

**APPENDIX E**  
**CUWCC INFORMATION**

- 2003 Report Submittal
- 2004 Report Submittal
- Cover Letter of Exemption Request for BMP 1 – November 29, 2004

Reported as of 7/1

**Water Supply & Reuse**

Reporting Unit:

**Walnut Valley Water District**

Year:

**2003****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
Weymouth Treatment Plant	21693.13	Imported
Miramar Treatment Plant	2237.44	Imported
Pomona Reclamation Plant	564.72	Recycled
Recycled Wells	364.7	Groundwater

**Total AF: 24859.99**

Reported as of 7/1

## Accounts & Water Use

Reporting Unit Name:  
Walnut Valley Water District

Submitted to  
CUWCC  
11/30/2004

Year:  
2003

### A. Service Area Population Information:

1. Total service area population 98600

### 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	23796	16123.63	0	0
2. Multi-Family	995	2196.72	0	0
3. Commercial	754	1865.54	0	0
4. Industrial	160	474.4	0	0
5. Institutional	75	546.5	0	0
6. Dedicated Irrigation	258	1079.45	0	0
7. Recycled Water	191	1731.45	0	0
8. Other	24	46.11	0	0
9. Unaccounted	NA	796.19	NA	0
<b>Total</b>	<b>26253</b>	<b>24859.99</b>	<b>0</b>	<b>0</b>
	Metered		Unmetered	

Reported as of 7/1

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

Reporting Unit: **Walnut Valley Water District**      BMP Form Status: **100% Complete**      Year: **2003**

### A. Implementation

- |   |            |
|---|------------|
| 1. Based on your signed MOU date, 11/14/1991, your Agency STRATEGY DUE DATE is:   | 11/13/1993 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no         |
| a. If YES, when was it implemented?   |            |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys?  | no         |
| a. If YES, when was it implemented?   |            |

### B. Water Survey Data

<b>Survey Counts:</b>	<b>Single Family Accounts</b>	<b>Multi-Family Units</b>
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   | 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            | no  |
| 7. Review or develop customer irrigation schedule  | yes            | no  |
| 8. Measure landscaped area (Recommended but not required for surveys)  | yes            | no  |
| 9. Measure total irrigable area (Recommended but not required for surveys)   | yes            | no  |
| 10. Which measurement method is typically used (Recommended but not required for surveys)                                | Odometer Wheel |     |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | yes            | yes |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?                     | 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	0	0
2. Actual Expenditures	0	

### D. "At Least As Effective As"

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

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

### E. Comments

The Walnut Valley Water District filed a cost-effectiveness analysis to exempt the District from this BMP. The cost-effectiveness analysis was submitted on November 25, 2002.

Reported as of 7/1

**BMP 02: Residential Plumbing Retrofit**

Reporting Unit: **Walnut Valley Water District**      BMP Form Status: **100% Complete**      Year: **2003**

**A. Implementation**

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

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

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

3. Estimated percent of single-family households with low-flow showerheads: 95%

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: 95%

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

The Walnut Valley Water District participated in the AWWARF Residential End Uses of Water Study and the data collected for this study shows an average showerhead flow rate of 2.09 gpm for homes within the District's service area.

**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? 7/1/1989

b. Describe your targeting/ marketing strategy.

Free showerheads and toilet tank displacement devices were offered in conjunction with previous home water use survey programs advertised to our consumers in the District's bimonthly newsletter.

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

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

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

**C. Low-Flow Device Distribution Expenditures**

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

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

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

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

**E. Comments**

The Walnut Valley Water District filed a cost-effectiveness analysis to exempt the District from this BMP. The cost-effectiveness analysis was submitted on November 25, 2002.

Reported as of 7/1

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

Reporting Unit:	BMP Form Status:	Year:
<b>Walnut Valley Water District</b>	<b>100% Complete</b>	<b>2003</b>

**A. Implementation**

- |  |       |
|--|-------|
| 1. Has your agency completed a pre-screening system audit for this reporting year?   | yes   |
| 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:                                   |       |
| a. Determine metered sales (AF)  | 24064 |
| b. Determine other system verifiable uses (AF)   | 13    |
| c. Determine total supply into the system (AF)   | 24860 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.97  |
| 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production?   | yes   |
| 4. Did your agency complete a full-scale audit during this report year?  | no    |
| 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit?             | yes   |
| 6. Does your agency operate a system leak detection program?   | no    |
| a. If yes, describe the leak detection program:  |       |

**B. Survey Data**

- |  |     |
|--|-----|
| 1. Total number of miles of distribution system line.    | 367 |
| 2. Number of miles of distribution system line surveyed. | 0   |

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

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

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

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

**E. Comments**



Reported as of 7/1

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
**Walnut Valley Water  
 District**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 258 |
| 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   | no  |

landscape water use efficiency?

<b>Type of Financial Incentive:</b>	<b>Budget (Dollars/Year)</b>	<b>Number Awarded to Customers</b>	<b>Total Amount Awarded</b>
-------------------------------------	------------------------------	------------------------------------	-----------------------------

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

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

a. If YES, describe below:

The District provides the following information to new and existing consumers to educate them on the importance of landscape water use efficiency: 1. The Story of Drinking Water 2. Water Conservation at Home

- |   |     |
|---|-----|
| 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**

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

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

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

**F. Comments**

The District is looking into ways it can incorporate into its GIS system spatial information to obtain landscape areas for computation of water use budgets.

Reported as of 7/1

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

Reporting Unit: **Walnut Valley Water District**      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.

Each calendar year the Southern California Gas Company offers a rebate program to its customers on a first-come first-served basis. Customers can obtain a \$75 rebate for the purchase of a Tier 1 high-efficiency washer or a \$125 rebate for the purchase of a Tier 2 high-efficiency washer.

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. 107

### 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? yes

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

Although the District does not directly provide rebate money for this program, Walnut Valley Water District customers are able to receive a \$100 rebate through a program managed by Three Valleys Municipal Water District. This program is co-sponsored by the State Department of Water Resources, Metropolitan Water District, and U.S. Bureau of Reclamation.

### D. Comments

Reported as of 7/1

### BMP 07: Public Information Programs

Reporting Unit: **Walnut Valley Water District**      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.

The District conducts the following programs to promote and educate customers about water conservation: 1. District Newsletter, Water Line, is distributed to every District customer two times each year. 2. On-Hold Message: Suggests ways to conserve and offers free water conservation brochures and materials to help consumers conserve. 3. Public Events: District staffs a booth at numerous community events throughout the year to distribute free conservation brochures and materials to consumers. 4. Water Bills: Shows water usage comparisons to consumers. 5. Billing Insert: Billing inserts are provided in monthly water bills ten times per year. 6. Paid Advertising: Print water conservation ads in local school and community publications. 7. Banners that display conservation message. 8. Parades where District representatives hand out yo-yos, sponges, etc. that have a water conservation message. 9. Open House in conjunction with chamber mixer event. 10. Walnut Cable TV interviewed District representatives and provided the public with important water conservation information.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	4
b. Public Service Announcement	yes	1
c. Bill Inserts / Newsletters / Brochures	yes	12
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	4
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

#### B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	55000	80000
2. Actual Expenditures	25398	

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

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

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

as."

**D. Comments**

Reported as of 7/1

### BMP 08: School Education Programs

Reporting Unit:  
**Walnut Valley Water District**

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	35	2411	0
Grades 4th-6th	yes	27	2547	1
Grades 7th-8th	yes	0	0	0
High School	yes	5	150	0

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

4. When did your Agency begin implementing this program? 7/1/1990

#### B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	35000	55000
2. Actual Expenditures	33485	

#### 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

School education programs for this reporting period include: 16 theater performances at 9 schools reaching 3,889 students with the National Theatre for Children's presentation of "Alice in Water Land" and grade appropriate materials. 3rd-5th grade poster contest reaching 650 students in 33 classes. High school essay contest with 9 entries from 5 classes. Learning to be WaterWise program reached 239 fifth grade students attending 5 classes with grade appropriate materials. Water education presentations to 180 K-3rd grade students in 8 classes.

Reported as of 7/1

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit:  
**Walnut Valley Water  
 District**

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 |

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


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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

<b>CII Surveys</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
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
<b>CII Survey Components</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
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
<b>Agency CII Customer Incentives</b>	<b>Budget (\$/Year)</b>	<b>No. Awarded to Customers</b>	<b>Total \$ Amount Awarded</b>
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	51	0

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## Option B: CII Conservation Program Targets

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

### B. Conservation Program Expenditures for CII Accounts

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

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

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

### D. Comments

District consumers have been able to participate in CII survey programs in the past that consist of a site visit, an evaluation of customer water use, and a report identifying recommended efficiency measures. Currently, CII customers are eligible to receive rebate money for the replacement of inefficient fixtures in conjunction with Metropolitan Water District's Sav-a-Buc program. Under this program, 51 pre-rinse valves were distributed to local restaurants during this reporting period. Existing customers have been directed to call a toll-free telephone number to obtain information about this program.

Reported as of 7/1

**BMP 09a: CII ULFT Water Savings**

Reporting Unit: **Walnut Valley Water District**      BMP Form Status: **100% Complete**      Year: **2003**

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

**A. Targeting and Marketing**

1. What basis does your agency use to target customers for participation in this program?  
 Check all that apply.
  - a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.
  
2. How does your agency advertise this program? Check all that apply.
  - a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

**B. Implementation**

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)
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?
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
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Government				
i. Churches				
j. Other				

- 5. Program design.
- 6. Does your agency use outside services to implement this program?
  - a. If yes, check all that apply.
- 7. Participant tracking and follow-up.
- 8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.
  - a. Disruption to business
  - b. Inadequate payback
  - c. Inadequate ULFT performance
  - d. Lack of funding
  - e. American's with Disabilities Act
  - f. Permitting
  - g. Other. Please describe in B. 9.
- 9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.
- 10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

Although the District did not implement and manage a CII ULFT program during the reporting year, District staff did direct CII customers to Metropolitan Water District's Sav-a-Buc program so they could obtain rebate money to replace older style toilets.

**C. Conservation Program Expenditures for CII ULFT**

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

- a. Wholesale agency contribution
- b. State agency contribution
- c. Federal agency

contribution  
d. Other contribution  
e. Total

0

**D. Comments**

Reported as of 7/1

**BMP 11: Conservation Pricing**

Reporting Unit:  
**Walnut Valley Water District**

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	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$12570121
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2821183

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1280001
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$340816

**3. Industrial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$325500
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$83358

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$374969
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$62106

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$740642
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$151313

**6. Other**

a. Water Rate Structure	Uniform
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b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$64256
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$562612

### **B. Conservation Pricing Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
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
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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**

Total revenue under item 6 for Other includes revenue from construction water and from fire protection.

Reported as of 7/1

**BMP 12: Conservation Coordinator**

Reporting Unit:  
**Walnut Valley Water  
 District**

BMP Form Status:  
**100% Complete**

Year:  
**2003**

**A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? yes
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 25%
  - b. Coordinator's Name Denis Hernandez
  - c. Coordinator's Title Director of Administrative Services
  - d. Coordinator's Experience and Number of Years 12 years experience managing and coordinating with consultants numerous conservation programs including ULF toilet programs, CII and single family residential survey programs, the Residential End Use Study, etc.
  - e. Date Coordinator's position was created (mm/dd/yyyy) 12/9/1991
6. Number of conservation staff, including Conservation Coordinator. 2

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	86200	92731
2. Actual Expenditures	77404	

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

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

**D. Comments**

Reported as of 7/1

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**Walnut Valley Water  
District**

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? yes

a. If YES, describe the ordinance:

The District's Rules and Regulations specifically prohibit water waste. During the 1991 drought, the District adopted a resolution enforcing mandatory water conservation measures.

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:

<p>City of Diamond Bar. City of Walnut. City of West Covina.</p>	<p>City of Diamond Bar - Storm Water &amp; Urban Runoff Pollution Control. City of Walnut - Resolution No. 2949 Supporting Mandatory Water Conservation Measures. Ordinance No. 551 Supporting Water Efficient Landscape and Irrigation. City of West Covina - National Pollution Discharge Elimination Study.</p>
--	--

**B. Implementation**

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

a. Gutter flooding yes

b. Single-pass cooling systems for new connections yes

c. Non-recirculating systems in all new conveyor or car wash systems yes

d. Non-recirculating systems in all new commercial laundry systems yes

e. Non-recirculating systems in all new decorative fountains yes

f. Other, please name no

2. Describe measures that prohibit water uses listed above:

District employees hang a door tag as a warning notice to the consumer. Also, the District may disconnect service for negligent waste or misuse of water.

**Water Softeners:**

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

a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes

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. yes
- 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. yes
- 4. Does your agency include water softener checks in home water audit programs? no
- 5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? no

**C. Water Waste Prohibition Program Expenditures**

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

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

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

**E. Comments**

Reported as of 7/1

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Walnut Valley Water District**      BMP Form Status: **100% Complete**      Year: **2003**

#### A. Implementation

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

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

Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	814	0
5. Other	0	0
<b>Total</b>	<b>814</b>	<b>0</b>

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

Through mass mailing to qualifying single-family residences, the District offers free ULFTs to District consumers each year. The program is managed with the assistance of a contractor and local high school students participate in the work by helping with the paperwork and the distribution of the ULFTs. High school students may also assist in the advertising effort by canvassing from door-to-door. Each of the 4 participating high schools receive \$5 for every old toilet returned.

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

District consumers living in multi-family dwellings are also encouraged to participate in the aforementioned ULFT program.

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	52000	44000
2. Actual Expenditures	50525	

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

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

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

#### D. Comments



Reported as of 7/1

**Water Supply & Reuse**

Reporting Unit:

**Walnut Valley Water District**

Year:

**2004****Water Supply Source Information**

<b>Supply Source Name</b>	<b>Quantity (AF) Supplied</b>	<b>Supply Type</b>
Weymouth Treatment Plant	22075.61	Imported
Miramar Treatment Plant	2933	Imported
Pomona Reclamation Plant	852.24	Recycled
Recycled Wells	489.54	Groundwater

**Total AF: 26350.39**

Reported as of 7/1

**Accounts & Water Use**Reporting Unit Name:  
**Walnut Valley Water District**Submitted to  
CUWCC  
**11/30/2004**Year:  
**2004****A. Service Area Population Information:**

1. Total service area population 98700

**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	23803	17029.52	0	0
2. Multi-Family	996	2235.86	0	0
3. Commercial	754	1940.29	0	0
4. Industrial	160	479.84	0	0
5. Institutional	75	553.71	0	0
6. Dedicated Irrigation	259	1121.73	0	0
7. Recycled Water	212	1841.04	0	0
8. Other	26	66.32	0	0
9. Unaccounted	NA	1082.08	NA	0
<b>Total</b>	<b>26285</b>	<b>26350.39</b>	<b>0</b>	<b>0</b>
	Metered		Unmetered	

Reported as of 7/1

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

Reporting Unit: **Walnut Valley Water District**      BMP Form Status: **100% Complete**      Year: **2004**

### A. Implementation

- 1. Based on your signed MOU date, 11/14/1991, your Agency STRATEGY DUE DATE is: 11/13/1993
- 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? no
  - a. If YES, when was it implemented?
- 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? no
  - a. If YES, when was it implemented?

### B. Water Survey Data

<b>Survey Counts:</b>	<b>Single Family Accounts</b>	<b>Multi-Family Units</b>
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 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      no
- 7. Review or develop customer irrigation schedule yes      no
- 8. Measure landscaped area (Recommended but not required for surveys) yes      no
- 9. Measure total irrigable area (Recommended but not required for surveys) yes      no
- 10. Which measurement method is typically used (Recommended but not required for surveys) Odometer Wheel
- 11. Were customers provided with information packets that included evaluation results and water savings recommendations? yes      yes
- 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? 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	0	0
2. Actual Expenditures	0	

### D. "At Least As Effective As"

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

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

### E. Comments

The Walnut Valley Water District filed a cost-effectiveness analysis to exempt the District from this BMP. The cost-effectiveness analysis was submitted on November 25, 2002.

Reported as of 7/1

## BMP 02: Residential Plumbing Retrofit

Reporting Unit: **Walnut Valley Water District**      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: 95%

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: 95%

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

The Walnut Valley Water District participated in the AWWARF Residential End Uses of Water Study and the data collected for this study shows an average showerhead flow rate of 2.09 gpm for homes within the District's service area.

### 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? 7/1/1989

b. Describe your targeting/ marketing strategy.

Free showerheads and toilet tank displacement devices were offered in conjunction with previous home water use survey programs advertised to our consumers in the District's bimonthly newsletter. During this reporting period the District distributed 402 showerheads to its customers.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	402	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
6. Does your agency track the distribution and cost of low-flow devices?		no

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

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

### C. Low-Flow Device Distribution Expenditures

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	0	0
2. Actual Expenditures	904	

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

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

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

**E. Comments**

The Walnut Valley Water District filed a cost-effectiveness analysis to exempt the District from this BMP. The cost-effectiveness analysis was submitted on November 25, 2002.

Reported as of 7/1

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

Reporting Unit: **Walnut Valley Water District**      BMP Form Status: **100% Complete**      Year: **2004**

**A. Implementation**

- |  |       |
|--|-------|
| 1. Has your agency completed a pre-screening system audit for this reporting year?   | yes   |
| 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:                                   |       |
| a. Determine metered sales (AF)  | 25268 |
| b. Determine other system verifiable uses (AF)   | 12    |
| c. Determine total supply into the system (AF)   | 26350 |
| d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. | 0.96  |
| 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production?   | yes   |
| 4. Did your agency complete a full-scale audit during this report year?  | no    |
| 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit?             | yes   |
| 6. Does your agency operate a system leak detection program?   | no    |
| a. If yes, describe the leak detection program:  |       |

**B. Survey Data**

- |  |     |
|--|-----|
| 1. Total number of miles of distribution system line.    | 368 |
| 2. Number of miles of distribution system line surveyed. | 0   |

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

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

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

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

**E. Comments**



Reported as of 7/1

## BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:  
**Walnut Valley Water  
 District**

BMP Form Status:  
**100% Complete**

Year:  
**2004**

### A. Water Use Budgets

- |  |     |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts:  | 259 |
| 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   | no  |

landscape water use efficiency?

<b>Type of Financial Incentive:</b>	<b>Budget (Dollars/Year)</b>	<b>Number Awarded to Customers</b>	<b>Total Amount Awarded</b>
-------------------------------------	------------------------------	------------------------------------	-----------------------------

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

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

a. If YES, describe below:

The District provides the following information to new and existing consumers to educate them on the importance of landscape water use efficiency: 1. The Story of Drinking Water 2. Water Conservation at Home

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**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	0	2800
2. Actual Expenditures	6680	

**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**

During this reporting period the District purchased spatial information that it will incorporate into its GIS system for computation of water use budgets.

Reported as of 7/1

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

Reporting Unit: **Walnut Valley Water District**      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.

Each calendar year the Southern California Gas Company offers a rebate program to its customers on a first-come first-served basis. Customers can obtain a \$75 rebate for the purchase of a Tier 1 high-efficiency washer or a \$125 rebate for the purchase of a Tier 2 high-efficiency washer.

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. 140

### B. Rebate Program Expenditures

	<b>This Year</b>	<b>Next Year</b>
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? yes

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

Although the District does not directly provide rebate money for this program, Walnut Valley Water District customers are able to receive a \$100 rebate through a program managed by Three Valleys Municipal Water District. This program is co-sponsored by the State Department of Water Resources, Metropolitan Water District, and U.S. Bureau of Reclamation.

### D. Comments

Reported as of 7/1

### BMP 07: Public Information Programs

Reporting Unit: **Walnut Valley Water District**      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.

The District conducts the following programs to promote and educate customers about water conservation: 1. District Newsletter, Water Line, is distributed to every District customer two times each year. 2. On-Hold Message: Suggests ways to conserve and offers free water conservation brochures and materials to help consumers conserve. 3. Public Events: District staffs a booth at numerous community events throughout the year to distribute free conservation brochures and materials to consumers. 4. Water Bills: Shows water usage comparisons to customers. 5. Billing Insert: Billing inserts are provided in monthly water bills ten times per year. 6. Paid Adverstising: Print water conservation ads in local school and community publications. 7. Banners that display conservation message. 8. Parades where District representatives hand out yo-yos, sponges, etc. that have a water conservation message 9. Open House: Approximately 700 customers attended this event. Numerous displays were set up and information booths to pass out water conservation information and items such as showerheads, dye tablets, and pistol grip hose nozzles to District customers. 10. Chamber mixer. 10. Prepared new customer brochure during this reporting period. 11. Offered a series of residential landscape and irrigation classes that 56 customers attended.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	8
b. Public Service Announcement	no	0
c. Bill Inserts / Newsletters / Brochures	yes	13
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	no	
f. Special Events, Media Events	yes	5
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

#### B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	80000	60000
2. Actual Expenditures	82550	

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

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

**D. Comments**

Reported as of 7/1

### BMP 08: School Education Programs

Reporting Unit:  
**Walnut Valley Water District**

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	25	2273	0
Grades 4th-6th	yes	26	2369	0
Grades 7th-8th	yes	0	0	0
High School	yes	6	180	0

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

4. When did your Agency begin implementing this program? 7/1/1990

#### B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	55000	55000
2. Actual Expenditures	38472	

#### 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

School education programs for this reporting period include: 19 theater performances at 10 schools reaching 3,844 students with the National Theatre for Children's presentation of "The Water Pirates of Neverland" and grade appropriate materials. 3rd-5th grade poster contest reaching 733 students in 30 classes. High school essay contest with 13 entries from 6 classes. Water education presentations to 65 K-3rd grade students in 2 classes.

Reported as of 7/1

### BMP 09: Conservation Programs for CII Accounts

Reporting Unit:  
**Walnut Valley Water District**

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? yes

<b>CII Surveys</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
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

<b>CII Survey Components</b>	<b>Commercial Accounts</b>	<b>Industrial Accounts</b>	<b>Institutional Accounts</b>
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

<b>Agency CII Customer Incentives</b>	<b>Budget (\$/Year)</b>	<b>No. Awarded to Customers</b>	<b>Total \$ Amount Awarded</b>
h. Rebates	0	19	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	5	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?
7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991.
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.

### B. Conservation Program Expenditures for CII Accounts

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

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

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

### D. Comments

District consumers have been able to participate in CII survey programs in the past that consist of a site visit, an evaluation of customer water use, and a report identifying recommended efficiency measures. Currently, CII customers are eligible to receive rebate money to replace inefficient fixtures in conjunction with Metropolitan Water District's Sav-a-Buc program. Under this program, 5 waterbrooms were distributed to local fast food restaurants and rebates were processed for 19 commercial high efficiency clothes washers. Existing customers have been directed to call a toll-free telephone number to obtain information about this program.

Reported as of 7/1

### BMP 09a: CII ULFT Water Savings

Reporting Unit: **Walnut Valley Water District**      BMP Form Status: **100% Complete**      Year: **2004**

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

#### A. Targeting and Marketing

1. What basis does your agency use to target customers for participation in this program?  
 Check all that apply.
  - a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.
  
2. How does your agency advertise this program? Check all that apply.
  - a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

#### B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.)
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?
3. What is the total number of customer accounts participating in the program during the last year ?

CII Subsector	Number of Toilets Replaced			
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount
4.				
a. Offices				
b. Retail / Wholesale				
c. Hotels				
d. Health				
e. Industrial				
f. Schools: K to 12				
g. Eating				
h. Government				
i. Churches				
j. Other				

- 5. Program design.
- 6. Does your agency use outside services to implement this program?
  - a. If yes, check all that apply.
- 7. Participant tracking and follow-up.
- 8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.
  - a. Disruption to business
  - b. Inadequate payback
  - c. Inadequate ULFT performance
  - d. Lack of funding
  - e. American's with Disabilities Act
  - f. Permitting
  - g. Other. Please describe in B. 9.
- 9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.
- 10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

Although the District did not implement and manage a CII ULFT program during the reporting year, District staff did direct CII customers to Metropolitan Water District's Sav-a-Buc program so they could obtain rebate money to replace older style toilets.

**C. Conservation Program Expenditures for CII ULFT**

1. CII ULFT Program: Annual Budget & Expenditure Data

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

2. CII ULFT Program: Annual Cost Sharing

- a. Wholesale agency contribution
- b. State agency contribution
- c. Federal agency

contribution  
d. Other contribution  
e. Total

0

**D. Comments**

Reported as of 7/1

**BMP 11: Conservation Pricing**

Reporting Unit:  
**Walnut Valley Water District**

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	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$13630086
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$3216436

**2. Commercial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$1372738
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$344361

**3. Industrial**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$339483
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$84009

**4. Institutional / Government**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$391745
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$62069

**5. Irrigation**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$793614
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$151477

**6. Other**

a. Water Rate Structure	Uniform
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b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$95363
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$599820

### **B. Conservation Pricing Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
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
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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**

Total revenue under item 6 for Other includes revenue from construction water and from fire protection.

Reported as of 7/1

**BMP 12: Conservation Coordinator**

Reporting Unit:

**Walnut Valley Water  
District**

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? yes
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
  - a. What percent is this conservation coordinator's position? 25%
  - b. Coordinator's Name Denis Hernandez
  - c. Coordinator's Title Director of Administrative Services
  - d. Coordinator's Experience and Number of Years 13 years experience managing and coordinating with consultants numerous conservation programs including ULF toilet programs, CII and single family residential survey programs, the Residential End Use Study, etc.
  - e. Date Coordinator's position was created (mm/dd/yyyy) 12/9/1991
6. Number of conservation staff, including Conservation Coordinator. 2

**B. Conservation Staff Program Expenditures**

	<b>This Year</b>	<b>Next Year</b>
1. Budgeted Expenditures	92731	97656
2. Actual Expenditures	83348	

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

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

**D. Comments**

Reported as of 7/1

**BMP 13: Water Waste Prohibition**

Reporting Unit:

**Walnut Valley Water  
District**

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? yes

a. If YES, describe the ordinance:

The District's Rules and Regulations specifically prohibit water waste. During the 1991 drought, the District adopted a resolution enforcing mandatory water conservation measures.

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:

City of Diamond Bar. City of Walnut. City of West Covina.	City of Diamond Bar - Storm Water & Urban Runoff Pollution Control. City of Walnut - Resolution No. 2949 Supporting Mandatory Water Conservation Measures. Ordinance No. 551 Supporting Water Efficient Landscape and Irrigation. City of West Covina - National Pollution Discharge Elimination Study.
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**B. Implementation**

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

a. Gutter flooding yes

b. Single-pass cooling systems for new connections yes

c. Non-recirculating systems in all new conveyor or car wash systems yes

d. Non-recirculating systems in all new commercial laundry systems yes

e. Non-recirculating systems in all new decorative fountains yes

f. Other, please name no

2. Describe measures that prohibit water uses listed above:

District employees hang a door tag as a warning notice to the consumer. Also, the District may disconnect service for negligent waste or misuse of water.

**Water Softeners:**

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

a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes

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. yes
- 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. yes
- 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? yes

**C. Water Waste Prohibition Program Expenditures**

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

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

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

**E. Comments**

### BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **Walnut Valley Water District**      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	0	0
3. Direct Install	0	0
4. CBO Distribution	625	0
5. Other	0	0
<b>Total</b>	<b>625</b>	<b>0</b>

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

Through mass mailing to qualifying single-family residences, the District offers free ULFTs to District consumers each year. The program is managed with the assistance of a contractor and local high school students participate in the work by helping with the paperwork and the distribution of the ULFTs. High school students may also assist in the advertising effort by canvassing from door-to-door. Each of the 4 participating high schools receive \$5 for every old toilet returned.

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

District consumers living in multi-family dwellings are also encouraged to participate in the aforementioned ULFT program.

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	44000	44000
2. Actual Expenditures	38794	

#### 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

