

Appendix II - WATER CONSERVATION PROGRAMS AND SERVICES

A) Best Management Practices/Coverage Reports

B) Current Programs and Services

BEST MANAGEMENT PRACTICES - IMPLEMENTATION UPDATE (2004)

The fourteen Best Management Practices (BMP's) are described and a brief update on the implementation progress is explained in the following section. Coverage reports provided by the California Water Conservation Council's reporting database are included at the end of the appendix.

1. WATER SURVEY PROGRAMS FOR SINGLE-FAMILY RESIDENTIAL AND MULTI-FAMILY RESIDENTIAL CUSTOMERS

Program:

Offer indoor and outdoor water audits to all single and multi-family customers which will include the following services:

Indoor

- a) Check for leaks, including toilets, faucets, and meter check;
- b) Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, as necessary;
- c) 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.

Outdoor

- a) Check irrigation system and timers
- b) Review or develop customer irrigation schedule

Result:

During the calendar year 2004 the Utilities Conservation Office completed 962 single family residential water audits and 262 multi-family water audits. The office continues to market the program through paid advertising, customer contact and department newsletter.

2. RESIDENTIAL PLUMBING RETROFIT

Program:

Develop targeting and marketing strategy to distribute or directly install high-quality, low flow showerheads, toilet displacement devices flappers and aerators as practical to residences requiring them until 75% of both single and multi-family dwellings are retrofitted.

Result:

Through the various water fixture replacement programs, it is estimated that approximately 95% of the showerheads and 80% to 85% of toilets have been retrofitted.

3. SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

Program:

Annually complete a prescreening system audit to determine the need for a full-scale system audit. A full scale system audit is required if system losses are more than 10%

Result:

For the past ten years the range of system water losses has been between 4% and 8%. System losses for 2004 were 7%.

4. METERING WITH COMMODITY RATES FOR ALL NEW CONNECTIONS AND RETROFIT OF EXISTING CONNECTIONS

Program:

All water connections shall be metered and subject to commodity based rates. Additionally, the City should perform a feasibility study and consider the merits of a program to provide incentives to switch mixed use accounts to dedicated landscape meters.

Results:

All water connections within the City are metered and charged accordingly. At this time, the City is not considering a program to switch mixed use meters to dedicated landscape meters. Because of the increasing cost of sewer service for commercial accounts which is based on water usage, business are increasingly requesting dedicated irrigation meters.

5. LARGE LANDSCAPE CONSERVATION PROGRAMS AND INCENTIVES

Program:

A. IMPLEMENTATION

Implementation shall consist of at least the following actions:

CUSTOMER SUPPORT, EDUCATION AND ASSISTANCE

a) Agencies shall provide non-residential customers with support and incentives to improve their landscape water use efficiency. This support shall include, but not be limited to, the following:

ACCOUNTS WITH DEDICATED IRRIGATION METERS

a) Identify accounts with dedicated irrigation meters and assign ETo-based water use budgets equal to no more than 100% of reference evapotranspiration per square foot of landscape area in accordance with the schedule given in Section B of this Exhibit.

b) Provide notices each billing cycle to accounts with water use budgets showing the relationship between the budget and actual consumption in accordance with the schedule given in Section B of this Exhibit; agencies may choose not to notify customers whose use is less than their water use budget.

COMMERCIAL/INDUSTRIAL/INSTITUTIONAL ACCOUNTS WITH MIXED-USE METERS OR NOT METERED

- a) Develop and implement a strategy targeting and marketing large landscape water use surveys to commercial/industrial/institutional (CII) accounts with mixed-use meters. Each reporting period, directly contact via letter or telephone not less than 20% of CII accounts with mixed-use meters and offer water use surveys. (Note: CII surveys that include both indoor and outdoor components can be credited against coverage requirements for both BMP 5 and BMP 9.)
- b) Unmetered service areas will actively market landscape surveys to existing accounts with large landscapes, or accounts with landscapes which have been determined by the purveyor not to be water efficient.
- c) Offer the following measures when cost-effective:
 - i) Landscape water use analysis/surveys
 - ii) Voluntary water use budgets
 - iii) Installation of dedicated landscape meters
 - iv) Training (multi-lingual where appropriate) in landscape maintenance, irrigation system maintenance, and irrigation system design.
 - v) Financial incentives to improve irrigation system efficiency such as loans, rebates, and grants for the purchase and/or installation of water efficient irrigation systems.
 - vi) Follow-up water use analyses/surveys consisting of a letter, phone call, or site visit where appropriate.
- d) Survey elements will include: measurement of landscape area; measurement of total irrigable area; irrigation system check, and distribution uniformity analysis; review or develop irrigation schedules, as appropriate; provision of a customer survey report and information packet.
- e) Track survey offers, acceptance, findings, devices installed, savings potential, and survey cost.

NEW OR CHANGE OF SERVICE ACCOUNTS

Provide information on climate-appropriate landscape design, efficient irrigation equipment/management to new customers and change-of-service customer accounts.

RECOMMENDED

- a) Install climate appropriate water efficient landscaping at water agency facilities, and dual metering where appropriate.
- b) Provide customer notices prior to the start of the irrigation season alerting them to check their irrigation systems and make repairs as necessary. Provide customer notices at the end of the irrigation season advising them to adjust their irrigation system timers and irrigation schedules.

Results:

Past efforts have been to audit all of the major park's irrigation systems, large greenbelt areas and several homeowner association's common landscape areas. Currently, the UCO staff has identified the largest dedicated irrigation accounts and have been developing water budgets for those accounts by utilizing the GIS system. Staff compares the water budget to the actual water consumption to determine if customer contact is warranted. To date, 52 landscape water budgets out of 300 dedicated landscape metered accounts have been completed. On a case by case basis or when requested by a customer, staff analyzes mixed used commercial water accounts, develop water budgets and offer technical assistance. Marketing the program and the follow-up tracking is via direct mail with the customers. In the future, an analysis of the feasibility of developing and implementing a strategy targeting and marketing large landscape water use surveys to commercial/industrial/institutional (CII) accounts with mixed-use meters will be performed. Though the City is not currently meeting its coverage requirement for this BMP, it is anticipated during 2006 the resources will be available to meet the requirement. The City will offer the following measures when cost-effective:

- 1) Landscape water use analysis/surveys
- 2) Voluntary water use budgets
- 3) Installation of dedicated landscape meters
- 4) Training in landscape maintenance, irrigation system maintenance, and irrigation system design.
- 5) Financial incentives to improve irrigation system efficiency such as loans, rebates, and grants for the purchase and/or installation of water efficient irrigation systems.
- 6) Follow-up water use analyses/surveys consisting of a letter, phone call, or site visit where appropriate.
- 7) Track survey offers, acceptance, findings, devices installed, savings potential, and survey cost.

Staff is currently developing a program to provide financial incentives to customers. The other components outlined will be phased in accordingly.

6. HIGH-EFFICIENCY WASHING MACHINE REBATE PROGRAMS

Program:

If an energy utility which services the City offers a rebate for the purchase of high efficiency washing machines then the city will develop and implement a rebate program.

Result:

The city implemented the HEW rebate program in July 2001. Customers are offered \$150 rebate for qualifying machines. During 2004, 75 rebates were awarded.

7. PUBLIC INFORMATION PROGRAMS

Program:

The City will implement a public information program to promote water conservation and water conservation related benefits.

RESULTS:

- 1) The City utilizes the following measures:
- 2) Paid advertising
- 3) Public Service Announcements
- 4) Newsletters
- 5) Bill showing water usage in comparison to previous year
- 6) Special events
- 7) Speaker's bureau

8. SCHOOL EDUCATION PROGRAM

Program:

The City will implement a school education program to promote water conservation and water conservation related benefits.

Result:

A water education program directed towards 3rd and 4th graders, adaptable to both higher and lower elementary grades, has been in place since 1999. Additionally, a separate water education program for grades 7 and 8 was implemented in 1999. During 2004, 33 class presentation were provided to student from grades k through 8th, reaching about 1,000 students.

9. CONSERVATION PROGRAMS FOR COMMERCIAL, INDUSTRIAL & INSTITUTIONAL ACCOUNTS

Program:

The City will develop a targeting and marketing strategy to provide water use surveys to at least 10% of the CII customers on a repeating basis or implement programs to reduce water use by an amount equal to 10% of baseline water (base year 1989) use over a ten year period. Additionally, the City will establish a program to replace high-water-using toilets in the CII sector.

Results:

The City investigates and offers water audits to CII customers which experience high water bills. Water use in the CII sector has been reduced by approximately 20% from the base year 1989. During 2004 the UCO completed 177 CII surveys. Additionally, the City has a goal to replace all high-water-using toilets in the City, including CII customers. It is estimated that between 80% to 85% of all toilets in the City have been replaced with ULF toilets.

10. WHOLESALE AGENCY ASSISTANCE PROGRAMS

Not applicable to the City.

11. CONSERVATION PRICING

Program:

The City will establish rates which will encourage water conservation.

Results:

The city has a two tiered increasing block rate which is 100% commodity based (no meter or minimum charge). Customers that use 10 units or less of water during a bi-monthly billing cycle pay less per unit.

12. CONSERVATION COORDINATOR

Program:

The City will designate a water conservation coordinator and have support staff (if necessary) to oversee the water conservation programs and BMP implementation.

Results:

The Utilities Conservation Office has a coordinator position which divides time between water conservation and solid waste management. Additionally, there are two support personnel who also assist in the administration of the water programs.

13. WATER WASTE PROHIBITION

Program:

The city will enact and enforce measure prohibiting water waste.

Results:

All water using features in a new development are reviewed for water efficiency during the initial development review process. Additionally, the City has the following water waste prohibitions:

- 1) Use of substandard water fixtures.
- 2) Water runoff from property.
- 3) Use of water from fire hydrants for other than firefighting.
- 4) Serving water in restaurants unless requested.
- 5) Washing sidewalks, driveway and parking areas with potable water.
- 6) Using potable water for new construction.

14. RESIDENTIAL ULFT REPLACEMENT PROGRAM**Program:**

The City will implement programs for replacing existing high-water-using toilets with ultra-low flush toilets in single family and multi-family residences.

Results:

The City's goal is to replace all high-water-using toilets with ultra-low flush toilets. There programs in place to accomplish this goal. They are:

- 1) Retrofit Upon Sale Program
- 2) Retrofit to Build Program (Offset)
- 3) Retrofit Rebate Program

To date, approximately 80% to 85% of the City has been retrofitted.

CUWCC BMP COVERAGE REPORTS

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

Reporting Unit:
City of San Luis Obispo

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 San Luis Obispo to Implement Targeting/Marketing Program by:	1999		
		<u>Single-Family</u>	<u>Multi-Family</u>
Year City of San Luis Obispo Reported Implementing Targeting/Marketing Program:	1989	1989	
City of San Luis Obispo Met Targeting/Marketing Coverage Requirement:	YES	YES	

Test for Condition 2

			<u>Single-Family</u>	<u>Multi-Family</u>
Survey Program to Start by:	1998	Residential Survey Offers (%)	24.37%	19.78%
Reporting Period:	03-04	Survey Offers \geq 20%	YES	NO

Test for Condition 3

Completed Residential Surveys

Single Family Multi-Family

Total Completed Surveys 1999 - 2004:	2,893	795
Past Credit for Surveys Completed Prior to 1999 (Implementation of Reporting Database):	880	316
	<hr/>	<hr/>
Total + Credit	3,773	1,111
	<hr/>	<hr/>
Residential Accounts in Base Year	8,910	2,750
City of San Luis Obispo Survey Coverage as % of Base Year Residential Accounts	42.35%	40.40%
Coverage Requirement by Year 7 of Implementation per Exhibit 1	7.90%	7.90%
City of San Luis Obispo 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.

BMP 02 Coverage: Residential Plumbing Retrofit

Reporting Unit:
City of San Luis Obispo

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 three conditions to satisfy strict compliance for BMP 2.

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

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

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

Test for Condition 1

Report Year	Report Period	Single-Family		Multi-Family	
		Reported Saturation	Saturation \geq 75%?	Reported Saturation	Saturation \geq 75%?
1999	99-00	90.00%	YES	90.00%	YES
2000	99-00	95.00%	YES	95.00%	YES
2001	01-02	95.00%	YES	95.00%	YES
2002	01-02	95.00%	YES	95.00%	YES
2003	03-04	95.00%	YES	95.00%	YES
2004	03-04	95.00%	YES	95.00%	YES

Test for Condition 2

Report Year	Report Period	City of San Luis Obispo has ordinance requiring showerhead retrofit?
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</u> <u>Accounts</u>	<u>Num. Showerheads</u> <u>Distributed to SF Accounts</u>	<u>Single-Family</u> <u>Coverage Ratio</u>	<u>SF Coverage Ratio</u> <u>> 10%</u>
18,167			NO
<u>1992 MF</u> <u>Accounts</u>	<u>Num. Showerheads</u> <u>Distributed to MF Accounts</u>	<u>Multi-Family</u> <u>Coverage Ratio</u>	<u>MF Coverage Ratio</u> <u>> 10%</u>
7,082			NO

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

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

Reporting Unit:
City of San Luis Obispo

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

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

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

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

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

Test for Conditions 1 and 2

<u>Report Year</u>	<u>Report Period</u>	<u>Pre-Screen Completed</u>	<u>Pre-Screen Result</u>	<u>Full Audit Indicated</u>	<u>Full Audit Completed</u>
1999	99-00	YES	96.1%	No	NO
2000	99-00	YES	97.3%	No	NO
2001	01-02	NO	94.2%	No	NO
2002	01-02	YES	91.6%	No	NO
2003	03-04	YES	96.2%	No	NO
2004	03-04	YES	93.2%	No	NO

BMP 3 COVERAGE STATUS SUMMARY:
Water supplier is meeting coverage requirements for this BMP.

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

Reporting Unit:
City of San Luis Obispo

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

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

Test for Compliance

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

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

BMP 05 Coverage: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of San Luis Obispo

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

<u>Year</u>	<u>Report Period</u>	<u>BMP 5 Implementation Year</u>	<u>No. of Irrigation Meter Accounts</u>	<u>No. of Irrigation Accounts with Budgets</u>	<u>Budget Coverage Ratio</u>	<u>90% Coverage Met by Year 4</u>
1999	99-00	1	377			NA
2000	99-00	2	400	5	1.2%	NA
2001	01-02	3	400	5	1.2%	NA
2002	01-02	4	414	5	1.2%	No
2003	03-04	5	413	5	1.2%	No
2004	03-04	6	413	18	4.4%	No

Test for Condition 2a (survey offers)

Select Reporting Period:	03-04
Large Landscape Survey Offers as % of Mixed Use Meter CII Accounts	0.9%
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	14
Total + Credit	28
CII Accounts in Base Year	42
RU Survey Coverage as a % of Base Year CII Accounts	1,735
Coverage Requirement by Year of Implementation per Exhibit 1	2.4%
RU on Schedule to Meet 10 Year Coverage Requirement	6.3%
	NO

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	1,275	
2000	99-00	2	1,275	
2001	01-02	3	1,000	
2002	01-02	4	1,000	
2003	03-04	5	1,000	
2004	03-04	6	1,000	

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.

BMP 06 Coverage: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of San Luis Obispo

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	NO	NO	
2000	99-00	2	YES	YES	150.00
2001	01-02	3	YES	YES	150.00
2002	01-02	4	NO	YES	150.00
2003	03-04	5	NO	YES	150.00
2004	03-04	6	NO	YES	150.00

<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		YES
2000	99-00	2	100	YES
2001	01-02	3	100	YES
2002	01-02	4	100	YES
2003	03-04	5	93	YES
2004	03-04	6	75	YES

BMP 6 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

BMP 07 Coverage: Public Information Programs

Reporting Unit:
City of San Luis Obispo

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 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.

BMP 08 Coverage: School Education Programs

Reporting Unit:
City of San Luis Obispo

Reporting Period:
03-04

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

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

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

Test for Condition 1

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

BMP 8 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

BMP 09 Coverage: Conservation Programs for CII Accounts

Reporting Unit:
City of San Luis Obispo

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

<u>Year</u>	<u>Report Period</u>	<u>BMP 9 Implementation Year</u>	<u>Ranked Com. Use</u>	<u>Ranked Ind. Use</u>	<u>Ranked Inst. Use</u>
1999	99-00	1	NO	NO	NO
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	421	0	3
Credit for Surveys Completed Prior to Implementation of Reporting Databases	481	7	6
Total + Credit	902	7	9
CII Accounts in Base Year	1,650	38	47

RU Survey Coverage as % of Base Year CII Accounts	54.7%	18.4%	19.1%
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	YES

Test for Condition 2a

<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>Performance 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	80	4.8%	1.7%	YES
2002	01-02	4	88	5.3%	2.4%	YES
2003	03-04	5	90	5.4%	3.3%	YES
2004	03-04	6	92	5.6%	4.2%	YES

Test for Condition 2c

Total BMP 9 Surveys + Credit	918
BMP 9 Survey Coverage	52.9%
BMP 9 Performance Target Coverage	5.6%
BMP 9 Survey + Performance Target Coverage	58.5%
Combined Coverage Equals or Exceeds Coverage Requirement?	YES

BMP 9 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

BMP 11 Coverage: Conservation Pricing

Reporting Unit:
City of San Luis Obispo

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	YES	NO
2000	99-00	YES	NO
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.

BMP 12 Coverage: Conservation Coordinator

Reporting Unit:
City of San Luis Obispo

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

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

Test for Compliance

<u>Report Year</u>	<u>Report Period</u>	<u>Conservation Coordinator Position Staffed?</u>	<u>Total Staff on Team (incl. CC)</u>
1999	99-00	YES	2
2000	99-00	YES	3
2001	01-02	YES	3
2002	01-02	YES	3
2003	03-04	YES	4
2004	03-04	YES	4

BMP 12 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

BMP 13 Coverage: Water Waste Prohibition

Reporting Unit: **City of San Luis Obispo** 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 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	yes	yes	yes	yes	yes	yes	YES
2000	yes	yes	yes	yes	yes	yes	YES
2001	yes	yes	yes	yes	yes	yes	YES
2002	yes	yes	yes	yes	yes	yes	YES
2003	yes	yes	yes	yes	yes	yes	YES
2004	yes	yes	yes	yes	yes	yes	YES

BMP 13 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: **City of San Luis Obispo**

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			44.85	1948.35
1999	Yes	No	Yes	129.03	2418.13
2000	Yes	No	Yes	247.53	2951.01
2001	Yes	No	Yes	395.86	3532.81
2002	Yes	No	Yes	569.94	4114.63
2003	Yes	No	Yes	766.13	4684.28
2004	Yes	No	Yes	981.12	5237.53
2005	No	No	No	1211.96	
2006	No	No	No	1456.00	
2007	No	No	No	1710.86	

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

BMP 14 COVERAGE STATUS SUMMARY:

Water supplier is meeting coverage requirements for this BMP.

BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: **City of San Luis Obispo**

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

Water Savings

	Single Family	Multi-Family
1992 Housing Stock		
Average rate of natural replacement (% of remaining stock)	.04	.04
Average rate of housing demolition (% of remaining stock)	.005	.005
Estimated Housing Units with 3.5+ gpf Toilets in 1997	14828.31	5780.49
Average resale rate	.05	.025
Average persons per unit		
Average toilets per unit		
Average savings per home (gpd; from Exhibit 6)	47	49

Single Family Housing Units

<u>Coverage Year</u>	<u>Unretrofitted Houses</u>	<u>Houses Sold</u>	<u>Houses Unsold</u>	<u>Sold and Retrofitted</u>	<u>Sold and Already Retrofitted</u>	<u>Unsold and Retrofitted</u>	<u>Gross ROR Savings (AFY)</u>	<u>Nat'l Replacement Only Savings (AFY)</u>	<u>Net ROR Savings (AFY)</u>
1998	13529.95	737.71	14016.46	737.71		560.66	244.09	206.81	37.28
1999	12345.26	734.02	13946.38	673.11	60.91	511.57	306.45	236.64	69.81
2000	11264.31	730.35	13876.65	614.18	116.17	466.77	363.35	265.28	98.07
2001	10278.01	726.70	13807.26	560.40	166.30	425.90	415.27	292.78	122.48
2002	9378.07	723.06	13738.23	511.33	211.73	388.61	462.64	319.19	143.45
2003	8556.92	719.45	13669.54	466.56	252.89	354.58	505.86	344.55	161.32
2004	7807.68	715.85	13601.19	425.71	290.15	323.54	545.30	368.90	176.41
2005	7124.04	712.27	13533.18	388.43	323.84	295.21	581.29	392.27	189.02
2006	6500.26	708.71	13465.52	354.42	354.29	269.36	614.12	414.72	199.40
2007	5931.10	705.17	13398.19	323.39	381.78	245.77	644.08	436.28	207.81

Multi Family Housing Units

<u>Coverage Year</u>	<u>Unretrofitted Houses</u>	<u>Houses Sold</u>	<u>Houses Unsold</u>	<u>Sold and Retrofitted</u>	<u>Sold and Already Retrofitted</u>	<u>Unsold and Retrofitted</u>	<u>Gross ROR Savings (AFY)</u>	<u>Nat'l Replacement Only</u>	<u>Net ROR Savings (AFY)</u>
----------------------	-----------------------------	--------------------	----------------------	-----------------------------	-------------------------------------	-------------------------------	--------------------------------	-------------------------------	------------------------------

								<u>Savings</u> <u>(AFY)</u>	
1998	5412.39	143.79	5607.79	143.79		224.31	91.63	84.05	7.58
1999	5067.72	143.07	5579.76	134.63	8.44	210.03	110.54	96.17	14.37
2000	4745.01	142.36	5551.86	126.06	16.30	196.65	128.25	107.81	20.44
2001	4442.85	141.64	5524.10	118.03	23.61	184.13	144.83	118.99	25.84
2002	4159.93	140.94	5496.48	110.52	30.42	172.40	160.36	129.72	30.64
2003	3895.02	140.23	5469.00	103.48	36.75	161.43	174.90	140.03	34.87
2004	3646.99	139.53	5441.65	96.89	42.64	151.15	188.51	149.92	38.58
2005	3414.75	138.83	5414.44	90.72	48.11	141.52	201.25	159.43	41.83
2006	3197.30	138.14	5387.37	84.94	53.20	132.51	213.19	168.55	44.64
2007	2993.69	137.45	5360.43	79.53	57.91	124.07	224.36	177.31	47.05

CURRENT PROGRAMS AND SERVICES

Using the BMPs as a guide, the water conservation office has developed programs and procedures to reach the City's goal of long term water efficiency through out the community. The following section will briefly explain the programs and services.

PROGRAMS AND SERVICES

1) Rebate Program

Customers are offered up to \$100 per bathroom to replace toilets, showerheads, and faucet aerators with water efficient hardware. A \$150 rebate is offered for “High Efficiency” washing machines.

2) Retrofit Upon Sale Ordinance

Effective October 15, 1992, any property sold or transferred must be retrofitted prior to the close of escrow with water conserving plumbing hardware.

3) Indoor Water Use Evaluations

Water efficiency specialists evaluate all indoor water use and recommend water efficiency measures to residential and commercial customers.

4) Irrigation Evaluation and Audit

The Utilities Conservation Office offers free irrigation systems evaluation and will perform distribution and uniformity audits to determine irrigation scheduling and make recommendations to improve water efficiency.

5) Water Efficient Plant Material Consultations

Printed information and suggestions are offered to customers interested in retrofitting existing landscapes with water conserving plant materials.

6) School Education Program

The Utilities Department offers in-class presentations and materials for elementary and middle school students.

7) Public Information and Education Program

Ongoing informational and promotional advertising both paid and public service announcements.

Variety of printed informational brochures and pamphlets available free of charge. Educational workshops on water efficiency topics offered to the public.

8) Water Waste Code Enforcement

Mostly an educational, water efficiency specialist contact customers experiencing water run-off problems and offer suggestions on how to solve these problems.

9) Low Income Assistance Water Audit Program

People applying for low income assistance on their water/wastewater bill are required to have a home water audit performed before being granted a utility bill reduction.

10) Water Offset Program (retrofit to build)

The Utilities Conservation Office coordinate and tracks the retrofit activity associated with the program. This has been a very effective program to facilitate toilet replacement within the City.

11) Multi-family Resource Conservation Services Program

A program developed specifically for multi-family complexes to assist in establishing successful recycling programs and achieving water efficiency.

12) Large Landscape Water Budgets

Staff is preparing water budget for all irrigation only accounts. The information mailed directly to the customers with an offer of follow-up assistance.

13) Residential High Water Use Contact Letters

On a monthly basis, staff mails letters to single family residential customers using 50 units (ccf) bi-monthly in the summer and 40 units in the winter. The letter offers assistance and other helpful information to reduce their water use.