing audit activity with outdoor landscaping classes and a link to the H2ouse.com website for customer conducted home audits.

Reported as of 10/

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**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? yes

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

City of Pasadena code emulates State code which does not permit the sale of non low flow showerheads.

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

3. Estimated percent of single-family households with low-flow showerheads: 87%

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

5. Estimated percent of multi-family households with low-flow showerheads: 85%

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

Calculated as a percentage of the number distributed at events, surveys and door to door since 1990 vs. total households per annual report and census.

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? 6/1/1991

b. Describe your targeting/ marketing strategy.

Water surveys for single and multi-family homes that include retrofits. Event education and distribution. Special projects ie: addressing home owners associations and tie in with home energy audit programs. We are waiting for the results of the CUWCC flapper study before committing more funds/staff to future distribution.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	1332	156
3. Number of toilet-displacement devices distributed:	1200	0
4. Number of toilet flappers distributed:	782	10
5. Number of faucet aerators distributed:	2432	60
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 :

Spreadsheets are kept for surveys and event handouts. Specific account

numbers and/or addresses are not recorded. Showerheads are distributed at water audits as needed, events and at targeted meetings such as homeowners association meetings to reach the multi-family market sector.

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	0
2. Actual Expenditures	11914	

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

Showerheads are included in water conservation bucket kits as well as distributed as an individual item. We have quite a bit of inventory left from last year's purchases & do not anticipate any expenditures next year.

Reported as of 10/

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**100% Complete****2004****A. Implementation**

- | | |
|--|-------|
| 1. Has your agency completed a pre-screening system audit for this reporting year? | yes |
| 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production: | |
| a. Determine metered sales (AF) | 35563 |
| b. Determine other system verifiable uses (AF) | 0 |
| c. Determine total supply into the system (AF) | 39804 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.89 |
| 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? | yes |
| 4. Did your agency complete a full-scale audit during this report year? | no |
| 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? | no |
| 6. Does your agency operate a system leak detection program? | no |
| a. If yes, describe the leak detection program: | |

B. Survey Data

- | | |
|--|-----|
| 1. Total number of miles of distribution system line. | 512 |
| 2. Number of miles of distribution system line surveyed. | 52 |

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 10/

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

Reporting Unit:

City of Pasadena

BMP Form Status:

100% Complete

Year:

2004

A. Implementation

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

B. Feasibility Study

- | | |
|--|----|
| 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? | no |
| a. If YES, when was the feasibility study conducted?
(mm/dd/yy) | |
| b. Describe the feasibility study: | |
| 2. Number of CII accounts with mixed-use meters. | 0 |
| 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. | 0 |

C. Meter Retrofit Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

Reported as of 10/

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Pasadena

BMP Form Status:
100% Complete

Year:
2004

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 305 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|--|-----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy? | |
| b. Description of marketing / targeting strategy: | |
| 2. Number of Surveys Offered. | 0 |
| 3. Number of Surveys Completed. | 0 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | yes |
| b. Distribution Uniformity Analysis | no |
| 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? | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

C. Other BMP 5 Actions

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

Type of Financial Incentive:	Budget (Dollars/	Number Awarded to Customers	Total Amount Awarded
-------------------------------------	-------------------------	------------------------------------	-----------------------------

	Year)		
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:

Our focus has been on education rather than programs. We have conducted landscape training courses and hosted a water forum for MF customers that included demonstrations of irrigation controllers. We are preparing for a pilot program in 2005 to install weather based controllers at selected sites throughout Pasadena. We also post the link to the BeWaterWise website for irrigation info on our PWP website and promote the watering index at events.

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

a. If yes, is it water-efficient? no

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

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

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

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	25000
2. Actual Expenditures	8000	

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

Our focus has been on education rather than programs. We have conducted landscape training courses and hosted a water forum for MF customers that included demonstrations of irrigation controllers. We are preparing for a pilot program in 2005 to install weather based controllers at selected sites throughout Pasadena.

Reported as of 10/

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:

City of Pasadena

BMP Form Status:

100% Complete

Year:

2004

A. Implementation

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

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

PWP offers aa \$200 rebate for all high efficiency washers. Additionally customers were eligible for an Energy Star rebate. PWP offered an additional \$100 bonus rebate during Water Awareness month and for participants at our March Water Forum (MF customers)

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. 722

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	30000	30000
2. Actual Expenditures	149500	

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

PWP participated in the Water Awareness Campaign by donating 1 HEW.

Reported as of 10/

BMP 07: Public Information Programs

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**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.

Public relations manager maintains annual calendar and adjusts as needed. Account managers work with individual accounts and the department staff work as a team to plan and participate in events and meetings in order to provide up to date information on water conservation issues and practices

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	46
b. Public Service Announcement	yes	3
c. Bill Inserts / Newsletters / Brochures	yes	26
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	37
g. Speaker's Bureau	yes	12
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	90000	90000
2. Actual Expenditures	72171	

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

Expenditures include primarily direct costs related to events and program support. They do not include admin and staff costs. Advertising costs are not tracked by specific programs.

Reported as of 10/

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	0	730	0
Grades 4th-6th	yes	0	1430	0
Grades 7th-8th	no	0	0	0
High School	yes	0	0	0

3. Did your Agency's materials meet state education framework requirements? no4. When did your Agency begin implementing this program? 1/1/1995**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	50000	50000
2. Actual Expenditures	27571	

C. "At Least As Effective As"1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

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

D. Comments

We do not have a formal program - we present information to school age children at events and upon request from schools. Expenditures do not include admin/staff time. The number of students reached was arrived at by reviewing attendance records at events attended by students. Water conservation messages are distributed at all events where children are in attendance. The conservation messages are printed on various materials coloring books, pens & pencils and stuffed toys depending on the age level of the participants.

Reported as of 10/

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**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	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	100000	826	86910
i. Loans	0	0	0
j. Grants	0	0	35266
k. Others	0	0	13565

Option B: CII Conservation Program Targets

- | | |
|---|--------|
| 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? | yes |
| 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? | yes |
| 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. | 16.93 |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. | 152.41 |

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	301000	302500
2. Actual Expenditures	310283	

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

Dollar amounts in incentives; Grants - include Prop 13 funds awarded to Customers for zero consumption urinal retrofits. Others: includes cost of dual flush toilets and waterbrooms for direct install programs (product cost only). Implementation costs for granat program and direct install programs are included in actual expenditures figure. Some expenditures were made in FY 2003 and installations completed in FY 2004. AFY savings were provided by MWD - they do not reflect their annual report figures and are not in line with past accumulated water savings.

Reported as of 10/

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Pasadena

BMP Form Status:
100% Complete

Year:
2004

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

A. Targeting and Marketing

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

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

Direct install has shown to be the most effective avenue for customer acceptance. Outside support is required due to staffing limitations. Direct install is most cost effective for customers and credibility is greater than through a rebate/voucher program.

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

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

Our monthly newsletter to our business customers and print ads have gotten the best response rate. Account Managers assigned to larger commercial customers were able to generate interest in our programs and discuss opportunities and issues on a one-to-one 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? No

3. What is the total number of customer accounts participating in the program during the last year ? 52

4. CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
a. Offices	0	0	0	0
b. Retail / Wholesale	0	0	3	0
c. Hotels	0	0	0	0

d. Health	0	0	0	0
e. Industrial	0	0	0	0
f. Schools: K to 12	0	0	0	0
g. Eating	0	0	122	0
h. Govern- ment	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design.

Rebate or voucher
Direct installation

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

a. If yes, check all that apply.

Consultant

7. Participant tracking and follow-up.

Telephone
Site Visit

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

- a. Disruption to business 3
- b. Inadequate payback 4
- c. Inadequate ULFT performance 1
- d. Lack of funding 2
- e. American's with Disabilities Act 3
- f. Permitting 1
- g. Other. Please describe in B. 9. 0

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

Customer acceptance has increased but obstacles remain in with the cost of direct install programs. Direct install is preferable but requires outside vendors/consultants and greatly increases the cost of programs. We have found that even utilizing the services of outside vendors, excessive staff support is required. Our field experience is that market potential is not what previous forecasts had indicated. In particular, outside plumbing services have added additional challenges to administration of programs.

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?

Program costs were not in line with water savings. We found that current staffing levels were not adequate to administer programs and offer customer support. Market potential dictated additional targeting methods, staff time and advertising costs in order to reach goals. Existing rebate programs have not been an adequate incentive for significant participation on the part of our commercial

customers. In most cases, we went over budget in order to provide programs to customers.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	14000
b. Materials	0	985
c. Marketing & Advertising	15000	11000
d. Administration & Overhead	75000	137620
e. Outside Services	0	4850
f. Total	90000	168455

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	12540
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	12540

D. Comments

The cost of programs and low response rate resulted in funds and staff time focused on other programs with a higher cost/water savings ratio. We are exploring new technologies that are becoming available.

Reported as of 10/

BMP 11: Conservation Pricing

Reporting Unit:
City of Pasadena

BMP Form
 Status:
100% Complete

Year:
2004

A. Implementation

Rate Structure Data Volumetric Rates for Water Service by Customer Class

1. Residential

a. Water Rate Structure	Increasing Block Seasonal
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$13889915
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$3586437

2. Commercial

a. Water Rate Structure	Increasing Block Seasonal
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$9840816
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2415011

3. Industrial

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

4. Institutional / Government

a. Water Rate Structure	Increasing Block Seasonal
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$977222
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$782394

5. Irrigation

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

6. Other

a. Water Rate Structure	Increasing Block Seasonal
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$0

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue Sources \$0

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 10/

BMP 12: Conservation Coordinator

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**100% Complete****2004****A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 75%
 - b. Coordinator's Name Jane Raftis
 - c. Coordinator's Title Account Manager
 - d. Coordinator's Experience and Number of Years Certified Water Conservation Practioner - 5
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/2001
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	212000	176000
2. Actual Expenditures	262000	

C. "At Least As Effective As"

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

D. Comments

Reported as of 10/

BMP 13: Water Waste Prohibition

Reporting Unit:

BMP Form Status:

Year:

City of Pasadena**100% Complete****2004****A. Requirements for Documenting BMP Implementation**

1. Is a water waste prohibition ordinance in effect in your service area? no
- a. If YES, describe the ordinance:
2. Is a copy of the most current ordinance(s) on file with CUWCC? no
- a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.
- a. Gutter flooding no
- b. Single-pass cooling systems for new connections no
- c. Non-recirculating systems in all new conveyor or car wash systems no
- d. Non-recirculating systems in all new commercial laundry systems no
- e. Non-recirculating systems in all new decorative fountains no
- f. Other, please name no
2. Describe measures that prohibit water uses listed above:
- None

Water Softeners:

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

C. Water Waste Prohibition Program Expenditures

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

D. "At Least As Effective As"

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

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

E. Comments

Reported as of 10/

BMP 14: Residential ULFT Replacement Programs

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

A. Implementation

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

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	131	96
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	131	96

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

Due to our saturation level we are not offering enhanced rebates over the amount reimbursed by MWD. We continue to run advertisements in local newspapers and on our website.

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

Same as Single family with the addition of marketing efforts targeted toward local plumbers.

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

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

City of Pasadena	None
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B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	35000	10000
2. Actual Expenditures	15860	

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

Expenditures reflect rebate \$'s only no administrative costs are included

Reported as of 10/