

APPENDIX E

CUWCC WATER CONSERVATION BEST MANAGEMENT PRACTICES ANNUAL REPORTS FOR 2003 AND 2004 AND COVERAGE REPORTS

Water Supply & Reuse

Reporting Unit:
City of Santa Ana

Year:
2004

Report Not Filed

Accounts & Water Use

Reporting Unit Name:
City of Santa Ana

Submitted to CUWCC
02/26/2005

Year:
2004

A. Service Area Population Information:

1. Total service area population 348143

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	35431	17296	0	0
2. Multi-Family	3530	12862	0	0
3. Commercial	4374	8492	0	0
4. Industrial	98	1593	0	0
5. Institutional	271	2506	0	0
6. Dedicated Irrigation	658	2167	0	0
7. Recycled Water	12	147	0	0
8. Other	5	2	0	0
9. Unaccounted	NA	0	NA	0
Total	44379	45065	0	0

Metered

Unmetered

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

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- | | |
|---|------------|
| 1. Based on your signed MOU date, 10/04/1999, your Agency STRATEGY DUE DATE is: | 10/03/2001 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0
Indoor Survey:		
3. Check for leaks, including toilets, faucets and meter checks	no	no
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	no	no
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	no	no
Outdoor Survey:		
6. Check irrigation system and timers	no	no
7. Review or develop customer irrigation schedule	no	no
8. Measure landscaped area (Recommended but not required for surveys)	no	no
9. Measure total irrigable area (Recommended but not required for surveys)	no	no
10. Which measurement method is typically used (Recommended but not required for surveys)		None

11. Were customers provided with information packets that included evaluation results and water savings recommendations?	no	no
12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?	no	no
a. If yes, in what form are surveys tracked?		None
b. Describe how your agency tracks this information.		

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no
 - a. If YES, list local jurisdictions in your service area and code or ordinance in each:

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? yes
3. Estimated percent of single-family households with low-flow showerheads: 100%
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: 86.6%
6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.
 In 2000, MWDOC and MET conducted the OC Saturation Survey and found countywide low flow showerhead saturation rates of 66.9% in single-family and 59.8% in multifamily dwelling units. Saturation rates provide above represent linear extrapolations of saturation survey results for 02/03 and 03/04.

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? 06/01/1991
 - b. Describe your targeting/ marketing strategy.
 Neighborhood events. City sponsored events, water billing inserts. Contractor has done radio ads and newsprint ads.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	239	100
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	184	100
6. Does your agency track the distribution and cost of low-flow devices?		no
a. If YES, in what format are low-flow devices tracked?		
b. If yes, describe your tracking and distribution system :		

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	7000	7000
2. Actual Expenditures	1911.32	

D. "At Least As Effective As"

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

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

E. Comments

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- | | |
|--|-------|
| 1. Has your agency completed a pre-screening system audit for this reporting year? | no |
| 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production: | |
| a. Determine metered sales (AF) | 44379 |
| b. Determine other system verifiable uses (AF) | 0 |
| c. Determine total supply into the system (AF) | 48018 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.92 |
| 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. | 453 |
| 2. Number of miles of distribution system line surveyed. | 0 |

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

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 699 |
| 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 | no |
| b. Distribution Uniformity Analysis | no |
| c. Review / Develop Irrigation Schedules | no |
| d. Measure Landscape Area | no |
| e. Measure Total Irrigable Area | no |
| f. Provide Customer Report / Information | no |
| 5. Do you track survey offers and results? | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

C. Other BMP 5 Actions

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

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

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

No

a. If YES, describe below:

6. Do you have irrigated landscaping at your facilities?

yes

a. If yes, is it water-efficient?

yes

b. If yes, does it have dedicated irrigation metering?

yes

7. Do you provide customer notices at the start of the irrigation season?

no

8. Do you provide customer notices at the end of the irrigation season?

no

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	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

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Santa Ana

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.
Edison and SCG have rebates. MWDOC does not have the information on the amounts. | |
| 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. | 188 |

B. Rebate 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

BMP 07: Public Information Programs

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

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

a. If YES, describe the program and how it's organized.
 Water Billing, School Programs, City sponsored events.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	no	
g. Speaker's Bureau	yes	1
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	1500	1500
2. Actual Expenditures	1500	

C. "At Least As Effective As"

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

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

D. Comments

BMP 08: School Education Programs

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	37	3357	0
Grades 4th-6th	yes	24	2104	0
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

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

4. When did your Agency begin implementing this program? 1/01/1992

B. School Education Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

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

Option A: CII Water Use Survey and Customer Incentives Program

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

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

CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	296	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

- | | |
|---|-----|
| 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? | yes |
| 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? | yes |
| 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. | 0 |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. | 0 |

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

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

Santa Ana participates in a Regional CII Rebate Program facilitated by our regional Wholesaler, Metropolitan Water District of S.C. We have put in the number of rebates but not the dollar amounts or acre/feet associated with them. Metropolitan tracks these.

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Santa Ana

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? Check all that apply. CII Sector or subsector
CII ULFT Study subsector
targeting

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

We found CII sectors and sub sectors most effective because we were able to version our marketing efforts appropriately.

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

Bill insert
Direct letter
Newsletter
Web page
Newspapers
Trade publications
Other print media
Trade shows and events
Telemarketing

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

For the purposes of this program, Trade Allies have proven to be the most effective overall marketing tool, as well as the most effective per dollar expended. Trade Allies include plumbers, distributors, retail home improvement stores and product manufacturers.

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 ? 3

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. Government	0	0	0	0
i. Churches	0	0	0	0
j. Other	12	0	0	0

5. Program design.

Rebate or voucher

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

Yes

a. If yes, check all that apply.

Consultant

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 | 1 |
| b. Inadequate payback | 3 |
| c. Inadequate ULFT performance | 2 |
| d. Lack of funding | 5 |
| e. American's with Disabilities Act | 0 |
| f. Permitting | 0 |

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.

Customers are generally more willing to participate in the program if the cost of the retrofit is in balance with the amount of the rebate, and the projected water savings is significant. Resistance occurs if the out-of-pocket expense for the retrofit is too costly and the rebate amount is too low.

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?

See the MWD of SC program for details.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	720
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	720

D. Comments

BMP 11: Conservation Pricing

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

Rate Structure Data Volumetric Rates for Water Service by Customer Class

1. Residential

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$23396730
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

2. Commercial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$6669457
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

3. Industrial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$1202097
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

4. Institutional / Government

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$1815690
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

5. Irrigation

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1551759
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

6. Other

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$81338
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

BMP 12: Conservation Coordinator

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 10%
 - b. Coordinator's Name George Hunt
 - c. Coordinator's Title Water Quality Supervisor
 - d. Coordinator's Experience and Number of Years 13
 - e. Date Coordinator's position was created (mm/dd/yyyy) 1/01/1991
6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	15000	15000
2. Actual Expenditures	1600	

C. "At Least As Effective As"

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

D. Comments

BMP 13: Water Waste Prohibition

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
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:
Not applicable at this time.

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

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
City of Santa Ana

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	145	47
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	4823	5155
Total	4968	5202

6. Describe your agency's ULFT program for single-family residences.
 Santa Ana participates in a region wide ULFT rebate program for both SF & MF. Our regional wholesaler (MWDOC) administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. This program is also for SF & MF.
7. Describe your agency's ULFT program for multi-family residences.
 See #6 above.
8. Is a toilet retrofit on resale ordinance in effect for your service area? no
9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

B. Residential ULFT Program Expenditures

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

C. "At Least As Effective As"

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

D. Comments

Water Supply & Reuse

Reporting Unit:
City of Santa Ana

Year:
2003

Report Not Filed

Accounts & Water Use

Reporting Unit Name:
City of Santa Ana

Submitted to CUWCC
02/26/2005

Year:
2003

A. Service Area Population Information:

1. Total service area population 348143

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	35357	17293.1	0	0
2. Multi-Family	3556	13232.2	0	0
3. Commercial	4384	7975.1	0	0
4. Industrial	101	2103.5	0	0
5. Institutional	263	2492.8	0	0
6. Dedicated Irrigation	659	2177.8	0	0
7. Recycled Water	11	102.7	0	0
8. Other	7	6	0	0
9. Unaccounted	NA	0	NA	0
Total	44338	45383.2	0	0
		Metered		Unmetered

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

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- | | |
|---|------------|
| 1. Based on your signed MOU date, 10/04/1999, your Agency STRATEGY DUE DATE is: | 10/03/2001 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0
Indoor Survey:		
3. Check for leaks, including toilets, faucets and meter checks	no	no
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	no	no
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	no	no
Outdoor Survey:		
6. Check irrigation system and timers	no	no
7. Review or develop customer irrigation schedule	no	no
8. Measure landscaped area (Recommended but not required for surveys)	no	no
9. Measure total irrigable area (Recommended but not required for surveys)	no	no
10. Which measurement method is typically used (Recommended but not required for surveys)		None

11. Were customers provided with information packets that included evaluation results and water savings recommendations?	no	no
12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?	no	no
a. If yes, in what form are surveys tracked?		None
b. Describe how your agency tracks this information.		

C. Water Survey Program Expenditures

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

D. "At Least As Effective As"

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

E. Comments

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Ana

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? yes

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

Santa Ana Municipal Code and Uniform Plumbing Code.

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: 91.7%

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: 79.9%

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

In 2000, MWDOC and MET conducted the OC Saturation Survey and found countywide low flow showerhead saturation rates of 66.9% in single-family and 59.8% in multifamily dwelling units. Saturation rates provided above represent linear extrapolations of saturation survey results for 02-03 and 03-04.

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? 06/01/1991

b. Describe your targeting/ marketing strategy.
 Neighborhood events. City Sponsored Events, Water Billing Inserts.
 Contractor has done radio ads and newsprint ads.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	251	40
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	103	40
6. Does your agency track the distribution and cost of low-flow devices?		no

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

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

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	7000
2. Actual Expenditures	5945.15	

D. "At Least As Effective As"

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

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

E. Comments

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- | | |
|--|-------|
| 1. Has your agency completed a pre-screening system audit for this reporting year? | no |
| 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production: | |
| a. Determine metered sales (AF) | 43729 |
| b. Determine other system verifiable uses (AF) | 0 |
| c. Determine total supply into the system (AF) | 46534 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.94 |
| 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. | 453 |
| 2. Number of miles of distribution system line surveyed. | 0 |

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

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2003

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 674 |
| 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 | no |
| b. Distribution Uniformity Analysis | no |
| c. Review / Develop Irrigation Schedules | no |
| d. Measure Landscape Area | no |
| e. Measure Total Irrigable Area | no |
| f. Provide Customer Report / Information | no |
| 5. Do you track survey offers and results? | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

C. Other BMP 5 Actions

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

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

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

No

a. If YES, describe below:

6. Do you have irrigated landscaping at your facilities?

yes

a. If yes, is it water-efficient?

yes

b. If yes, does it have dedicated irrigation metering?

yes

7. Do you provide customer notices at the start of the irrigation season?

no

8. Do you provide customer notices at the end of the irrigation season?

no

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	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

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Santa Ana

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.
Edison and SCG. MWDOC does not have the information on the amounts. | |
| 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. | 69 |

B. Rebate 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

BMP 07: Public Information Programs

Reporting Unit:
City of Santa Ana

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.
 Water Billing, School Programs, City sponsored events.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	no	
g. Speaker's Bureau	yes	2
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	1500	1500
2. Actual Expenditures	1500	

C. "At Least As Effective As"

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

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

D. Comments

BMP 08: School Education Programs

Reporting Unit:
City of Santa Ana

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	51	5618	0
Grades 4th-6th	yes	43	3136	0
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

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

4. When did your Agency begin implementing this program? 1/01/1992

B. School Education Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- | | |
|--|-----|
| 1. Has your agency identified and ranked COMMERCIAL customers according to use? | yes |
| 2. Has your agency identified and ranked INDUSTRIAL customers according to use? | 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	yes	yes	yes
f. Evaluation of all water-using apparatus and processes	yes	yes	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	yes	yes

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	173	38430
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?	no
6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	no
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	5.46
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	49.15

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	10000	10000
2. Actual Expenditures	46453.5	

C. "At Least As Effective As"

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

D. Comments

Santa Ana participates in a Regional CII Rebate Program facilitated by our regional Wholesaler, Metropolitan Water District of S. C. We have put in the number of rebates but not the dollar amounts or acre/feet associated with them. Metropolitan tracks these.

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Santa Ana

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
CII ULFT Study subsector
targeting

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

We found CII sectors and sub sectors most effective because we were able to version our marketing efforts appropriately.

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

Bill insert
Direct letter
Newsletter
Web page
Newspapers
Trade publications
Other print media
Trade shows and events
Telemarketing

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

For the purposes of this program, Trade Allies have proven to be the most effective overall marketing tool, as well as the most effective per dollar expended. Trade Allies include plumbers, distributors, retail home improvement stores and product manufacturers.

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 ? 4

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices	6	0	0	0
b. Retail / Wholesale	24	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	2	0	0	0
h. Government	0	0	0	0
i. Churches	0	0	0	0
j. Other	0	0	0	0

5. Program design. Rebate or voucher

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

a. If yes, check all that apply. Consultant

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 1
- b. Inadequate payback 3
- c. Inadequate ULFT performance 2
- d. Lack of funding 5
- e. American's with Disabilities Act 0
- f. Permitting 0

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.

Customers are generally more willing to participate in the program if the cost of the retrofit is in balance with the amount of the rebate, and the projected water savings is significant. Resistance occurs if the out-of-pocket expense for the retrofit is too costly and the rebate amount is too low.

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?

See the MWD of SC program for details.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	1980
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	1980

D. Comments

BMP 11: Conservation Pricing

Reporting Unit:
City of Santa Ana

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	Increasing Block
c. Total Revenue from Volumetric Rates	\$20240352
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

2. Commercial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$5749151
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

3. Industrial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$1409254
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

4. Institutional / Government

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$1614834
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

5. Irrigation

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1511737
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

6. Other

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Increasing Block
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

BMP 12: Conservation Coordinator

Reporting Unit:
City of Santa Ana

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? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 10%
 - b. Coordinator's Name George Hunt
 - c. Coordinator's Title Water Quality Supervisor
 - d. Coordinator's Experience and Number of Years 12
 - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/1991
6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	15000	15000
2. Actual Expenditures	7100	

C. "At Least As Effective As"

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

D. Comments

BMP 13: Water Waste Prohibition

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2003

A. Requirements for Documenting BMP Implementation

1. Is a water waste prohibition ordinance in effect in your service area? 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:
Not applicable at this time

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

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
City of Santa Ana

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	233	104
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	6290	4426
Total	6523	4530

6. Describe your agency's ULFT program for single-family residences.
 Santa Ana participates in a region wide ULFT rebate program for both SF & MF. our regional wholesaler (MWDOC) administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "Other " program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. This program is also for SF & MF.
7. Describe your agency's ULFT program for multi-family residences.
 See #6 above.
8. Is a toilet retrofit on resale ordinance in effect for your service area? no
9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

B. Residential ULFT Program Expenditures

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

C. "At Least As Effective As"

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

D. Comments

Water Supply & Reuse

Reporting Unit:

Year:
2001

Report Not Filed

Accounts & Water Use

Reporting Unit Name:
City of Santa Ana

Form Status:
0% Complete

Year:
2001

Report Not Filed

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

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

- | | |
|---|------------|
| 1. Based on your signed MOU date, 10/04/1999, your Agency STRATEGY DUE DATE is: | 10/03/2001 |
| 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys?
a. If YES, when was it implemented? | no |
| 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys?
a. If YES, when was it implemented? | no |

B. Water Survey Data

Survey Counts:

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

Indoor Survey:

3. Check for leaks, including toilets, faucets and meter checks	yes	yes
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	yes	yes

5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	yes	yes
---	-----	-----

Outdoor Survey:

6. Check irrigation system and timers	yes	yes
7. Review or develop customer irrigation schedule	yes	yes
8. Measure landscaped area (Recommended but not required for surveys)	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?	no	no
a. If yes, in what form are surveys tracked?		
b. Describe how your agency tracks this information.		

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	1000	1000
2. Actual Expenditures	200	

D. "At Least As Effective As"

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

E. Comments

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Ana

BMP Form Status:
95% Complete

Year:
2001

A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? yes
 - a. If YES, list local jurisdictions in your service area and code or ordinance in each:
 Santa Ana Municipal Code & Uniform Plumbing Code
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: 11%
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: 10%
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? yes
 - a. If YES, when did your agency begin implementing this strategy? 6/1/1991
 - b. Describe your targeting/ marketing strategy.
 Neighborhood Events, City Sponsored Events, Water Billing Inserts

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	353	150
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
6. Does your agency track the distribution and cost of low-flow devices?		no
<ol style="list-style-type: none"> a. If YES, in what format are low-flow devices tracked? b. If yes, describe your tracking and distribution system : 		

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	5000	7000
2. Actual Expenditures	5000	

D. "At Least As Effective As"

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

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

E. Comments

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

- | | |
|--|-------|
| 1. Has your agency completed a pre-screening system audit for this reporting year? | no |
| 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production: | |
| a. Determine metered sales (AF) | 47324 |
| b. Determine other system verifiable uses (AF) | 0 |
| c. Determine total supply into the system (AF) | 50412 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.94 |
| 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? | no |
| 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. | 453 |
| 2. Number of miles of distribution system line surveyed. | 0 |

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

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

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

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

B. Feasibility Study

- 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
 - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
 - b. Describe the feasibility study:
- 2. Number of CII accounts with mixed-use meters. 4764
- 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

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 637 |
| 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 | no |
| b. Distribution Uniformity Analysis | no |
| c. Review / Develop Irrigation Schedules | no |
| d. Measure Landscape Area | no |
| e. Measure Total Irrigable Area | no |
| f. Provide Customer Report / Information | no |
| 5. Do you track survey offers and results? | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

C. Other BMP 5 Actions

- | | |
|---|----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? | no |
| 2. Number of CII mixed-use accounts with landscape budgets. | 0 |

3. Do you offer landscape irrigation training? yes
4. Does your agency offer financial incentives to improve landscape water use efficiency? no

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

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

a. If YES, describe below:
Literature

6. Do you have irrigated landscaping at your facilities? yes
- a. If yes, is it water-efficient? yes
- b. If yes, does it have dedicated irrigation metering? yes

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

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

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	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

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

- | | |
|---|-----|
| 1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? | yes |
| a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.
SCE - 100. SCG - 50. | |
| 2. Does your agency offer rebates for high-efficiency washers? | no |
| 3. What is the level of the rebate? | 0 |
| 4. Number of rebates awarded. | 0 |

B. Rebate 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

BMP 07: Public Information Programs

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

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

a. If YES, describe the program and how it's organized.
 Water billing. School programs. City sponsored events.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	3
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	no	
g. Speaker's Bureau	yes	2
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	1000	1500
2. Actual Expenditures	1000	

C. "At Least As Effective As"

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

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

D. Comments

BMP 08: School Education Programs

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

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

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

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	9	5570	0
Grades 4th-6th	yes	9	5585	0
Grades 7th-8th	yes	2	500	0
High School	yes	1	280	0

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

4. When did your Agency begin implementing this program? 1/1/1992

B. School Education Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

- | | |
|--|-----|
| 1. Has your agency identified and ranked COMMERCIAL customers according to use? | yes |
| 2. Has your agency identified and ranked INDUSTRIAL customers according to use? | 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	1	0
b. Number of New Surveys Completed	0	1	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0

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

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

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?	no
6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	no
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.	0
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	0

B. Conservation Program Expenditures for CII Accounts

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

C. "At Least As Effective As"

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

D. Comments

BMP 09a: CII ULFT Water Savings

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

Report Not Filed

BMP 11: Conservation Pricing

Reporting Unit:
City of Santa Ana

BMP Form Status:
0% Complete

Year:
2001

Report Not Filed

BMP 12: Conservation Coordinator

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 15%
 - b. Coordinator's Name Nancy Bailey
 - c. Coordinator's Title Water Quality Coordinator
 - d. Coordinator's Experience and Number of Years 11
 - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/1991
6. Number of conservation staff, including Conservation Coordinator. 2

B. Conservation Staff Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

BMP 13: Water Waste Prohibition

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Requirements for Documenting BMP Implementation

1. Is a water waste prohibition ordinance in effect in your service area? 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:
Not applicable at this time.

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

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
City of Santa Ana

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

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

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	761	0
5. Other	0	0
Total	761	0

6. Describe your agency's ULFT program for single-family residences.
 We hold 1 - 4 giveaways at our Corporate Yard each year. Contractor targets neighborhoods and delivers to customers.

7. Describe your agency's ULFT program for multi-family residences.
 Contractor contacts customers and arranges distribution of ULFT's.

8. Is a toilet retrofit on resale ordinance in effect for your service area? yes

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

Santa Ana Municipal Code	N/A
--------------------------	-----

B. Residential ULFT Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

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

Reporting Unit:
City of Santa Ana

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

Warning: The BMP 1 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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 Santa Ana to Implement Targeting/Marketing Program by:	2001		
		<u>Single-Family</u>	<u>Multi-Family</u>
Year City of Santa Ana Reported Implementing Targeting/Marketing Program:			
City of Santa Ana Met Targeting/Marketing Coverage Requirement:	NO	NO	

Test for Condition 2

			<u>Single-Family</u>	<u>Multi-Family</u>
Survey Program to Start by:	2000	Residential Survey Offers (%)		
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:	11
Past Credit for Surveys Completed Prior to 1999 (Implementation of Reporting Database):	
Total + Credit	_____

Residential Accounts in Base Year	43,007	31,925
City of Santa Ana Survey Coverage as % of Base Year Residential Accounts	0.03%	
Coverage Requirement by Year 5 of Implementation per Exhibit 1	4.90%	4.90%
City of Santa Ana on Schedule to Meet 10-Year Coverage Requirement	NO	NO

BMP 1 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 02 Coverage: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Ana

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

Warning: The BMP 2 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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	<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				
2000	99-00				
2001	01-02	11.00%	NO	10.00%	NO
2002	01-02	11.00%	NO	10.00%	NO
2003	03-04	91.70%	YES	79.90%	YES
2004	03-04	100.00%	YES	86.60%	YES

Test for Condition 2

<u>Report Year</u>	<u>Report Period</u>	<u>City of Santa Ana has ordinance requiring showerhead retrofit?</u>
1999	99-00	
2000	99-00	
2001	01-02	YES
2002	01-02	YES
2003	03-04	YES
2004	03-04	NO

Test for Condition 3

Reporting Period: 03-04

<u>1992 SF Accounts</u>	<u>Num. Showerheads Distributed to SF Accounts</u>	<u>Single-Family Coverage Ratio</u>	<u>SF Coverage Ratio > 10%</u>
42,000	490	1.2%	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>
30,000	140	0.5%	NO

BMP 2 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

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

Reporting Unit:
City of Santa Ana

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

Warning: The BMP 3 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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				
2000	99-00				
2001	01-02	NO	93.9%	No	NO
2002	01-02	YES	94.3%	No	NO
2003	03-04	NO	94.0%	No	NO
2004	03-04	NO	92.4%	No	NO

BMP 3 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

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

Reporting Unit:
City of Santa Ana

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 4 of Implementation per Exhibit 1

24.0%

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 Santa Ana

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				NA
2000	99-00					NA
2001	01-02	1	637			NA
2002	01-02	2	675			NA
2003	03-04	3	674			NA
2004	03-04	4	699			No

Test for Condition 2a (survey offers)

Select Reporting Period:

03-04

Large Landscape Survey Offers as % of Mixed Use Meter CII Accounts

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	
Total + Credit	
CII Accounts in Base Year	4,231
RU Survey Coverage as a % of Base Year CII Accounts	
Coverage Requirement by Year of Implementation per Exhibit 1	3.6%
RU on Schedule to Meet 10 Year Coverage Requirement	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		
2000	99-00			
2001	01-02	1	NO	
2002	01-02	2	NO	
2003	03-04	3	NO	
2004	03-04	4	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			
2001	01-02	1	4,764	
2002	01-02	2	4,764	
2003	03-04	3	4,692	
2004	03-04	4	4,692	

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			
2000	99-00				
2001	01-02	1	NO		
2002	01-02	2	NO		
2003	03-04	3	NO		
2004	03-04	4	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 Santa Ana

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			
2000	99-00				
2001	01-02	1	YES	NO	
2002	01-02	2	YES	NO	
2003	03-04	3	YES	YES	100.00
2004	03-04	4	YES	YES	100.00

<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		
2000	99-00			
2001	01-02	1		NO
2002	01-02	2	54	NO
2003	03-04	3	69	YES
2004	03-04	4	188	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 Santa Ana

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

Warning: The BMP 7 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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		
2000	99-00	1	
2001	01-02	2	YES
2002	01-02	3	YES
2003	03-04	4	YES
2004	03-04	5	YES

BMP 7 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 08 Coverage: School Education Programs

Reporting Unit:
City of Santa Ana

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

Warning: The BMP 8 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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		
2000	99-00	1	
2001	01-02	2	YES
2002	01-02	3	YES
2003	03-04	4	YES
2004	03-04	5	YES

BMP 8 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 09 Coverage: Conservation Programs for CII Accounts

Reporting Unit:
City of Santa Ana

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			
2000	99-00				
2001	01-02	1	YES	YES	YES
2002	01-02	2	YES	YES	YES
2003	03-04	3	YES	YES	YES
2004	03-04	4	YES	YES	YES

Test for Condition 2a

	Commercial	Industrial	Institutional
Total Completed Surveys Reported through 2004			
Credit for Surveys Completed Prior to Implementation of Reporting Databases			
Total + Credit		1	
CII Accounts in Base Year	4,100	82	49
RU Survey Coverage as % of Base Year CII Accounts		1.2%	
Coverage Requirement by Year 4 of Implementation per Exhibit 1	2.4%	2.4%	2.4%
RU on Schedule to Meet 10 Year Coverage Requirement	NO	NO	NO

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				YES
2000	99-00					YES
2001	01-02	1			0.5%	NO
2002	01-02	2			1.0%	NO
2003	03-04	3	18	0.1%	1.7%	NO
2004	03-04	4			2.4%	NO

Test for Condition 2c

Total BMP 9 Surveys + Credit	1
BMP 9 Survey Coverage	0.0%
BMP 9 Performance Target Coverage	0.1%
BMP 9 Survey + Performance Target Coverage	0.2%
Combined Coverage Equals or Exceeds Coverage Requirement?	NO

BMP 9 COVERAGE STATUS SUMMARY:

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

BMP 11 Coverage: Conservation Pricing

Reporting Unit:
City of Santa Ana

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.

BMP 12 Coverage: Conservation Coordinator

Reporting Unit:
City of Santa Ana

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

Warning: The BMP 12 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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		
2000	99-00		
2001	01-02	YES	2
2002	01-02	YES	2
2003	03-04	YES	2
2004	03-04	YES	2

BMP 12 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 13 Coverage: Water Waste Prohibition

Reporting Unit:
City of Santa Ana

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

Warning: The BMP 13 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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

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

Test for Condition 1

Agency or service area prohibits:

Year	<u>Gutter Flooding</u>	<u>Single-Pass Cooling Systems</u>	<u>Single-Pass Car Wash</u>	<u>Single-Pass Laundry</u>	<u>Single-Pass Fountains</u>	<u>Other</u>	<u>RU has ordinance that meets coverage requirement</u>
1999							
2000							
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:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: **City of Santa Ana**

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>
2000	No	No	No		
2001	Yes	No	Yes		20.11
2002	No	No	Yes		39.42
2003	Yes	No	No		449.04
2004	Yes	No	No		1224.69
2005	No	No	No		
2006	No	No	No		
2007	No	No	No		
2008	No	No	No		
2009	No	No	No		

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

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

Warning: The BMP 1 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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 Santa Ana to Implement Targeting/Marketing Program by:	2001		
		<u>Single-Family</u>	<u>Multi-Family</u>
Year City of Santa Ana Reported Implementing Targeting/Marketing Program:			
City of Santa Ana Met Targeting/Marketing Coverage Requirement:	NO	NO	

Test for Condition 2

			<u>Single-Family</u>	<u>Multi-Family</u>
Survey Program to Start by:	2000	Residential Survey Offers (%)	0.03%	
Reporting Period:	01-02	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 - 2002:	11	
Past Credit for Surveys Completed Prior to 1999 (Implementation of Reporting Database):		
Total + Credit	11	
Residential Accounts in Base Year	43,007	31,925
City of Santa Ana Survey Coverage as % of Base Year Residential Accounts	0.03%	
Coverage Requirement by Year 3 of Implementation per Exhibit 1	2.50%	2.50%
City of Santa Ana on Schedule to Meet 10-Year Coverage Requirement	NO	NO

BMP 1 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 02 Coverage: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

Warning: The BMP 2 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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	<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				
2000	99-00				
2001	01-02	11.00%	NO	10.00%	NO
2002	01-02	11.00%	NO	10.00%	NO
2003	03-04	91.70%	YES	79.90%	YES
2004	03-04	100.00%	YES	86.60%	YES

Test for Condition 2

<u>Report Year</u>	<u>Report Period</u>	<u>City of Santa Ana has ordinance requiring showerhead retrofit?</u>
1999	99-00	
2000	99-00	
2001	01-02	YES
2002	01-02	YES
2003	03-04	YES
2004	03-04	NO

Test for Condition 3

Reporting Period: 01-02

<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>
42,000	757	1.8%	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>
30,000	250	0.8%	NO

BMP 2 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

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

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

Warning: The BMP 3 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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				
2000	99-00				
2001	01-02	NO	93.9%	No	NO
2002	01-02	YES	94.3%	No	NO
2003	03-04	NO	94.0%	No	NO
2004	03-04	NO	92.4%	No	NO

BMP 3 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

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

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

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 2002

No. of Unmetered Accounts in Base Year

Meter Retrofit Coverage as % of Base Year Unmetered Accounts

Coverage Requirement by Year 2 of Implementation per Exhibit 1

10.0%

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 Santa Ana

Reporting Period:
01-02

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				NA
2000	99-00					NA
2001	01-02	1	637			NA
2002	01-02	2	675			NA
2003	03-04	3	674			NA
2004	03-04	4	699			No

Test for Condition 2a (survey offers)

Select Reporting Period:

01-02

Large Landscape Survey Offers as % of Mixed Use Meter CII Accounts

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	
Total + Credit	
CII Accounts in Base Year	4,231
RU Survey Coverage as a % of Base Year CII Accounts	
Coverage Requirement by Year of Implementation per Exhibit 1	1.5%
RU on Schedule to Meet 10 Year Coverage Requirement	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		
2000	99-00			
2001	01-02	1	NO	
2002	01-02	2	NO	
2003	03-04	3	NO	
2004	03-04	4	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			
2001	01-02	1	4,764	
2002	01-02	2	4,764	
2003	03-04	3	4,692	
2004	03-04	4	4,692	

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			
2000	99-00				
2001	01-02	1	NO		
2002	01-02	2	NO		
2003	03-04	3	NO		
2004	03-04	4	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 Santa Ana

Reporting Period:
01-02

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			
2000	99-00				
2001	01-02	1	YES	NO	
2002	01-02	2	YES	NO	
2003	03-04	3	YES	YES	100.00
2004	03-04	4	YES	YES	100.00

<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		
2000	99-00			
2001	01-02	1		NO
2002	01-02	2	54	NO
2003	03-04	3	69	YES
2004	03-04	4	188	YES

BMP 6 COVERAGE STATUS SUMMARY:

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

BMP 07 Coverage: Public Information Programs

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

Warning: The BMP 7 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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		
2000	99-00	1	
2001	01-02	2	YES
2002	01-02	3	YES
2003	03-04	4	YES
2004	03-04	5	YES

BMP 7 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 08 Coverage: School Education Programs

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

Warning: The BMP 8 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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		
2000	99-00	1	
2001	01-02	2	YES
2002	01-02	3	YES
2003	03-04	4	YES
2004	03-04	5	YES

BMP 8 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 09 Coverage: Conservation Programs for CII Accounts

Reporting Unit:
City of Santa Ana

Reporting
Period:
01-02

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			
2000	99-00				
2001	01-02	1	YES	YES	YES
2002	01-02	2	YES	YES	YES
2003	03-04	3	YES	YES	YES
2004	03-04	4	YES	YES	YES

Test for Condition 2a

	Commercial	Industrial	Institutional
Total Completed Surveys Reported through 2002			
Credit for Surveys Completed Prior to Implementation of Reporting Databases			
Total + Credit			
CII Accounts in Base Year	4,100	82	49
RU Survey Coverage as % of Base Year CII Accounts			
Coverage Requirement by Year 2 of Implementation per Exhibit 1	1.0%	1.0%	1.0%
RU on Schedule to Meet 10 Year Coverage Requirement	NO	NO	NO

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				YES
2000	99-00					YES
2001	01-02	1			0.5%	NO
2002	01-02	2			1.0%	NO
2003	03-04	3	18	0.1%	1.7%	NO
2004	03-04	4			2.4%	NO

Test for Condition 2c

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

BMP 9 COVERAGE STATUS SUMMARY:

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

BMP 11 Coverage: Conservation Pricing

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

Warning: The BMP 11 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 12 Coverage: Conservation Coordinator

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

Warning: The BMP 12 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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

Test for Compliance

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

BMP 12 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 13 Coverage: Water Waste Prohibition

Reporting Unit:
City of Santa Ana

Reporting Period:
01-02

MOU Exhibit 1 Coverage Requirement

No exemption request filed

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

No

Warning: The BMP 13 form is not 100% complete for one or more report years. This may produce inaccurate results for this report.

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

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

Test for Condition 1

Agency or service area prohibits:

Year	Gutter Flooding	Single-Pass Cooling Systems	Single-Pass Car Wash	Single-Pass Laundry	Single-Pass Fountains	Other	RU has ordinance that meets coverage requirement
1999							
2000							
2001	no	no	no	no	no	no	NO

2002	no						
2003	no						
2004	no						

BMP 13 COVERAGE STATUS SUMMARY:

Coverage status cannot be calculated. Water supplier data is missing that is required to calculate coverage status for this BMP.

BMP 14 Coverage: Residential ULFT Replacement Programs

Reporting Unit: **City of Santa Ana**

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>
2000	No	No	No		
2001	Yes	No	Yes		20.11
2002	No	No	Yes		39.42
2003	Yes	No	No		449.04
2004	Yes	No	No		1224.69
2005	No	No	No		
2006	No	No	No		
2007	No	No	No		
2008	No	No	No		
2009	No	No	No		

*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.