

Reported as of 11/4/05

**Water Supply & Reuse**Reporting Unit:  
**City of San Jose**Year:  
**2003****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
SCVWD	639	Groundwater
SCVWD	15203	Local Watershed
SFPUC	5097	Imported
SBWR	1855	Recycled

**Total AF: 22794**

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## Accounts & Water Use

Reporting Unit Name:  
**City of San Jose**

Submitted to  
 CUWCC  
 12/02/2004

Year:  
**2003**

### A. Service Area Population Information:

1. Total service area population 101242

### 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	21798	10257	0	0
2. Multi-Family	1001	2298	0	0
3. Commercial	427	1205	0	0
4. Industrial	290	2404	0	0
5. Institutional	62	516	0	0
6. Dedicated Irrigation	796	4122	0	0
7. Recycled Water	111	1855	0	0
8. Other	173	215	506	0
9. Unaccounted	NA	0	NA	0
<b>Total</b>	24658	22872	506	0
	Metered		Unmetered	

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

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

### A. Implementation

- |  |            |
|--|------------|
| 1. Based on your signed MOU date, 03/24/1995, your Agency STRATEGY DUE DATE is:  | 03/23/1997 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? | yes        |
| a. If YES, when was it implemented?  | 7/1/1998   |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys?  | yes        |
| a. If YES, when was it implemented?  | 7/1/1998   |

### B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	3600	0
2. Number of surveys completed:	142	96

### Indoor Survey:

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

### Outdoor Survey:

- |  |     |                |
|--|-----|----------------|
| 6. Check irrigation system and timers  | yes | yes            |
| 7. Review or develop customer irrigation schedule  | yes | yes            |
| 8. Measure landscaped area (Recommended but not required for surveys)  | yes | yes            |
| 9. Measure total irrigable area (Recommended but not required for surveys)   | yes | yes            |
| 10. Which measurement method is typically used (Recommended but not required for surveys)                                |     | Measuring Tape |
| 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.

The residential water survey program discussed here is administered by the Santa Clara Valley Water District (District). Suveys are tracked by us in Microsoft Excel when data is received from the District.

**C. Water Survey Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	2931	3588
2. Actual Expenditures	7140	

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

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

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

**E. Comments**

The City of San Jose supports the home water use survey program conducted by the Santa Clara Valley Water District (District). Surveys offered are calculated based on letters mailed to SFD households by the District. The District also marketed the program through outreach events, text messages in retail bills, articles in local trade magazines/newsletters, and through their summer campaign on television, radio and in the newspaper. Budgeted expenditures are from the budget of the City of San Jose's Water Efficiency Program which serves all the cities that utilize the San Jose/Santa Clara Water Pollution Control Plant. The Muni Water System comprises approximately 7% of the service area. Actual expenditures were caclulated using unit data. Surveys completed data comes from the District. For question 10, the District typically uses a measuring tape and/or odometer wheel.

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## BMP 02: Residential Plumbing Retrofit

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

### A. Implementation

- 1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
  - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
  
- 2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no
- 3. Estimated percent of single-family households with low-flow showerheads: 0%
- 4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no
- 5. Estimated percent of multi-family households with low-flow showerheads: 0%
- 6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

### B. Low-Flow Device Distribution Information

- 1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? no
  - a. If YES, when did your agency begin implementing this strategy?
  - b. Describe your targeting/ marketing strategy.

<b>Low-Flow Devices Distributed/ Installed</b>	<b>SF Accounts</b>	<b>MF Units</b>
2. Number of low-flow showerheads distributed:	180	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	400	0
6. Does your agency track the distribution and cost of low-flow devices?		no
<ul style="list-style-type: none"> <li>a. If YES, in what format are low-flow devices tracked?</li> <li>b. If yes, describe your tracking and distribution system :</li> </ul>		

### C. Low-Flow Device Distribution Expenditures

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

2. Actual Expenditures 0

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

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

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

**E. Comments**

The Santa Clara Water District (District) distributes these devices in the San Jose Municipal Water System service area. The data we receive only includes the number distributed, and not a distinction between SFD or MFD; hence numbers were placed under SFD. The District has indicated that based on 2004 data, the saturation rate for low-flow showerheads is 59% for SFDs and 51% for MFDs.

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

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

### A. Implementation

1. Has your agency completed a pre-screening system audit for this reporting year? yes
2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
  - a. Determine metered sales (AF) 22657
  - b. Determine other system verifiable uses (AF) 0
  - c. Determine total supply into the system (AF) 22794
  - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.99
3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
4. Did your agency complete a full-scale audit during this report year? no
5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
6. Does your agency operate a system leak detection program? yes
  - a. If yes, describe the leak detection program:
 

Leaks are detected using a sonic device technique, flushing, and valve surveys. Problems are noted and added to a Geographic Information System.

### B. Survey Data

1. Total number of miles of distribution system line. 311
2. Number of miles of distribution system line surveyed. 0

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

	This Year	Next Year
1. Budgeted Expenditures	160000	160000
2. Actual Expenditures	6450	

### 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

If a full scale audit is required, the answer to question A5 is yes. A full scale audit has not been required.

Reported as of 11/4/05

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

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

### A. Implementation

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

### B. Feasibility Study

- |  |     |
|--|-----|
| 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? | no  |
| a. If YES, when was the feasibility study conducted? (mm/dd/yy)  |     |
| b. Describe the feasibility study:   |     |
| 2. Number of CII accounts with mixed-use meters.   | 782 |
| 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

Number of CII accounts with mixed-use meters includes Recycled Water accounts and may not have been reported in the past.

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## BMP 05: Large Landscape Conservation Programs and Incentives

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

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 902 |
| 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?  | yes        |
| a. If YES, when did your agency begin implementing this strategy?   | 10/01/1994 |
| b. Description of marketing / targeting strategy:   |            |
| <p>The landscape survey program discussed here is administered by the Santa Clara Valley Water District (District). The number offered just represents the number of direct mailers sent by the District. They also advertised in other ways.</p> |            |
| 2. Number of Surveys Offered.   | 3600       |
| 3. Number of Surveys Completed.   | 2          |
| 4. Indicate which of the following Landscape Elements are part of your survey:  |            |
| a. Irrigation System Check  | yes        |
| b. Distribution Uniformity Analysis   | yes        |
| c. Review / Develop Irrigation Schedules  | yes        |
| d. Measure Landscape Area   | yes        |
| e. Measure Total Irrigable Area   | yes        |
| f. Provide Customer Report / Information  | yes        |
| 5. Do you track survey offers and results?  | no         |
| 6. Does your agency provide follow-up surveys for previously completed surveys?   | no         |
| a. If YES, describe below:  |            |

### C. Other BMP 5 Actions

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

**Type of Financial Incentive:**

	<b>Budget (Dollars/Year)</b>	<b>Number Awarded to Customers</b>	<b>Total Amount Awarded</b>
--	------------------------------	------------------------------------	-----------------------------

- a. Rebates
- b. Loans
- c. Grants

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

**D. Landscape Conservation Program Expenditures**

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

**E. "At Least As Effective As"**

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

**F. Comments**

Number of Dedicated Irrigation Meter Accounts includes Recycled Water accounts which may not have been reported in past.

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

Reporting Unit: **City of San Jose**      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.

The Water Efficiency Program (funded through the San Jose/Santa Clara Water Pollution Control Plant) financially supported the Santa Clara Valley Water District Program, with a total rebate of \$100-\$150. PG&E may also have run a program in the area during this time period, but exact details are not readily available.

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

3. What is the level of the rebate? 100

4. Number of rebates awarded. 635

### B. Rebate Program Expenditures

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	12250	4375
2. Actual Expenditures	15875	

### C. "At Least As Effective As"

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

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

### D. Comments

The rebate offered by the Santa Clara Valley Water District (which the Water Efficiency Program contributed to) was between \$100 and \$150. The budget is calculated as 7% of Water Efficiency Program workplan estimates to represent the San Jose Municipal Water System portion of the San Jose/Santa Clara Water Pollution Control Plant service area. Actual expenditures are calculated on a per unit basis.

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## BMP 07: Public Information Programs

Reporting Unit: **City of San Jose**      BMP Form Status: **100% Complete**      Year: **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.

For this fiscal year, we worked in partnership with the Santa Clara Valley Water District (SCVWD) to address several groups of ULFT recipients of past programs. A letter requesting that the occupant check for leaks and replace their flapper if needed was sent along with a leak detection instruction sheet to approximately 27,700 addresses. The City of San Jose's Water Efficiency Program had an exhibitor's booth at the Santa Clara Home Show. Full-page ads were placed in the San Jose Mercury News on 8/16/02 and 8/18/02 that showed how to repair toilet flapper leaks, and offered free movie tickets to residents attending the Home Show who brought proof that they had repaired their leaking flapper. In addition, a new English language flapper repair fact sheet based on the web page developed about flappers was distributed at this event. Translation of the new flapper repair fact sheet into Spanish and Vietnamese was completed during this reporting period and it was distributed in the fall through several San Jose Mayor and City Councilmember community events. Additionally, Spanish radio ads ran from 9/18-9/29 on KLOK and 10/2-10/13 on KBRG, two popular local radio stations. The ads essentially instructed listeners to call the City for information on how to check for leaks, although no calls were received during the radio campaign. Lastly, in conjunction with telephone surveying of previous participants from the full-service programs WEP offered in 2000-2001, over 500 leak repair brochures were mailed.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	2
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	1
d. Bill showing water usage in comparison to previous year's usage	no	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	8
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	no	

### B. Conservation Information Program Expenditures

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	3374	0
2. Actual Expenditures	2301	

**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."

The campaign above was conducted for the service area of the San Jose Santa Clara Water Pollution Control Plant (Plant) for the May through October Dry Weather period. The budget expenditures and actual expenditures are based on the San Jose Municipal Water System comprising about 7% of the service area of the Plant.

**D. Comments**

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**BMP 08: School Education Programs**

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

**A. Implementation**

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	2	45	0
Grades 4th-6th	yes	3	159	0
Grades 7th-8th	yes	1	111	0
High School	yes	1	51	0

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

4. When did your Agency begin implementing this program?      01/01/1995

**B. School Education Program Expenditures**

	This Year	Next Year
1. Budgeted Expenditures	16933	9654
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**

The above information represents the City's Youth Watershed Education Team's work. YWET works teaches teachers how to teach students about local water issues. Using a factor of 7% to represent the San Jose Municipal Water System portion of the San Jose/Santa Clara Water Pollution Control Plant's service area. For Ranger programs, a factor of 12% is used to represent the area in San Jose served by the San Jose Municipal Water System. The program began in 1995, although month and day are unknown. Since 2000, materials have been aligned to the CA Content Standards for appropriate grades- go beyond framework standards, they are more specific. Actual expenditure data is not available for these programs. Number of students reached are based on assumptions regarding the number of students impacted through teacher workshops. There were an estimated additional 7 presentations and 418 students

reached in unknown grades that could not be categorized in the above fields.

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## BMP 09: Conservation Programs for CII Accounts

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

### A. Implementation

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

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

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

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

### Option B: CII Conservation Program Targets

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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.	56.7
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	3.5

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

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	54285	54040
2. Actual Expenditures	2846	

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

- |   |    |
|---|----|
| 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP?   | No |
| <p>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."</p> |    |

### **D. Comments**

The above figures are based on the San Jose Municipal Water System representing 7% of the Water Efficiency Program service area. Budgeted amounts are based on our workplan and our Water Efficient Technologies Program budget. The amounts are also based on the San Jose Municipal Water System representing 7% of the Water Efficiency Program service area.

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### BMP 09a: CII ULFT Water Savings

Reporting Unit: **City of San Jose**      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? Check all that apply. CII Sector or subsector
- a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

We contribute to a program administered by the Santa Clara Valley Water District; they target by CII Sector and subsector.

2. How does your agency advertise this program? Direct letter  
Telephone  
 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 letters with follow-up telephone calls.

#### B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.) Yes
2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency? Yes
3. What is the total number of customer accounts participating in the program during the last year ? 24

CII Subsector	Number of Toilets Replaced				
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
4. a. Offices	0	1	0	0	0
b. Retail / Wholesale	0	23	0	0	0

c. Hotels	0	0	0	0	0
d. Health	0	0	0	0	0
e. Industrial	0	0	0	0	0
f. Schools: K to 12	0	0	0	0	0
g. Eating	0	6	0	0	0
h. Govern- ment	0	0	0	0	0
i. Churches	0	33	3	0	0
j. Other	0	0	0	0	0

5. Program design.

Direct installation

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

Yes

a. If yes, check all that apply.

Consultant

7. Participant tracking and follow-up.

No follow-up

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

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

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

The above assessments are based on assumption only, as we are only a contributor to the program run by the Santa Clara Valley Water District.

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?

Our objective for the year was 750 ULFTs for the area served by the Water Efficiency Program, about 7% of which is in the San Jose Municipal Water System service area. So, 7% of 750 ULFTs would be 53 ULFTs as an objective. That objective was not met. The marketing approaches do not appear to have been effective, or the program design was not significant enough to attract participation. Costs were in line because the City only pays what was agreed

upon through contract with the Santa Clara Valley Water District. The Water Efficiency Program also provided ULFTs through a City Facilities program and a small number through a Voucher program, although none of these were reported to have been installed in the San Jose Municipal Water service area.

### C. Conservation Program Expenditures for CII ULFT

#### 1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0
e. Outside Services	11095	15840
f. Total	11095	15840

#### 2. CII ULFT Program: Annual Cost Sharing

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

### D. Comments

The budget and expenditure figures above represent 7% of the City's trib-wide (San Jose, Santa Clara, Milpitas, Saratoga, Monte Sereno, Los Gatos, Campbell, Cupertino and Saratoga) program. The exact breakdown of the City's spending is not tracked separately for each of the tributary water retailers. The total CII toilets figure is for Zip Codes falling in the San Jose Municipal Water service area. The data we have is not dated, does not include one of the zip codes (94142), and some zip codes are served by more than one water company. The Santa Clara Valley Water District markets the program.

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**BMP 11: Conservation Pricing**

Reporting Unit:

**City of San Jose**

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
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$10051584
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$877694
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**3. Industrial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1690506
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$358181
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$3598603

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

**6. Other**

a. Water Rate Structure Uniform  
b. Sewer Rate Structure Service Not Provided  
c. Total Revenue from Volumetric Rates \$226254  
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$2607360

**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**

Includes recycled water and may not have included it in past reporting. Dollar figures did not include recycled water for the '2002 Data Reported' section shown on this page.

Reported as of 11/4/05

**BMP 12: Conservation Coordinator**

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

**A. Implementation**

1. Does your Agency have a conservation coordinator?      yes
2. Is this a full-time position?      yes
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position?      100%
  - b. Coordinator's Name      Linden Skjeie
  - c. Coordinator's Title      Supervising Environmental Services Specialist
  - d. Coordinator's Experience and Number of Years      Five
  - e. Date Coordinator's position was created (mm/dd/yyyy)      1/1/1989
6. Number of conservation staff, including Conservation Coordinator.      7

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	50540	57135
2. Actual Expenditures	42739	

**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 are for a wastewater flow reduction program that serves all the cities that utilize the San Jose/Santa Clara Water Pollution Control Plant: San Jose, Los Gatos, Cupertino, Monte Sereno, Milpitas, Santa Clara, and Campbell. The Municipal Water System comprises approximately 7% of the service area. The Water Efficiency Program staff serves all seven cities. Intern expenditures and budget are also included.

Reported as of 11/4/05

**BMP 13: Water Waste Prohibition**

Reporting Unit:

BMP Form Status:

Year:

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

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

a. If YES, describe the ordinance:

The City of San Jose prohibits water waste through ordinances found in Title 15, Chapters 10 and 11 of the Municipal Code. The ordinances include the required use of reclaimed water where applicable, prohibition of water waste with specific definitions, and water shortage measures.

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

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

City of San Jose

Chapter 15.10 WATER WASTE PREVENTION AND WATER SHORTAGE MEASURES Part 1 GENERAL PROVISIONS Sections: 15.10.010 Purpose. 15.10.020 Definitions. 15.10.030 Potable water. 15.10.040 Gray water. 15.10.050 Reclaimed water. 15.10.060 Water from dewatering operations. 15.10.070 Syringing. 15.10.080 Landscape irrigation audit. 15.10.090 Automatic positive self-closing valve. 15.10.095 Director. Part 2 WATER WASTE PREVENTION Sections: 15.10.200 Water waste prevention. 15.10.210 Repair of plumbing, sprinkler and irrigation systems. 15.10.220 Water run-off prohibited. 15.10.230 Restaurants, banquet facilities, hotels and dining facilities. 15.10.240 Cleaning of structures and surfaces. 15.10.250 Washing of vehicles. 15.10.255 Commercial car washes. 15.10.260 Building and construction. 15.10.270 Hydrants. 15.10.290 Landscape irrigation. 15.10.295 Use of reclaimed water. Part 3 WATER

**SHORTAGE MEASURES**

Sections: 15.10.300 Water shortage measures. 15.10.310 Landscape irrigation restrictions. 15.10.320 Restaurants. 15.10.325 Hotels, motels and other lodgings. 15.10.330 Public restrooms. 15.10.340 Cleaning of structures and surfaces. 15.10.350 Operation of decorative fountains. 15.10.360 New landscape installation. 15.10.365 Hydrants. 15.10.370 Prohibition on landscape irrigation. 15.10.375 Filling pools, spas and fountains. 15.10.380 Exception requests. 15.10.390 Fee for placards.

**Part 4 WATER MANAGEMENT**

Sections: 15.10.400 Landscape irrigation audit required. 15.10.410 Certificate in lieu of landscape irrigation audit. 15.10.420 Format and filing of audits and certificates. 15.10.430 Due date for audits and certificates. Chapter 15.11

**WATER EFFICIENT****LANDSCAPE STANDARDS FOR NEW AND REHABILITATED****LANDSCAPING Part 1****GENERAL PROVISIONS**

Sections: 15.11.100 General. 15.11.102 Anti-drain valve or check valve. 15.11.104 Application rate. 15.11.106 Applied water. 15.11.108 Automatic controller. 15.11.110 Backflow prevention device. 15.11.112 Ecological restoration project. 15.11.114 Emitter. 15.11.116 Established landscape. 15.11.118 Establishment period. 15.11.120 Hydrozone. 15.11.122 Infiltration rate. 15.11.124 Irrigation efficiency. 15.11.126 Landscaped area. 15.11.128 Mulch. 15.11.130 Operating pressure. 15.11.132 Overhead sprinkler irrigation. 15.11.134 Overspray. 15.11.136 Rehabilitated landscape. 15.11.138 Run-off. 15.11.140 Soil type. 15.11.142 Sprinkler head. 15.11.144 Turf.

15.11.146 Valve. Part 2  
 LANDSCAPE INSTALLATION  
 REQUIREMENTS Sections:  
 15.11.200 Applicability of  
 requirements for new or  
 rehabilitated landscaping.  
 15.11.205 Landscape  
 documentation package.  
 15.11.210 Water conservation  
 concept statement. 15.11.215  
 Maximum applied water  
 allowance. 15.11.220 Estimated  
 applied water use. 15.11.225  
 Estimated total water use.  
 15.11.230 Landscape design  
 plan. 15.11.235 Landscape  
 design - Plant selection and  
 grouping. 15.11.240 Landscape  
 design - Water features.  
 15.11.245 Irrigation design  
 plan. 15.11.250 Irrigation  
 design criteria. 15.11.255  
 Irrigation equipment. 15.11.260  
 Landscape irrigation systems.  
 15.11.265 Irrigation schedules.  
 15.11.270 Maintenance  
 schedules. 15.11.275  
 Certification. 15.11.280 Model  
 homes.

## B. Implementation

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

- |  |     |
|--|-----|
| a. Gutter flooding   | yes |
| b. Single-pass cooling systems for new connections   | 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<br>Water run-off prohibited, Repair of plumbing, sprinkler and irrigation systems, Restaurants, banquet facilities, hotels and dining facilities, Cleaning of structures and surfaces, Washing of vehicles, Commercial car washes, Building and construction, Hydrants, Landscape irrigation, Use of reclaimed water | yes |

2. Describe measures that prohibit water uses listed above:

Municipal Code 15.10.220 Water run-off prohibited; 15.10.210 Repair of plumbing, sprinkler and irrigation systems; 15.10.230 Restaurants, banquet facilities, hotels and dining facilities; 15.10.240 Cleaning of structures and surfaces; 15.10.250 Washing of vehicles; 15.10.255 Commercial car washes; 15.10.260 Building and construction; 15.10.270 Hydrants; 15.10.290 Landscape irrigation;

15.10.295 Use of reclaimed water.

**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**

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

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

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

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

**E. Comments**

Reported as of 11/4/05

### BMP 14: Residential ULFT Replacement Programs

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

#### A. Implementation

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

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

Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	418	14
4. CBO Distribution	0	0
5. Other	444	0

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**Total      862      14**

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

The primary program was a Direct Distribution Program where ULFTs were distributed at events. Also, we supported the Santa Clara Valley Water District's direct install program.

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

We supported the Santa Clara Valley Water District's MFD Program. The Water Efficiency Program also provided ULFTs to smaller MFDs, although none were provided in the San Jose Municipal Water System service area.

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 San Jose	N/A
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#### B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	45500	18200
2. Actual Expenditures	43866	

#### C. "At Least As Effective As"

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

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

**D. Comments**

The budgeted expenditures are based on the cost of our workplan residential ULFT programs multiplied by 7% presumed to be served in the San Jose Water Municipal Water service area. Actual expenditures are based on our per unit cost data. Actual budget data is not conducive to separation by ULFT audience.