

INTRODUCTION: WATER FORUM WATER CONSERVATION PLANS

The Water Conservation Plans provide the way for water purveyors to identify and then report their progress toward implementation of the Best Management Practices (BMPs) and for all parties to confirm that the Conservation Element of the *Agreement* is being implemented. Water Forum Stakeholder representatives negotiated with each purveyor the specific of that purveyor's Water Conservation Plan.

Components of the Water Conservation Plans are:

- a. Description of how the purveyor will implement each BMP.
- b. Annual targets, staffing, and budgets for the first year of full implementation (the beginning of the fourth year after *Agreement* signing).
- c. Description of how the purveyor will implement its citizen involvement program.
- d. Past (at least from 1975 on) and projected total water use to the year 2030 – demonstrating consistency with assumptions used in *Water Forum Agreement*.
- e. Past (at least from 1975 on) and projected per capita water use to the year 2030.

A purveyor's agreed upon Water Forum Water Conservation Plan shall be implemented for its entire service area including future changed boundaries.¹

Water purveyors will prepare annual reports on the implementation of water conservation activities as outlined in their Water Conservation Plans. These reports will be shared with the Water Forum Successor Effort.

- a. Purveyors will annually report their conservation activities for prior year and compare total and per capita water use with their original projections.
- b. If there were any significant differences from what water conservation activities or results were planned, an explanation of the differences will be included. If water conservation results were significantly less than anticipated, an indication of how the results will be achieved in the future will be described.
- c. Each purveyor's progress toward BMP implementation will be annually reviewed and reported by the Water Forum Successor Effort.

Water purveyors will update their Water Conservation Plans every five years.

¹ See City of Folsom Purveyor Specific Agreement for further information on this item.

WATER CONSERVATION ELEMENT

Introduction

This Water Conservation Element is essential to meeting both of the coequal goals of the Water Forum. First, conserved water will be available to help supply increased demand. Secondly, conservation will minimize the need for increased groundwater pumping and increased use of surface water, including water diverted from the American River.

Continued commitment to water conservation will benefit water purveyors, customers, and the environment because it:

Reflects growing public support for the conservation of limited natural resources and adequate water supplies.

Allows water districts to optimize the use of existing facilities.

Delays or reduces the capital investments required for capacity expansion of water and wastewater treatment facilities even though the service area may grow.

Is essential for the state and federal agency approvals that will be required for specific projects.

MUNICIPAL AND INDUSTRIAL WATER CONSERVATION

A. Intent

Water purveyors in the region have been working hard to conserve water through implementation of a number of water conservation Best Management Practices (BMPs). The Water Conservation Element of the *Water Forum Agreement* is intended to set forth the water purveyors' programs for implementing all of the BMPs. They were adapted from the Statewide Memorandum of Understanding (MOU) Regarding Urban Water Conservation Best Management Practices and have been customized for use by the Water Forum.

This Water Conservation Element contains the basic components of Water Conservation Plans that will be implemented by the purveyors as described in each purveyor's Water Conservation Plans.

B. Purveyors Receiving Central Valley Project Water Supplies

San Juan Water District, Citrus Heights Water District, Fair Oaks Water District, Orange Vale Water District, Sacramento County, City of Roseville, City of Folsom, El Dorado Irrigation District, Georgetown Divide Public Utility District, and Placer County Water Agency are, or will become, users of Central Valley Project water supplies. As such they are subject to the water conservation provisions of the Central Valley Project Improvement Act

(CVPIA). CVPIA conservation requirements and related costs are independent of the *Water Forum Agreement*.

C. Basic Elements of Water Conservation Plan for Municipal and Industrial Uses

1. RESIDENTIAL² METER RETROFIT (BMP # 4) and CONSERVATION PRICING (BMP #11)

Volumetric measurement and conservation pricing are essential elements of a water conservation program. Water users need to be able to know how much they are using in order to be efficient. Users need accurate economic signals -- which require volumetric measurement and conservation pricing -- in order to encourage the use of water in the most efficient manner possible.

- a. **El Dorado Irrigation District, Georgetown Divide Public Utility District, Placer County Water Agency, Rancho Murrieta Community Services District, and Rio Linda/Elverta Community Water District.** These five purveyors are already fully metered and use volumetric billing.
- b. **San Juan Water District, Citrus Heights Water District, Fair Oaks Water District, Orange Vale Water District, Sacramento County, City of Roseville, and City of Folsom.** It is recognized that CVPIA meter retrofit provisions are outside the scope of the *Water Forum Agreement* and that they require faster implementation than what is included in the *Water Forum Agreement*. Purveyors signing the *Water Forum Agreement* who receive CVP water agree that if for any reason any or all of their service area is not immediately or in the future subject to the CVPIA meter retrofit requirement, beginning no later than the start of the fourth year after the *Water Forum Agreement* is signed they would annually retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the *Water Forum Agreement*.
- c. In the first two years after the *Water Forum Agreement* is signed, the **Northridge Water District, the Carmichael Water District, and Citizens Utilities** would plan for, budget, and prepare the public for a residential meter retrofit program. Beginning no later than the start of the fourth year after the *Water Forum Agreement* is signed these purveyors would retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the *Water Forum Agreement*.
- d. **City of Galt, Florin County Water District, Del Paso Manor County Water District.** It is recognized that residential water meter retrofit along with quantity based pricing are important tools for improving the efficiency of water use. This helps extend the supply while also reducing the need for increased groundwater pumping or diversions from the American River.

It is also recognized that these three relatively smaller water purveyors currently rely totally on groundwater and will not realize immediate water supply benefits from participating in the *Water Forum Agreement*. Therefore until such time as these three

² "Residential" for purposes of defining the scope of this BMP is defined as single family or duplex customers.

purveyors need discretionary approvals for new or expanded surface water supplies, an active voluntary meter retrofit with incentives is acceptable. Nothing in the *Water Forum Agreement* prevents purveyors from deciding to undertake a more rapid meter retrofit program.

At such time as any of these purveyors needs discretionary approvals for new or expanded surface water supplies they agree to annually retrofit at least 3.3%-5% of the total number of unmetered residential connections and read and bill as set forth below. If in the future any of these purveyors receives benefits from another agency's conjunctive use program, it agrees to discuss its meter retrofit program with the Water Forum Successor Effort.

- e. **City of Sacramento:** The City of Sacramento has a provision in its Charter prohibiting mandatory residential meters. It is recognized that it would be very difficult to amend the Charter. Going as far as possible within the limitations of its Charter, the City of Sacramento would implement a voluntary meter retrofit program. It is also recognized that environmental signatory organizations prefer and will continue to advocate that all connections be metered.
- f. Water Forum signatories would not implement local retrofit on resale, or any other requirements that would impose escrow or disclosure responsibilities on realtors. This provision would not apply to the City of Sacramento since their Charter prohibits mandatory residential metering. All purveyors would retain the ability to implement incentives for a voluntary meter retrofit at time of resale that would not impose escrow or disclosure requirements.
- g. In administrative proceedings related to statewide matters such as the Bay-Delta water rights proceeding, signatories to this *Agreement* may need to advocate statewide meter retrofit schedules different than what is included in this *Agreement*.
- h. All signatories to the *Water Forum Agreement* will actively support the California Public Utilities Commission (CPUC) allowing investor-owned utilities to recover all costs of meter retrofit through rates.
- h. All signatories to the *Water Forum Agreement* will actively support the California Public Utilities Commission (CPUC) allowing investor-owned utilities to recover all costs of meter retrofit through rates.
- i. As soon as practical, purveyors signatory to the *Water Forum Agreement* will begin reading all meters and including the usage on the customers' bills. This includes meters required in new construction since 1992 and meters retrofit onto existing connections. It is recognized that circumstances vary purveyor by purveyor. However the general guideline used for negotiating each purveyor's water conservation plan was that purveyors would read the meters and provide usage information within three years of signing of the *Water Forum Agreement*. Each purveyor's schedule for implementing this provision is included as part of its Water Conservation Plan.

- j. As soon as practical, purveyors will implement conservation pricing which bases customer charges on the quantity of water used. With conservation pricing, the unit rate is constant regardless of quantity used (uniform rate) or the rate increases as the quantity of water used increases (increasing block rate). It is recognized that circumstances vary purveyor by purveyor. However the general guideline used for negotiating each purveyor's water conservation plan was that purveyors would base customer charges on the quantity of water used within six years of signing of the *Water Forum Agreement*. Each purveyor's schedule for implementing this provision is included as part of its Water Conservation Plan.
2. NON- RESIDENTIAL METER RETROFIT (BMP #4)
Purveyors will retrofit at least 85%-90% of non-residential customers within ten years. Complete non-residential retrofit is not a requirement. This is in recognition of the fact that there could be some smaller nonresidential customers whose service locations could be very difficult and expensive to retrofit.
3. RESIDENTIAL ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM (BMP #16)
California Plumbing Codes require the installation of Ultra-low Flush (ULF) (1.6 gallon) toilets in new construction, which saves approximately 3.5 gallons per flush over older models. ULF toilet retrofitting programs have shown that the water savings average 44 gallons per day for toilets replaced in a multiple family complex and 28 gallons per day saved in single family retrofits.

Purveyors are encouraged, but not required, to establish residential toilet replacement programs. This could be done in conjunction with any toilet replacement programs implemented by sanitation districts. It could also be implemented in cooperative programs with community organizations.
4. NON-RESIDENTIAL TOILET PROGRAM (BMP #16)
Purveyors will provide incentives for replacement of non-residential toilets with ULF toilets. This could also be done in conjunction with any toilet replacement program implemented by sanitation districts.
5. BEST MANAGEMENT PRACTICES OTHER THAN METERS, CONSERVATION PRICING, AND TOILETS
If they have not already done so, purveyors will start implementing the remaining Best Management Practices (BMPs) within three years of signing the *Water Forum Agreement* in a manner consistent with the Water Forum BMP Implementation Criteria (see Appendix D). These criteria were adopted on July 28, 1997 by the Water Forum. They were adapted from the Statewide Memorandum of Understanding (MOU) Regarding Urban Water Conservation Best Management Practices (BMPs) developed by the California Urban Water Conservation Council (CUWCC) and have been customized for use by the Water Forum. These criteria include a Functional Equivalency Provision which in some cases allowed purveyors to negotiate alternative implementation methods that will be as effective as the standard criteria.

The Water Forum Successor Effort will facilitate “changed conditions” negotiations to determine how BMPs adopted or amended by CUWCC after July 1997 will be incorporated into the Water Forum purveyors’ Water Conservation Plans.

If Water Forum signatories are unable to agree on how BMPs adopted or amended by CUWCC after July 1997 will be incorporated into the Water Forum purveyors’ Water Conservation Plans, individual signatory organizations can advocate how they believe those new BMPs should be implemented. This can be done as part of the review of environmental documentation or in legislative, administrative, regulatory and other venues.

6. CITIZEN INVOLVEMENT PROGRAM

In the implementation of BMPs (especially meter retrofit and pricing programs) the water purveyors will establish a citizen involvement program, such as citizen advisory committees, to help design, implement and market water conservation programs. Each purveyor will establish this program within three years of signing the Water Forum Agreement, if they do not already have a program established. Each purveyor’s citizen involvement program is described in its Water Conservation Plan.

7. WATER CONSERVATION PLANS INCLUDED AS AN APPENDIX TO THE WATER FORUM AGREEMENT

The Water Conservation Plans provide the way for water purveyors to identify and then report their progress toward the implementation of the BMPs and for all parties to confirm that the Conservation Element of the Agreement is being implemented. Water Forum’s stakeholder representatives negotiated with each purveyor the specifics of that purveyor’s Water Conservation Plan.

Components of the Water Conservation Plans are:

- a. Description of how the purveyor will implement each BMP.
- b. Annual targets, staffing, and budgets for each of the initial four years.
- c. Description of how the purveyor will implement its citizen involvement program.
- d. Past (at least from 1975 on) and projected total water use to the year 2030 – demonstrating consistency with assumptions used in *Water Forum Agreement* (see Appendix D for format).
- e. Past (at least from 1975 on) and projected per capita water use to the year 2030 (see Appendix D for format.).

8. IMPLEMENTATION OF WATER FORUM BMPS FOR NEW OR EXPANDED SERVICE AREA

A purveyor's agreed upon Water Forum Water Conservation Plan shall be implemented for its entire service area including future changed boundaries.³

9. ANNUAL REPORTS

Water purveyors will prepare annual reports on the implementation of water conservation activities as outlined in their Water Conservation Plans. These reports will be shared with the Water Forum Successor Effort.

- a. Purveyors will annually report their conservation activities for prior year and compare total and per capita water use with their original projections. (i.e., updating the charts originally prepared for item 7 d and e above).
- b. If there were any significant differences from what water conservation activities or results were planned, an explanation of the differences will be included. If water conservation results were significantly less than anticipated, an indication of how the results will be achieved in the future will be described.
- c. Each purveyor's progress toward BMP implementation will be annually reviewed and reported by the Water Forum Successor Effort.

10. UPDATING WATER CONSERVATION PLANS

Purveyors will update their Water Conservation Plans every five years.

D. Specific Agreement on the Water Conservation Element for Municipal and Industrial Uses

All signatories will support, and where appropriate, participate in the Water Conservation Element as set forth above and as described in their Water Conservation Plans negotiated for the *Water Forum Agreement*. Purveyors' Water Conservation Plans are incorporated as Appendix J to the *Water Forum Agreement* and are on file at the Water Forum office.

³ See City of Folsom Purveyor Specific Agreement, *Water Forum Agreement*, page 176.

WATER FORUM BEST MANAGEMENT PRACTICES (BMP) IMPLEMENTATION CRITERIA

The Best Management Practices (BMP) Implementation Criteria on the following pages were adopted on July 28, 1997 by the negotiators participating in the Water Forum BMP Criteria Negotiations. They were adapted from the Statewide Memorandum of Understanding (MOU) Regarding Urban Water Conservation Best Management Practices and have been customized for use by the Water Forum.

The Water Forum Successor Effort will facilitate “changed conditions” negotiations to determine how BMPs adopted or amended by California Urban Water Conservation Council (CUWCC) after July 1997 will be incorporated into the Water Forum purveyors’ Water Conservation Plans.

If Water Forum signatories are unable to agree on how BMPs adopted or amended by CUWCC after July 1997 will be incorporated into the Water Forum purveyors’ Water Conservation Plans, individual signatory organizations can advocate how they believe those new BMPs should be implemented. This can be done as part of the review of environmental documentation or in legislative, administrative, regulatory and other venues.

The signatories to this *Agreement* agree that the BMPs be implemented consistent with the Water Forum Negotiated BMP Implementation Criteria, or Functional Equivalent, as described below.

The following language, adopted on July 28, 1997 by the negotiators participating in the BMP Criteria Negotiations, applied to the development of the Water Conservation Plans that will be apart of the *Water Forum Agreement*.

- A. Purveyors may choose to implement BMPs using the negotiated criteria described on the following pages.
- B. Purveyors also had the option of customizing ways to implement BMPs that will be at least as effective as the negotiated criteria. The Demand/Conservation Team reviewed each of the proposed customized implementation method(s) to determine if the BMP will be at least as effective as the negotiated criteria.
- C. Alternately, a functional equivalency determination could have been made based on an integrated review of the entire package of a purveyor’s proposed schedule and budget for implementing the BMPs. The Demand/Conservation Team determined if the purveyor’s proposal would provide functional equivalency to the full implementation of BMPs using the negotiated criteria.
- D. A purveyor’s agreed upon Water Forum Water Conservation Plan shall be implemented for its entire service area including future changed boundaries.⁴

⁴See City of Folsom Purveyor Specific Agreement (Section D) for further information on this item.

WATER FORUM BMP Implementation Criteria

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

The ongoing program will include, at a minimum:

- A. Within three years of agreement signing, signatories will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Signatories will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits):
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by purveyor or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives, such as the following, to achieve 12% annual participation of the targeted 20% of customers:
 - a. Billing adjustments or bill rebates targeted to plumbing system repair or improvement.
 - b. Incentive programs to encourage plumbing system repair or improvement.

- D. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. The ongoing program will include, at a minimum:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the purveyor office.
 3. Work with the local “Welcome Wagon” or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

The ongoing program will include the following minimum programs (as recommended in AWWA “*Manual of Water Supply Practices, Water Audits and Leak Detection*”):

- A. Unmetered signatories will complete and be maintaining:
1. An annually updated “system map” of type, size and age of pipes; pressures; leak history; and historic data.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection & repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Metered signatories will complete and be maintaining:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated “system map” of: type, size and age of pipes; pressures; record of leaks, etc., with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost-effective.

- C. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

Purveyors will retrofit at least 85-90% of non-residential customers within ten years. Complete non-residential retrofit is not a requirement. This is in recognition of the fact that there could be some smaller non-residential customers whose service locations could be very difficult and expensive to retrofit.

- A. The ongoing program will include, at a minimum:
1. Identify all non-residential unmetered customers.
 2. Provisionally identify any non-residential unmetered customers which may be very difficult and expensive to retrofit.
 3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of nonresidential customers are metered.
 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, signatories will provide newly metered nonresidential customers with information on how to read their meter and a consumption based water bill information on purveyor-provided water conservation programs and services.
- C. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

For the purposes of this BMP, “non-residential” is defined as all accounts except single family and duplex residential dwellings.

BMP 4 RESIDENTIAL METER RETROFIT

(See Section Three, V., Water Conservation Element, pages 89-95, for a description of this customized BMP.)

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

The ongoing program will include, at a minimum:

- A. Within three years of agreement signing, signatories will:
 - 1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 - 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 - 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 - 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the *DWR Landscape Water Management Handbook*, and provide that information to the customers with one acre or larger landscapes.
 - 5. Begin installation of climate appropriate water efficient landscaping at landscaped purveyor facilities, phased in over the five years following agreement signing.

- B. Signatories will annually:
 - 1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 - 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.
 - 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.

- C. The landscape water-use review program will:
 - 1. Provide audits conducted by certified landscape water auditors.
 - 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 - 5. Provide incentives, such as the following, to achieve at least 12% annual participation of targeted customers:
 - a. Billing adjustments or bill rebates targeted to irrigation system repair or improvement.
 - b. Grants, etc. to encourage landscape design and irrigation system improvements.
 - c. ET (evapotranspiration) based tiered rate structure.

- D. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTIFAMILY DEVELOPMENTS

Cities and counties have either already adopted their own landscape water conservation ordinance for new and existing commercial, industrial, institutional, governmental, and multifamily customers, or are covered by the State landscape water conservation ordinance, pursuant to the “*Water Conservation in Landscaping Act*” (California Code of Regulations, Chapter 2.7, Title 23.).

- A. Cities and counties, will enact and implement a landscape water efficiency ordinance pursuant to the “*Water Conservation in Landscaping Act*” (California Code of Regulations, Chapter 2.7), that is at least as effective as the Model Water Efficient Landscape Ordinance described in Chapter 2.7, Sections 490-495.
- B. Cities and counties, in cooperation with purveyors within their jurisdiction, will:
 - 1. Establish a landscape task force with other local governments, water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 - 2. Review, in cooperation with the landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process, to ensure its effectiveness.
 - 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action – for example, the use of consultants.
- C. Signatories will publicly support the county or city’s actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- D. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, a signatory’s ongoing program will include, at a minimum, one of the three choices listed below:

- A. A combination of a purveyor specific program in conjunction with full participation by the purveyor in the Sacramento Area Water Works Association (SAWWA) Conservation Committee’s Public Outreach Program or other equivalent regional program. At this time full financial participation in this program is based upon an annual per connection contribution by purveyors to the SAWWA Conservation Committee for the combined Public Information and School Education program. This program includes programs such as: school outreach, media advertising campaigns, commercial consumer outreach, promotional materials,

community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by the purveyor include, at a minimum:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

OR

B. A combination of a purveyor specific program in conjunction with limited participation by the purveyor in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. At this time limited participation in this program is based upon an annual contribution by a purveyor to the SAWWA Conservation Committee for the combined Public Information and School Education program. This program includes programs such as: school outreach, media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach. The purveyor agrees to spend the difference between the annual per connection SAWWA contribution and the flat annual contribution to SAWWA on an enhanced within-service area implementation of elements 3-6 listed below and elements 3-4 listed in BMP 8, School Education.

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.
3. Providing public speakers to community groups and the media.
4. Using paid and public service advertising for a water conservation campaign.
5. Providing public information to promote other water efficient practices.
6. Coordinating with other governmental agencies, industry groups and public interest groups.

OR

C. An entirely purveyor specific Public Information program, funded at a level equivalent to one-half the full SAWWA per-connection contribution. The program will include activities such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach. The program will also include, as a minimum:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.
3. Providing public speakers to community groups and the media.
4. Using paid and public service advertising for a water conservation campaign.
5. Providing public information to promote other water efficient practices.
6. Coordinating with other governmental agencies, industry groups and public interest groups.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, a signatory's program will include, at a minimum, one of the three choices listed below:

- A. A combination of a purveyor specific program in conjunction with full participation by the purveyor in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. At this time full financial participation in this program is based upon an annual per connection contribution by purveyors to the SAWWA Conservation Committee for the combined Public Information and School Education program. This program includes programs such as: school outreach, media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach. Elements implemented directly by the purveyor include, at a minimum:
1. Offering tours of purveyor facilities to elementary schools in the purveyor's service area.
 2. Working with schools served by the purveyor to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

OR

- B. A combination of a purveyor specific program in conjunction with limited participation by the purveyor in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. At this time limited participation in this program is based upon an annual contribution by a purveyor to the SAWWA Conservation Committee for the combined Public Information and School Education program. This program includes programs such as: school outreach, media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

The purveyor agrees to spend the difference between the annual per connection SAWWA contribution and the flat annual contribution to SAWWA on an enhanced within-service area implementation of elements 3-4 listed below and elements 3-6 listed in BMP 7, Public Information.

1. Offering tours of purveyor facilities to elementary schools in the purveyor's service area.
2. Working with schools served by the purveyor to promote school audits, reduced water bills, and innovative funding for equipment upgrades.
3. Working with the school districts in the water purveyor's service area to provide educational materials promoting efficient water use to one or more grade levels on an annual basis.
4. Working with school districts in the water purveyor's service area to offer instructional materials and assistance to all teachers of the targeted grade level in order to promote efficient water use. This program is considered successful if a high percent of the teachers of the targeted grade level(s) participate in the training and use the materials in the classroom.

OR

- C. An entirely purveyor specific School Education program, funded at a level equivalent to one-half the full SAWWA per-connection contribution. The program will include activities such as: school outreach, advertising campaigns, educational materials for schools, participation at school events and fairs, a Web site, and parent/teacher outreach. The program will also include, as a minimum:
1. Offering tours of purveyor facilities to elementary schools in the purveyor's service area.
 2. Working with schools served by the purveyor to promote school audits, reduced water bills, and innovative funding for equipment upgrades.
 3. Working with the school districts in the water purveyor's service area to provide educational materials promoting efficient water use to one or more grade levels on an annual basis.
 4. Working with school districts in the water purveyor's service area to offer instructional materials and assistance to all teachers of the targeted grade level in order to promote efficient water use. This program is considered successful if a high percent of the teachers of the targeted grade level(s) participate in the training and use the materials in the classroom.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

- A. Within three years of agreement signing, signatories will have:
1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
 2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
 3. Established, if possible, cooperative CI audit programs with other utilities.
 4. A list of available CI water-use consultants.
- B. Signatories or their representative will annually:
1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.):
 - a. (for metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high-energy use, etc.).
 - b. (for unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, and high-energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The signatory's, or cooperative, water-use review program will:
 - 1. Provide audits conducted by trained commercial/industrial water auditors.
 - 2. Provide incentives, such as the following, to achieve at least 20% annual participation of the targeted 10% of existing customers:
 - a. Billing adjustments or bill rebates targeted to water-use system repair or improvement.
 - b. Grants, etc. to partially fund climate-appropriate water-efficient landscaping water-use systems repair or improvement.
 - 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. Counties and cities will establish policies requiring water intensive commercial and industrial building permit applicants (new, modified or change-of-water-use) to conduct a water-use efficiency review and submit the findings in any required environmental documentation for the commercial or industrial project.
- E. Purveyors will:
 - 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 - 2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the purveyor's service area to ensure that the submitted findings are reviewed by the purveyor to identify incentive program opportunities.
 - 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter; and
 - 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- F. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

As soon as practical, purveyors signatory to the *Water Forum Agreement* will begin reading all meters and including the usage on the customer's bills. This includes meters required in new construction since 1992 and meters retrofit onto existing connections. The schedule for each purveyor to implement this provision will be negotiated as part of its Water Conservation Plan. It is recognized that circumstances vary purveyor by purveyor, however as a general guideline for the Water Conservation Plan negotiations, a time period of three years from signing of the *Water Forum Agreement* to implement this provision has been discussed.

As soon as practical, purveyors will base customer charges on the quantity of water used. The schedule for each purveyor to implement this provision will be negotiated as part of its Water Conservation Plan. It is recognized that circumstances vary, purveyor by purveyor, however as a general guideline for the Water Conservation Plan negotiations, a time period of six years from signing of the *Water Forum Agreement* to implement this provision has been discussed.

- A. Within three years of agreement signing, signatories will:
 - 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 - 2. Establish quantity-based rates for each account type.
 - 3. Begin educating all customers about the quantity-based rate structure.
 - 4. Provide metered customers with monthly or bi-monthly information that shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. Signatories will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.
- C. If the signatory provides water service and sewer service (collection and/or treatment), within three years of agreement signing, signatories are encouraged to:
 - 1. Identify all metered customers which are also provided sewer service by the signatory.
 - 2. Establish quantity-based sewer rates for each customer type.
 - 3. Begin educating all customers about the quantity-based sewer rate structure.
 - 4. Provide metered customers with sewer bills which show current charges, actual water use, and future charges based on actual use.
- D. Signatories are encouraged to implement quantity-based sewer charges no later than the implementation of quantity-based water charges.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Signatories will implement a program that includes, at a minimum:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the purveyor's service area on an annual basis.
 - 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts:
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 - 3. Annual pre-irrigation season notification to Single Family Homes served by the purveyor of purveyor-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. A signatory's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within a purveyor's service area but should be convenient to the purveyor's customers).

2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/sprinkler shut-offs.
- C. Counties and cities, in cooperation with purveyors within their jurisdiction, will:
1. Establish a landscape task force with other local governments, water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance as pertains to single family homes, and to monitor, and revise, when applicable, the ordinance.
 2. Review, in cooperation with the landscape task force, the implementation of the ordinance, including builder compliance, landscape plan review, and final inspection/certification process, to ensure its effectiveness.
 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action – for example, the use of consultants.
- D. Signatories will publicly support the county or city’s actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, signatories will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include, at a minimum:
1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 3. Open hoses not permitted - automatic shut-off nozzles are required.
 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.
- B. Other suggested measures, such as the following, may be permanent, seasonal or related to water shortage:
1. Restricting irrigation hours or days.
 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 3. Restaurants serving water only on request.

4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).
- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation/reading.
- D. Within three years of agreement signing all purveyors will:
1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff will respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the city or county in their program enforcement efforts.
- E. Within three years of agreement signing unmetered purveyors will have water waste patrols (including some pre-dawn and post-sunset) during the irrigation season.

BMP 14 WATER CONSERVATION COORDINATOR

The Water Conservation Plan shall contain the name of the purveyor's water conservation coordinator, who will be responsible for preparing, implementing and monitoring the Plan. Within three years of agreement signing, at least one staff member at a purveyor will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NONRESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, signatories will:
1. Identify all non-residential customers, estimate the approximate number of non- ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. Signatories will annually offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of nonresidential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.

2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
4. Consider monitoring the change in water use at metered-accounts which install ULF toilets.

D. Signatories will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR RESIDENTIAL CUSTOMERS

Under the *Water Forum Agreement* this is a voluntary program. However, it is recommended that purveyors make an effort to replace high water-using residential toilets with ULF toilets, using incentives. This could include any or all of the following program elements: rebates, distribution of toilets at no cost to the customer using programs such as CBOs, co-payment programs in which the customers pay a reduced rate for the toilets, and direct in installations.

ARDEN-CORDOVA WATER SERVICE WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Arden-Cordova Water Service will have:
1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
- Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
- B. Arden Cordova Water Service will annually:
1. Identify the top 20% of water users, not previously audited, in each customer type and offer them water use reviews (audits)
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water use indicators.
 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The water-use review program will:
1. Provide audits conducted by trained auditors.
 2. Provide audits that may include device installation by Arden-Cordova Water Service or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.
- D. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, Arden-Cordova Water Service will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation information to new residents.
 4. Work with local hardware/home stores to offer free water conservation information at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits.
- B. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

The ongoing program will include the following minimum programs (as recommended in AWWA "Manual of Water Supply Practices, Water Audits and Leak Detection.")

- A. Within three years of agreement signing, Arden-Cordova Water Service, will complete and maintain, in the unmetered areas:
1. An annually updated "system map" of type, size and age of pipes; pressures; leak history; and historic data.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Within three years of agreement signing, Arden-Cordova Water Service will complete and maintain, in the metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc.; with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.

5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

C. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

A. Within three years of agreement signing, Arden-Cordova Water Service will:

1. Identify all non-residential unmetered customers.
2. Provisionally identify any non-residential unmetered customers, which may be very difficult and expensive to retrofit.

3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within 10 years of becoming a signatory, 85-90% of non-residential customers are metered.

4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.

B. Within 60 days of meter installation, Arden-Cordova Water Service will provide newly metered non-residential customers with:

1. Information on how to read their meter and a consumption-based water bill.
2. Information on Arden-Cordova Water Service -provided water conservation programs and services.

C. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

For the purposes of this BMP, “non-residential” is defined as all accounts except single family and duplex residential dwellings.

BMP 4 RESIDENTIAL METER RETROFIT

The remaining unmetered single-family residential customers will be retrofitted with meters starting in 2003 to achieve full metering within 30 years or less.

New single-family residential customers since 1995 are being billed based on water use. All multi-family residential customers are fully metered and billed based on water use.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Arden-Cordova Water Service will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 3. Utilizing materials and information developed by others, such as SAWWA, distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 4. Utilizing seasonal climate-appropriate information developed by others, such as SAWWA, determine irrigation schedules for the three basic hydrozones identified in the *DWR Landscape Water Management Handbook*, and provide that information to the customers with one acre or larger landscapes.
 5. Begin installation of climate appropriate water efficient landscaping at landscaped Arden-Cordova Water Service facilities, phased in over the five years following agreement signing.
- B. Arden-Cordova Water Service will annually:
1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The Arden-Cordova Water Service's landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Provide incentives, such as the following, to achieve at least 12% annual participation of targeted customers:
 - a. Billing adjustments or bill rebates targeted to irrigation system repair or improvement
 - b. Grants, etc., to encourage landscape design and irrigation system improvements.
 - c. ET (evapotranspiration) based tiered rate structure.
 - d. Tiered rate structure, such as the existing rate structure, to provide the customer a pricing signal that encourages the efficient use of landscape water.

D. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

A. Cities and counties will enact and implement a landscape water efficiency ordinance pursuant to the “Water Conservation in Landscaping Act” (California Code of Regulations, Chapter 2.7) that is at least as effective as the Model Water Efficient Landscape Ordinance described in Chapter 2.7, Sections 490-495.

B. Cities and counties, in cooperation with Arden-Cordova Water Service will:

1. Establish a landscape task force with other local governments and water purveyors, the building and green industries and environmental/public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
2. Review, in cooperation with the landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action, for example, the use of consultants.

C. Arden-Cordova Water Service will publicly support the county or city’s actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.

D. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

A combination of an Arden-Cordova Water Service specific program in conjunction with full participation by the Arden-Cordova Water Service in the Sacramento Area Water Works Association (SAWWA) Conservation Committee’s Public Outreach Program or other equivalent regional program. At this time full financial participation in this program is based upon an annual per connection contribution by Arden-Cordova Water Service to the SAWWA Conservation Committee for the combined Public Information and School Education program. This program includes programs such as: school outreach, media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by Arden-Cordova Water Service include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

A combination of an Arden-Cordova Water Service specific program in conjunction with full participation by Arden-Cordova Water Service in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. At this time full financial participation in this program is based upon an annual per connection contribution by Arden-Cordova Water Service to the SAWWA Conservation Committee for the combined Public Information and School Education program. This program includes programs such as: school outreach, media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach..

Elements implemented directly by the Arden-Cordova Water Service include:

1. Offering tours of Arden-Cordova Water Service facilities to elementary schools in the Arden-Cordova Water Service's service area.
2. Working with schools served by Arden-Cordova Water Service to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, Arden-Cordova Water Service will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants.

B. Arden-Cordova Water Service or their representative will annually provide the following water-use review program, if it is available, cooperatively, through SAWWA, or other regional program:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high-energy use, etc.).

- b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. Arden-Cordova Water Service water use review program will:
 1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. Counties and cities will establish policies requiring water intensive commercial and industrial building permit applicants (new, modified or change-of-water use) to conduct a water-use efficiency review and submit the findings in any required environmental documentation for the commercial or industrial project.
- E. Within three years of signing, Arden-Cordova Water Service will:
 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 2. Coordinate with Sacramento County during the permitting of new, modified or change-of-water-use CI projects within the Arden-Cordova Water Service's service area to ensure that the submitted findings are reviewed by the Arden-Cordova Water Service to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- F. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Arden-Cordova Water Service will:
 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type.
 3. Begin educating all customers about the quantity-based rate structure.
 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.

- B. Arden-Cordova Water Service will bill, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing serve as well as on quantity of water used.
- C. If Arden-Cordova Water Service provides water service and sewer service (collection and/or treatment), within three years of agreement signing, Arden-Cordova Water Service is encouraged to:
 - 1. NA – identify all metered customers that are also provided sewer service by the signatory.
 - 2. NA – establish quantity-based sewer rates for each customer type.
 - 3. NA – begin educating all customers about the quantity-based sewer rate structure.
 - 4. NA – provide metered customers with sewer bills that show current charges, actual water use, and future charges based on actual use.
- D. Arden Cordova Water Service is encouraged to implement quantity-based sewer charges no later than the implementation of quantity-based water charges.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE-FAMILY HOMES

- A. Arden-Cordova Water Service will implement a program that includes:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management offered to change of customer accounts, and in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing single-family homes in the Arden-Cordova Water Service’s serve area on an annual basis.
 - 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing single family home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing single-family customer water users.
 - 3. Annual pre-irrigation season notification to single family homes served by the Arden-Cordova Water Service -provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Arden-Cordova Water Service’s ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other Arden Cordova Water Service, etc., will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Arden-Cordova Water Service’s service area but should be convenient to the Arden-Cordova Water Service’s customers).
 - 2. Annual participation at local and regional landscape fairs and garden shows.
 - 3. Annual cooperative education and marketing campaigns with local nurseries.
 - 4. Annual irrigation season landscape media campaign.

5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/sprinkler shut-offs.

C. Counties and cities, in cooperation with Arden-Cordova Water Service, will:

1. Establish a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance as pertains to single-family homes, and to monitor, and revise, when applicable, the ordinance.
2. Review, in cooperation with the landscape task force, the implementation of the ordinance, including builder compliance, landscape plan review and final inspection/certification process, to ensure its effectiveness.
3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise and, if so, recommend and support correction action, for example, the use of consultants.

D. Arden-Cordova Water Service will publicly support the county or city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.

E. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Arden-Cordova Water Service will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

A. The water waste prohibition measures will include:

1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
3. Open hoses not permitted – automatic shut-off nozzles are required.
4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

B. Other included measures, such as the following, may be permanent, seasonal or related to water shortage:

1. Restricting irrigation hours or days.
2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
3. Restaurants serving water only on request.
4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.

5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).
- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.
 - D. Within three years of agreement signing all Arden-Cordova Water Service will:
 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff that will respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the city or county in their program enforcement efforts.
 - E. Within three years of agreement signing unmetered Arden-Cordova Water Service will have water waste patrols (including some pre-dawn and post-sunset) during the irrigation season.

BMP 14 WATER CONSERVATION COORDINATOR

The Water Conservation Plan and Annual Update shall contain the name of Arden-Cordova Water Service's water conservation coordinator, who will be responsible for preparing, implementing and monitoring the plan.

Within three years of agreement signing, at least one staff member at Arden-Cordova Water Service will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, Arden-Cordova Water Service will:
 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 2. If possible, establish a cooperative district/sanitation district ULF toilet rebate program.
- B. Arden-Cordova Water Service will consider annually:
 1. Offering, through direct mail or other direct communication, ULF toilet rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non-ULF-toilets.
- C. The retrofit program will:
 1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF

toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULF toilets within ten years.

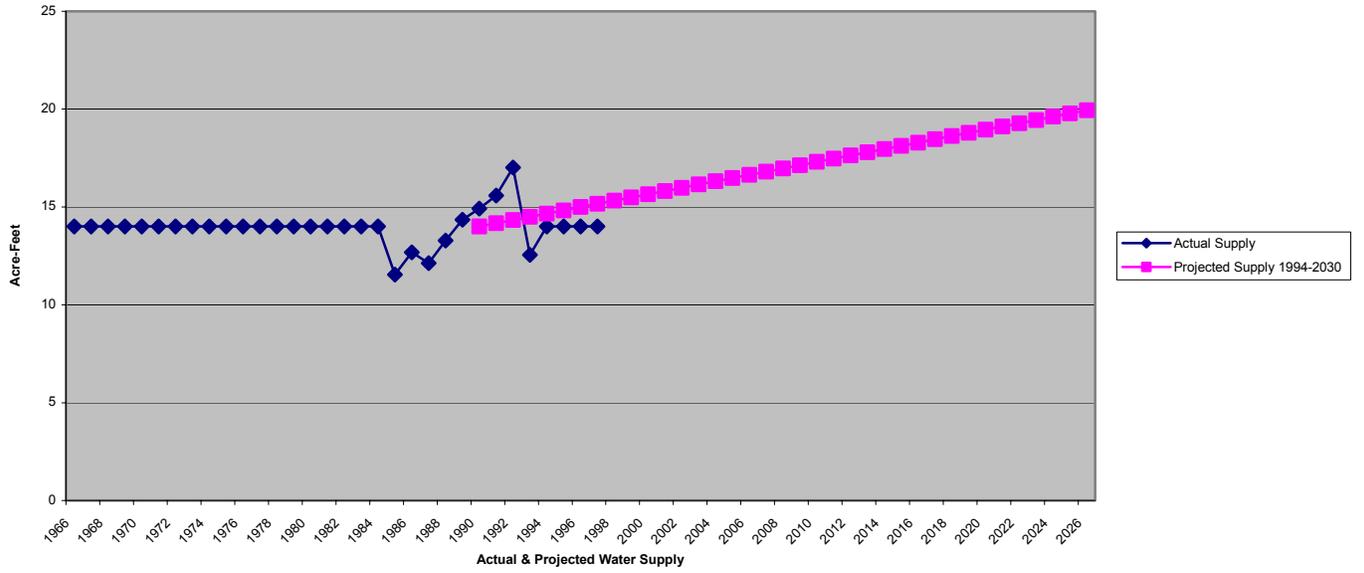
2. Consider larger rebates for the more expensive high-use flushometer-type ULF toilet installations.
3. Investigate opportunities for community-based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.

D. Arden-Cordova Water Service will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

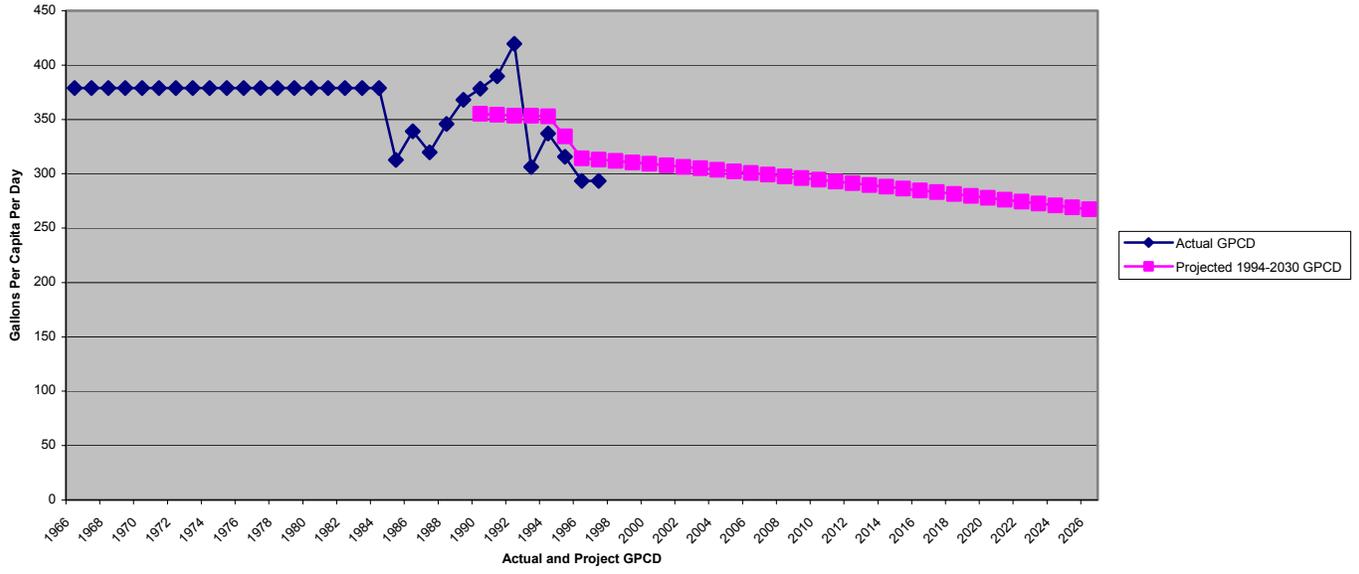
CITIZEN INVOLVEMENT PROGRAM

Purveyor will consider the establishment of a citizen involvement program that goes beyond their current practices as well as those that they do under the CA-PUC provisions, within three years of Agreement signing.

Arden-Cordova Water Service



Arden-Cordova Water Service



CARMICHAEL WATER DISTRICT WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Carmichael Water District will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Carmichael Water District will annually:
 - 1. Offer water-use reviews to all accounts that receive a meter.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 4. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by purveyor or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 5. Once the District is 100% metered, offer audits to the top 20% of water users not previously audited.

- D. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Carmichael Water District's ongoing program will:
 - 1. Offer to all customers, during the water audit, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 - 2. Offer toilet leak test kits to all change of account customers who visit the purveyor office.
 - 3. When feasible, work with the local "Welcome Wagon" or equivalent organization to provide water conservation information to new residents.

4. When feasible, work with local hardware/home stores to offer free water conservation information at the check-out counters.
6. Investigate partnership programs with local energy utilities to provide water conservation audits.

F. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Carmichael Water District, in unmetered areas, will complete and be maintaining:
1. An annually updated “system map” of type, size and age of pipes; pressures; leak history; and historic data.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Carmichael Water District will, in metered areas, complete and be maintaining:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated “system map” of: type, size and age of pipes; pressures; record of leaks, etc.; with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- C. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. The ongoing program will include, at a minimum:
 - 1. Identify all non-residential unmetered customers.
 - 2. Provisionally identify any non-residential unmetered customers, which may be very difficult and expensive to retrofit.
 - 3. Adopt a plan to meter 100 % of unmetered non-residential accounts by the end of 2001.
 - 6. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within six months of meter installation, Carmichael Water District will provide newly metered non-residential customers with:
 - 1. Information on how to read their meter and a consumption-based water bill.
 - 6. Information on purveyor-provided water conservation programs and services.
- F. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

- A. In the first two years after the *Water Forum Agreement* is signed, the Carmichael Water District would plan for, budget, and prepare the public for a residential meter retrofit program. Beginning no later than the start of the fourth year after the *Water Forum Agreement* is signed, the Carmichael Water District would annually retrofit at least 3.3%-5% of their total number of unmetered residential connection as of the date of the *Water Forum Agreement*.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Carmichael Water District will:
 - 1. During meter installation, identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 - 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 - 3. Receive from SAWWA and prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 - 4. Receive from SAWWA seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 - 6. Begin installation of climate appropriate water efficient landscaping at landscaped purveyor facilities, phased in over the five years following agreement signing.

- B. Carmichael Water District will annually:
 - 1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 - 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.
 - 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.

- C. The landscape water-use review program will:
 - 1. Provide audits conducted by certified landscape water auditors.
 - 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 - 5. Offer audits to all targeted accounts that receive a meter.

- D. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. Carmichael Water District will:
 - 1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 - 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 - 7. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.

- B. Carmichael Water District will publicly support the county 's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.

- G. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, Carmichael Water District's ongoing program will include:

A combination of a Carmichael Water District specific program in conjunction with full participation by Carmichael Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by Carmichael Water District include:

1. Using utility bill inserts or messages on payment notices.
6. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.
7. Issuing quarterly newsletters to customers to publicize water conservation efforts.
8. Making conservation materials available in the District office.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, Carmichael Water District's ongoing program will include:

A combination of a Carmichael Water District specific program in conjunction with full participation by Carmichael Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, and a Web site.

Elements implemented directly by Carmichael Water District include:

1. Offering tours of Carmichael Water District facilities to elementary schools in the Carmichael Water District service area.
2. Working with schools served by Carmichael Water District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, Carmichael Water District will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants.

B. Carmichael Water District or their representative will annually:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high-energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. Carmichael Water District will be part of a SAWWA cooperative review program that will:
1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. Carmichael Water District will:
1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 2. Coordinate with Sacramento County during the permitting of new, modified or change-of-water-use CI projects within the purveyor's service area to ensure that the submitted findings are reviewed by the purveyor to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
- E. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Carmichael Water District will:
1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type during 1998.
 3. Begin educating all customers about the quantity-based rate structure.
- B. Carmichael Water District will bill all non-residential customers on metered use within one year of metering, and bill all residential customers on metered use within three years of metering.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE-FAMILY HOMES

- A. Carmichael Water District will implement a program that includes:
 - 1. Information from SAWWA on climate-appropriate landscape design, plants and efficient irrigation equipment/management offered to all accounts during audits, at the office and by mail.
 - 2. Landscape audit/water-use survey program offered to all accounts that receive a meter, all new homes and all change-of-customer accounts.
 - 3. Annual pre-irrigation season notification to Single Family Homes served by the purveyor of purveyor-provided landscape assistance (audits/surveys, materials, special offers, etc.).

- B. Carmichael Water District's ongoing program, through participation in SAWWA, will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Carmichael Water District's service area but should be convenient to the purveyor's customers).
 - 2. Annual participation at local and regional landscape fairs and garden shows.
 - 3. Annual cooperative education and marketing campaigns with local nurseries.
 - 4. Annual irrigation season landscape media campaign.
 - 9. Annual post-irrigation season notification, to all customers, of the importance of timer resets/sprinkler shut-offs.

- C. Carmichael Water District will:
 - 1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 - 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 - 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.

- H. Carmichael Water District will publicly support the county or city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.

- E. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Carmichael Water District will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
 - 1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 - 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 - 3. Open hoses not permitted – automatic shut-off nozzles are required.
 - 8. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

- B. Other included measures, such as the following, may be permanent, seasonal or related to water shortage:
 - 1. Restricting irrigation hours or days.
 - 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 - 3. Restaurants serving water only on request.
 - 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 - 9. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.

- D. Within three years of agreement signing all Carmichael Water District will:
 - 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 - 2. Have staff that will respond to reports of water waste in a timely manner.
 - 3. Will have water waste patrols at least during water shortages.
 - 5. Will cooperate with the city or county in their program enforcement efforts.

- I. Within three years of agreement signing unmetered Carmichael Water District will have water waste patrols (including some pre-dawn and post-sunset) during the irrigation season.

BMP 14 WATER CONSERVATION COORDINATOR

Carmichael Water District's water conservation coordinator, xxx xxx, will be responsible for preparing, implementing and monitoring the Plan.

If the AWWA Certified Water Conservation Practitioner Program becomes an industry standard, within three years of agreement signing, at least one staff member at Carmichael Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

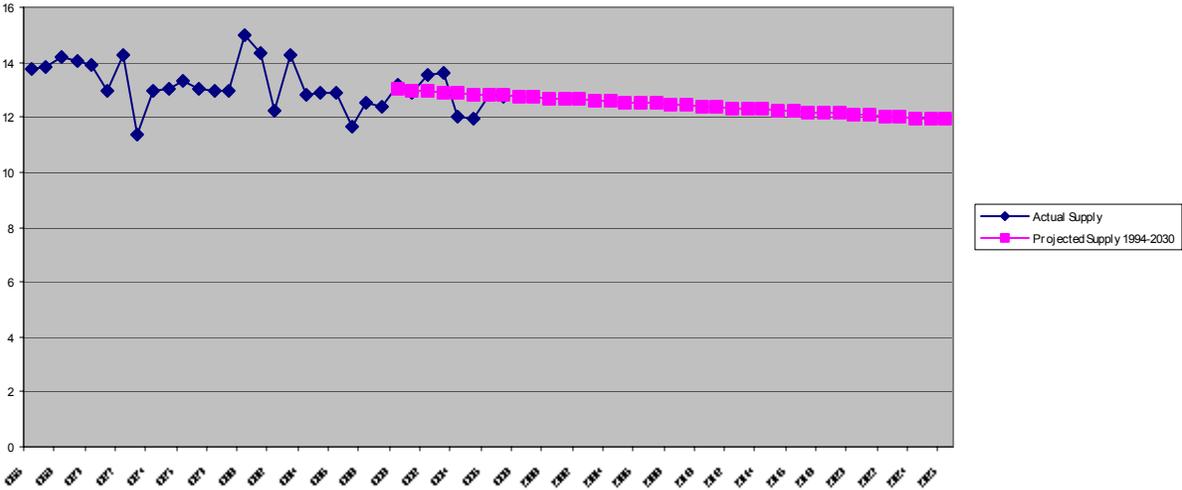
- A. Within three years of agreement signing, Carmichael Water District will participate in a regional toilet rebate program that will:
Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
- B. Carmichael Water District will annually, as part of a regional toilet rebate program:
Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
 - 1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90 % of all non-residential toilets being ULFs within ten years.
 - 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 - 5. Investigate opportunities for community-based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 - 6. Consider monitoring the change in water use at metered-accounts which install ULF toilets.
- G. Carmichael Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing. Carmichael Water District will consider an independent toilet rebate program beginning in 2016 (when meter installation completed).

CITIZEN INVOLVEMENT PROGRAM

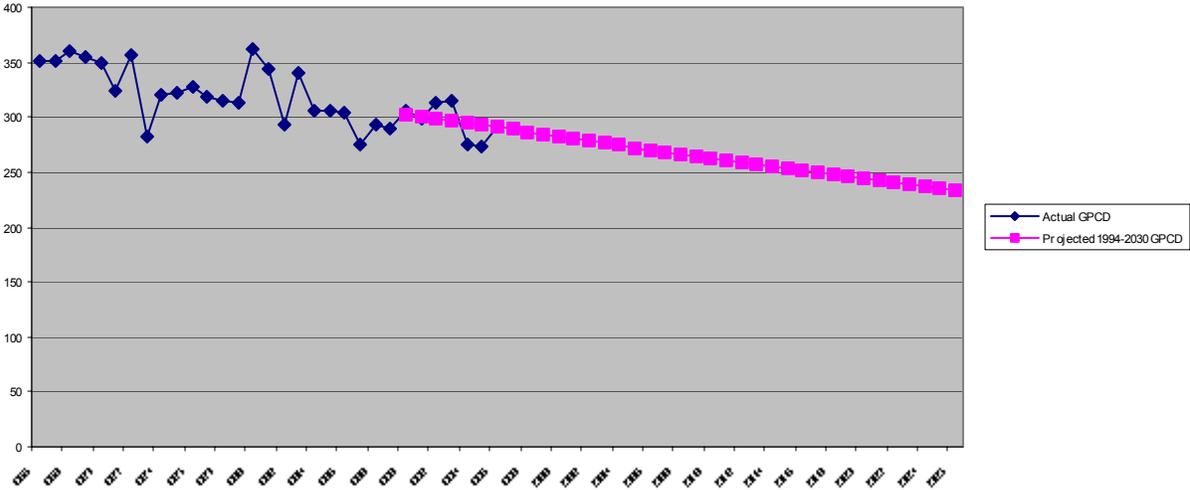
Carmichael currently has a citizen's advisory committee established to participate in a rate study process. Issues such as metering have been discussed at the committee meetings.

Recommendations from the committee are being considered by the Board of Directors. At this time the District is not considering forming a separate citizen's involvement program but would be interested in participating in a regional program that is advisory in nature.

Carmichael Water District



Carmichael Water District



CITIZENS UTILITIES

WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Citizens Utilities will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Citizens Utilities will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by Citizens Utilities or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. Citizens Utilities will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, Citizens Utilities will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. Citizens Utilities will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, Citizens Utilities will complete and maintain, in the unmetered areas:
1. An annually updated "system map" of type, size and age of pipes; pressures; leak history; and historic data.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Within three years of agreement signing, Citizens Utilities will complete and maintain, in the metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc.; with historic data
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

C. Citizens Utilities will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

Citizens Utilities non-residential accounts are fully metered and use volumetric pricing.

BMP 4 RESIDENTIAL METER RETROFIT

In the first two years after the Water Forum Agreement is signed, Citizens Utilities would plan for, budget, and prepare the public for a residential meter retrofit program. Beginning no later than the start of the fourth year after the Water Forum Agreement is signed, Citizens Utilities would annually retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the Water Forum Agreement.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

A. Within three years of agreement signing, Citizens Utilities will:

1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
5. Begin installation of climate appropriate water efficient landscaping at landscaped Citizens Utilities facilities, phased in over the five years following agreement signing.

B. Citizens Utilities will annually:

1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
3. Survey past program participants to determine if audit recommendations were implemented.
4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.

C. The Citizens Utilities' landscape water-use review program will:

1. Provide audits conducted by certified landscape water auditors.
2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
4. Provide program participants with regular reminders to adjust irrigation timer settings.
5. Provide incentives, such as the following, to achieve at least 12% annual participation of targeted customers:
 - a. Billing adjustments or bill rebates targeted to irrigation system repair or improvement.
 - b. Grants, etc. to encourage landscape design and irrigation system improvements
 - c. ET (evapotranspiration) based tiered rate structure.

D. Citizens Utilities will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

A. Citizens Utilities will:

1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.

B. Citizens Utilities will publicly support the county's and city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.

C. Citizens Utilities will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

A combination of a Citizens Utilities specific program in conjunction with full participation by Citizens Utilities in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by the Citizens Utilities include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

A combination of a Citizens Utilities specific program in conjunction with full participation by Citizens Utilities in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, a Web site, and allied organizations outreach.

Elements implemented directly by the Citizens Utilities include:

1. offering tours of Citizens Utilities facilities to elementary schools in the service area;
2. working with schools served by the Citizens Utilities to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, Citizens Utilities will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants.

B. Citizens Utilities or their representative will annually:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).

- b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The Citizens Utilities' water-use review program will:
 1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. Within three years of agreement signing, Citizens Utilities will:
 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the Citizens Utilities' service area to ensure that the submitted findings are reviewed by the Citizens Utilities to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. Citizens Utilities will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Citizens Utilities will:
 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type.
 3. Begin educating all customers about the quantity-based rate structure.
 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. Citizens Utilities will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Citizens Utilities will implement a program that includes:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Citizens Utilities' service area on an annual basis.
 - 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 - 3. Annual pre-irrigation season notification to Single Family Homes served by the Citizens Utilities of Citizens Utilities-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Citizens Utilities' ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, and other purveyors, etc., will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Citizens Utilities' service area but should be convenient to the Citizens Utilities' customers).
 - 2. Annual participation at local and regional landscape fairs and garden shows.
 - 3. Annual cooperative education and marketing campaigns with local nurseries.
 - 4. Annual irrigation season landscape media campaign.
 - 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Citizens Utilities will:
 - 1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 - 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 - 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- D. Citizens Utilities will publicly support the county's and city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Citizens Utilities will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Citizens Utilities will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
 - 1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 - 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 - 3. Open hoses not permitted – automatic shut-off nozzles are required.
 - 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons – requires agency approval.

- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
 - 1. Restricting irrigation hours or days.
 - 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 - 3. Restaurants serving water only on request.
 - 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 - 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.

- D. Within three years of agreement signing Citizens Utilities will:
 - 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 - 2. Have staff that will respond to reports of water waste in a timely manner.
 - 3. Will have water waste patrols at least during water shortages.
 - 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

Citizens Utilities' Water Conservation Coordinator, Johnnie Lane, is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at Citizens Utilities will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, Citizens Utilities will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use.
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. Citizens Utilities will annually:
 - 1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
 - 1. Offer the necessary incentive to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 - 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 - 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 - 4. Consider monitoring the change in water use at metered-accounts which install ULF toilets.
- D. Citizens Utilities will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

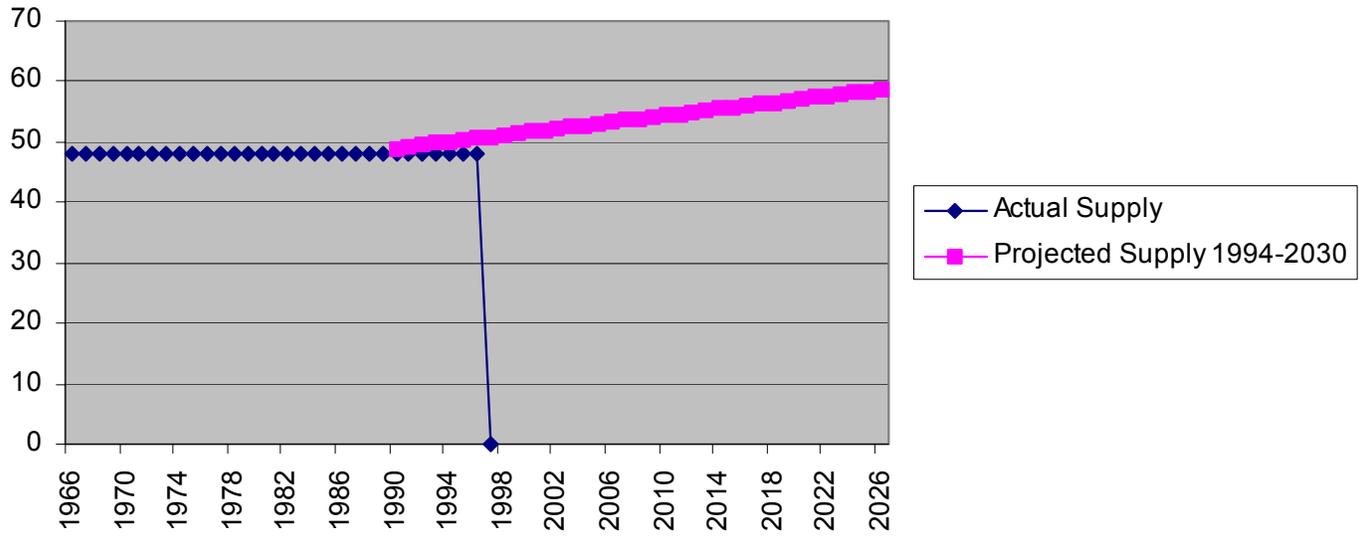
CITIZENS INVOLVEMENT PROGRAM

Citizens Utilities will establish a Customer Advisory and Appeals Board. This board would consist of 5 residential and or commercial customers, selected from applications, representing the major service areas served by Citizens Sacramento District.

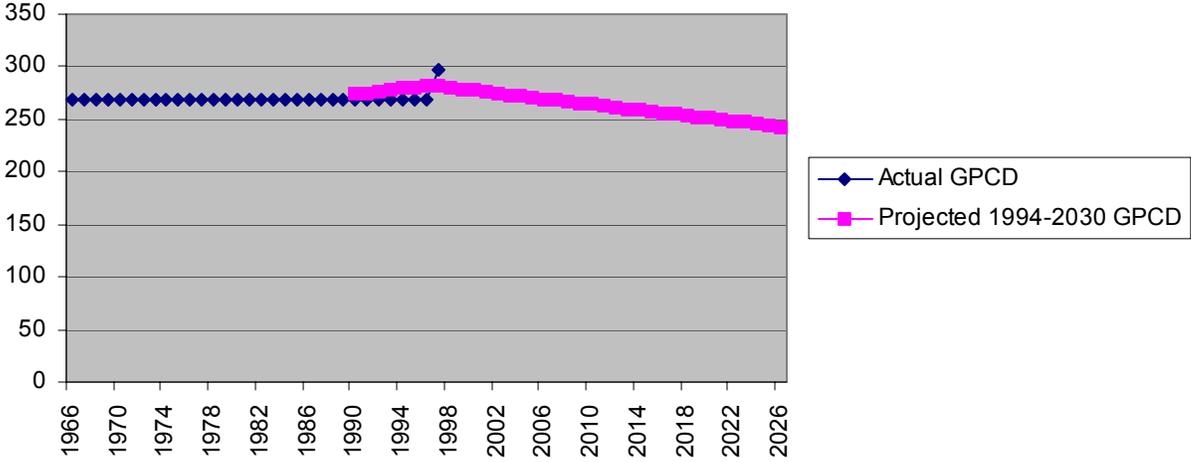
The purpose of the Citizens Utilities Customer Advisory and Appeals Boards will be to:

1. To advise the Company with regard to Company Funded Capital Improvements and Budgets, including proposed facility locations, alignments, and priorities.
2. To advise the Company with regard to Company Outreach Programs such as community and public relations, charitable donations, sponsorships, etc.
3. To advise the Company on design, implementation and monitoring of the Company's Water Conservation Plan elements and Best Management Practices.
4. To act as an Appeals Board for customers who have meters installed at their residences due to the "3-Strikes Water Waste Program" reference in BMP 13, c.

Citizens Utilities



Citizens Utilities



CITRUS HEIGHTS WATER DISTRICT WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, the Citrus Heights Water District program will have:
1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
- B. Citrus Heights Water District will annually:
1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The Citrus Heights Water District water-use review program will:
1. Provide audits conducted by trained auditors.
 2. Provide audits that may include device installation by Citrus Heights Water District staff or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.
- D. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. The Citrus Heights Water District program will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the Citrus Heights Water District office.
 3. Work with the local “Welcome Wagon” or equivalent organization to provide water conservation materials to new residents
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Citrus Heights Water District, as an unmetered District, will complete and be maintaining:
1. An annually updated “system map” of type, size and age of pipes; pressures; leak history; and historic data.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. When Citrus Heights Water District is completely metered, the District will complete and be maintaining:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated “system map” of: type, size and age of pipes; pressures; record of leaks, etc.; with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.

5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

C. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. The Citrus Heights Water District program will:
1. Identify all non-residential unmetered customers.
 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of non-residential customers are metered.
 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, Citrus Heights Water District will provide newly metered non-residential customers with:
1. Information on how to read their meter and a consumption-based water bill.
 2. Information on Citrus Heights Water District-provided water conservation programs and services.
- C. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that CVPIA meter retrofit provisions are outside the scope of the *Water Forum Agreement* and that they require faster implementation than what is included in the *Water Forum Agreement*. The Citrus Heights Water District receives CVP water and agrees that if for any reason any or all of its service area is not immediately or in the future subject to the CVPIA meter retrofit requirement, beginning no later than the start of the fourth year after the *Water Forum Agreement* is signed they would annually retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the *Water Forum Agreement*.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Citrus Heights Water District will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.

2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
5. Begin installation of climate appropriate water efficient landscaping at landscaped Citrus Heights Water District facilities, phased in over the five years following agreement signing.

B. Citrus Heights Water District will annually:

1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
3. Survey past program participants to determine if audit recommendations were implemented.
4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.

C. The landscape water-use review program will:

1. Provide audits conducted by certified landscape water auditors.
2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
4. Provide program participants with regular reminders to adjust irrigation timer settings.
5. Provide incentives to achieve at least 12% annual participation of targeted customers.

D. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

A. Citrus Heights Water District, in cooperation with Sacramento County, will:

1. Participate in a landscape task force with other local governments, water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.

2. Review, in cooperation with landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process, to ensure its effectiveness.
 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action.
- B. Citrus Heights Water District will publicly support the county 's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- C. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, Citrus Heights Water District's ongoing program will include:

A combination of a Citrus Heights Water District specific program in conjunction with full participation by Citrus Heights Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by Citrus Heights Water District include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, Citrus Heights Water District's ongoing program will include:

A combination of a Citrus Heights Water District specific program in conjunction with full participation by Citrus Heights Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, and a Web site.

Elements implemented directly by Citrus Heights Water District include:

1. Offering tours of Citrus Heights Water District facilities to elementary schools in the Citrus Heights Water District service area.
2. Working with schools served by Citrus Heights Water District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

- A. Within three years of agreement signing, Citrus Heights Water District will have:
 - 1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
 - 2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
 - 3. Established, if possible, cooperative CI audit programs with other utilities; and
 - 4. A list of available CI water-use consultants.

- B. Citrus Heights Water District will annually:
 - 1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.):
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high-energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater , high energy use, etc.
 - 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. Citrus Heights Water District's water-use review program will:
 - 1. Provide audits conducted by trained commercial/industrial water auditors.
 - 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 - 3. Contact past program participants for a follow-up audit at least every fifth year.

- D. Citrus Heights Water District will:
 - 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 - 2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the Citrus Heights Water District service area to ensure that the submitted findings are reviewed by Citrus Heights Water District staff to identify incentive program opportunities.
 - 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 - 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.

- E. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Citrus Heights Water District will:
 - 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 - 2. Establish quantity-based rates for each account type.
 - 3. Begin educating all customers about the quantity-based rate structure.
 - 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. Citrus Heights Water District will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Citrus Heights Water District will implement a program, which includes:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Citrus Heights Water District service area on an annual basis.
 - 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts:
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 - 3. Annual pre-irrigation season notification to Single Family Homes served by Citrus Heights Water District of Citrus Heights Water District-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Citrus Heights Water District's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing.
 - 2. Annual participation at local and regional landscape fairs and garden shows.
 - 3. Annual cooperative education and marketing campaigns with local nurseries.
 - 4. Annual irrigation season landscape media campaign.

5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/sprinkler shut-offs.

C. Citrus Heights Water District will:

1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.

D. Citrus Heights Water District will publicly support the county 's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.

E. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Citrus Heights Water District will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

A. The water waste prohibition measures will include:

1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
3. Open hoses not permitted - automatic shut-off nozzles are required.
4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:

1. Restricting irrigation hours or days.
2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
3. Restaurants serving water only on request.
4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

- C. The Citrus Heights Water District waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers.
- D. Within three years of agreement signing Citrus Heights Water District will:
 - 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 - 2. Have staff will respond to reports of water waste in a timely manner.
 - 3. Will have water waste patrols at least during water shortages.
 - 4. Will cooperate with the city or county in their program enforcement efforts.
- E. Within three years of agreement signing Citrus Heights Water District, in unmetered areas, will:
 - 1. Have water waste patrols (including some pre-dawn and post-sunset) during the irrigation season.

BMP 14 WATER CONSERVATION COORDINATOR

Joe Scherrer, the Citrus Heights Water District water conservation coordinator, is responsible for preparing, implementing and monitoring the Plan.

If the AWWA Certified Water Conservation Practitioner Program becomes an industry standard, within three years of agreement signing, at least one staff member at Citrus Heights Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, Citrus Heights Water District will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. Citrus Heights Water District will annually:
 - 1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The Citrus Heights Water District retrofit program will:
 - 1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.

2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.

D. Citrus Heights Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

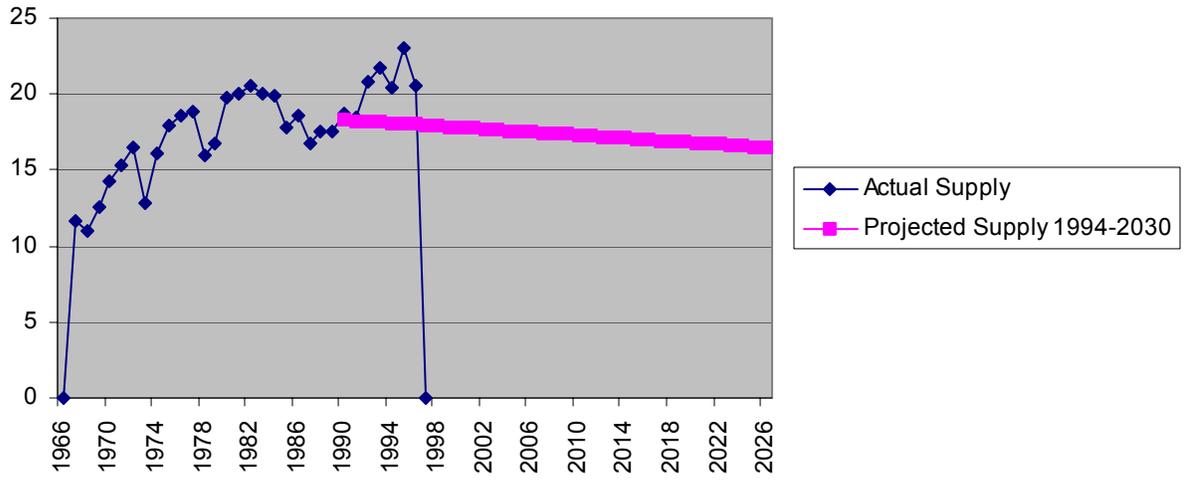
CITIZEN INVOLVEMENT PROGRAM

A series of public workshops will be conducted to assist in formulating and implementing the District's meter retrofit program. Workshops were already conducted with commercial property owners in 1996 prior to starting the District's commercial meter retrofit program. The District will hold additional workshops as part of the multi-family meter retrofit program, and similar workshops in subsequent years to aid in planning and marketing the residential meter retrofit program.

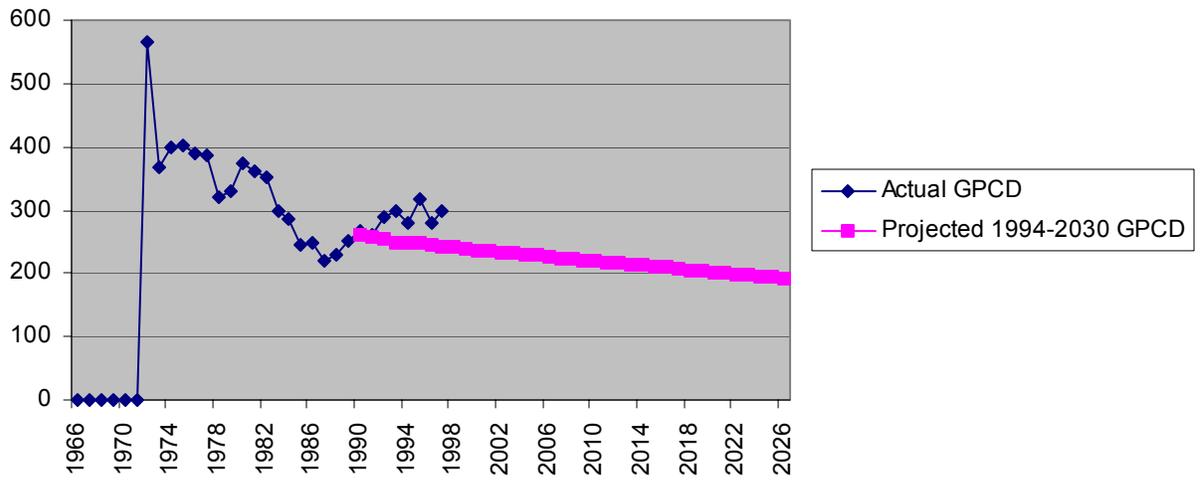
The District initiated a voluntary meter retrofit program in 1997 to gain customer involvement and acceptance of water meters. Feedback from these customers, as well as the data gathered from their meters, will be used to plan and fine-tune the District's meter retrofit program. The District will continue to offer the voluntary program for the next several years until the residential retrofit program is fully underway.

The District already invites customers to become involved in the development and implementation of water conservation programs through direct mailings, newsletters to its customers, media coverage, local school activities and participation in local and regional community events. The District will continue to use these methods on an ongoing basis. Customers will have opportunities to become involved in a number of public processes that help to shape the District's water conservation program. These include, but are not limited to, the budget development process, the capital improvement planning process, and the process for setting rates and charges including the development of conservation pricing.

Citrus Heights WD



Citrus Heights WD



CITY OF FOLSOM WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, the City of Folsom will have:
1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
- B. The City of Folsom will annually:
1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The water-use review program will:
1. Provide audits conducted by trained auditors.
 2. Provide audits that may include device installation by the City of Folsom or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide incentives, such as the following, to achieve 12% annual participation of the targeted 20% of customers:
 - a. Billing adjustments or bill rebates targeted to plumbing system repair or improvement.
 - b. Incentive programs to encourage plumbing system repair or improvement.
- D. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, the City of Folsom will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

The ongoing program will include the following minimum programs (as recommended in AWWA "Manual of Water Supply Practices, Water Audits and Leak Detection"):

- A. The City of Folsom will complete and maintain:
1. An annually updated "system map" with appropriate information as determined by the City.
 2. The City will use industry accepted methods for determination of leakage or un-accounted for water.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Once fully metered, the City of Folsom will complete and maintain:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" with appropriate information as determined by the City.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.

5. A complete system wide leak detection program will be conducted when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- C. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, the City of Folsom will:
1. Identify all non-residential unmetered customers.
 2. Provisionally identify any non-residential unmetered customers whom may be very difficult and expensive to retrofit.
 3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of non-residential customers are metered.
 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, the City of Folsom will provide newly metered non-residential customers with:
1. Information on how to read their meter and a consumption-based water bill.
 2. Information on the City of Folsom-provided water conservation programs and services.
- C. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

For purposes of this BMP, “non-residential” is defined as all accounts except single family and duplex residential dwellings.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that CVPIA meter retrofit provisions are outside the scope of the *Water Forum Agreement* and that they require faster implementation than what is included in the *Water Forum Agreement*. The City of Folsom may receive CVP water in the future and agrees that if for any reason any of all of their service area is not immediately or in the future subject to the CVPIA meter retrofit requirement, beginning no later than the start of the fourth year after the *Water Forum Agreement* is signed they would annually retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the *Water Forum Agreement*.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, the City of Folsom will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 5. Begin installation of climate appropriate water efficient landscaping at Folsom City Hall and the Water Treatment Plant when appropriate.
- B. The City of Folsom will annually:
1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The City of Folsom's landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Consider incentives, such as the following, to achieve at least 12% annual participation of targeted customers:
 - a. Billing adjustments or bill rebates targeted to irrigation system repair or improvement.
 - b. Grants, etc., to encourage landscape design and irrigation system improvements.
 - c. ET (evapotranspiration) based tiered rate structure.
- D. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. The City of Folsom has enacted a landscape water efficiency ordinance pursuant to the “Water Conservation in Landscaping Act” (California Code of Regulations, Chapter 2.7), that is at least as effective as the Model Water Efficient Landscape Ordinance described in Chapter 2.7, Sections 490-495.
- B. The City of Folsom will:
 - 1. Establish a landscape task force with the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 - 2. Review, in cooperation with landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 - 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- C. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

A combination of a City of Folsom specific program in conjunction with full participation by the City of Folsom in the Sacramento Area Water Works Association (SAWWA) Conservation Committee’s Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by the City of Folsom include:

- 1. Using utility bill inserts or messages on payment notices.
- 2. When the billing system is improved, providing information on residential metered customers’ bills showing use in gallons per day for the last billing period compared to the previous year.

BMP 8 SCHOOL EDUCATION

A combination of a City of Folsom specific program in conjunction with full participation by the City of Folsom in the Sacramento Area Water Works Association (SAWWA) Conservation Committee’s Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, media advertising campaigns, promotional materials, community events and fairs, and a Web site.

Elements implemented directly by the City of Folsom include:

1. Offering tours of the City of Folsom facilities to elementary schools in the City.
2. Working with schools served by the City of Folsom to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, the City of Folsom will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities; and
4. A list of available CI water-use consultants.

B. The City of Folsom or their representative will annually:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, wastewater, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high-energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, and high-energy use, etc.
2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
3. Survey past program participants to determine if audit recommendations were implemented.

C. The City of Folsom's water-use review program will:

1. Provide audits conducted by trained commercial/industrial water auditors.
2. Provide incentives, such as the following, to achieve at least 20% annual participation of the targeted 10% of existing customers:
 - a. Billing adjustments or bill rebates targeted to water-use system repair or improvement.
 - b. Grants, etc., to partially fund climate-appropriate water-efficient landscaping water-use systems repair or improvement.
3. Contact past program participants for a follow-up audit at least every fifth year.

D. The City of Folsom will establish policies requiring water intensive commercial and industrial building permit applicants (new, modified or change-of-water-use) to conduct a water-use efficiency review and submit the findings in any required environmental documentation for the commercial or industrial project.

- E. Within three years of agreement signing, the City of Folsom will:
 - 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 - 2. Consider separate landscape water meter(s) when the combined service would require a 1½” or larger meter.
 - 3. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- F. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, the City of Folsom will:
 - 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 - 2. Establish quantity-based rates for each account type.
 - 3. Begin educating all customers about the quantity-based rate structure.
 - 4. By the year 2003, provide metered customers with monthly or bi-monthly information that shows current flat-rate charges and what charges would have been if based on actual use (excluding isolated metered customers).
- B. The City of Folsom will, by the year 2006, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. The City of Folsom will implement a program, which includes:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the City of Folsom’s service area on an annual basis.
 - 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 - 3. Annual pre-irrigation season notification to Single Family Homes served by the City of Folsom of the City of Folsom-provided landscape assistance (audits/surveys, materials, special offers, etc.).

- B. The City of Folsom's ongoing program, in cooperation with the California Landscape Contractors Association and Sacramento Area Water Works Association will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within the City of Folsom's service area but should be convenient to the City of Folsom's customers).
 - 2. Annual participation at local and regional landscape fairs and garden shows.
 - 3. Annual cooperative education and marketing campaigns with local nurseries.
 - 4. Annual irrigation season landscape media campaign.
 - 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/sprinkler shut-offs.

- C. The City of Folsom, will:
 - 1. Establish a landscape task force with the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance as pertains to single family homes, and to monitor, and revise, when applicable, the ordinance.
 - 2. Review, in cooperation with the landscape task force, the implementation of the ordinance, including builder compliance, landscape plan review, and final inspection/certification process.
 - 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city staff time constraints, budget or lack of landscape knowledge/expertise.

- D. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, the City of Folsom will enact a water waste prohibition ordinance, which includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
 - 1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 - 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 - 3. Open hoses not permitted - automatic shut-off nozzles are required.
 - 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires City approval.

- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
 - 1. Restricting irrigation hours or days.
 - 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 - 3. Restaurants serving water only on request.

4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).
- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.
- D. Within three years of agreement signing the City of Folsom will:
1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff respond to reports of water waste in a timely manner.
 3. Have water waste patrols at least during water shortages.

BMP 14 WATER CONSERVATION COORDINATOR

The Water Conservation Plan shall contain the name of the City of Folsom's water conservation coordinator, who will be responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, the City of Folsom will have encouraged and provided financial support to at least one staff member at become an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, the City of Folsom will:
1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. The City of Folsom will annually:
1. Consider offering, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
1. Offer incentives in an attempt to achieve 10% of non-residential non-ULF toilets replacement with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.

3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
4. Consider monitoring the change in water use at metered-accounts, which install ULF toilets.

D. The City of Folsom will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

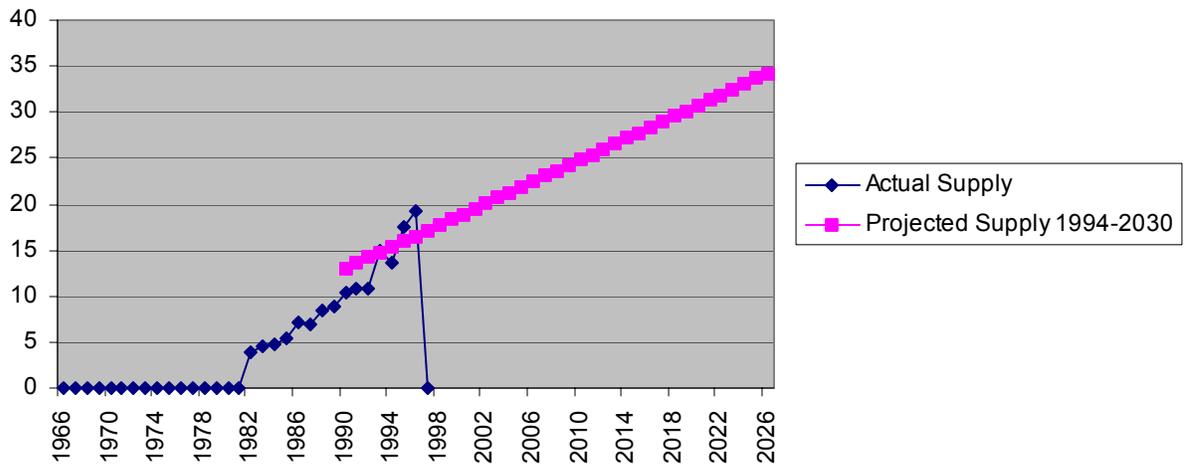
BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR RESIDENTIAL CUSTOMERS

Under the *Water Forum Agreement* this is a voluntary program. However, it is recommended that purveyors make an effort to replace high water-using residential toilets with ULF toilets, using incentives. This could include any or all of the following program elements: rebates, distribution of toilets at no cost to the customer using programs such as CBOs, co-payment programs in which the customers pay a reduced rate for the toilets, and direct installations.

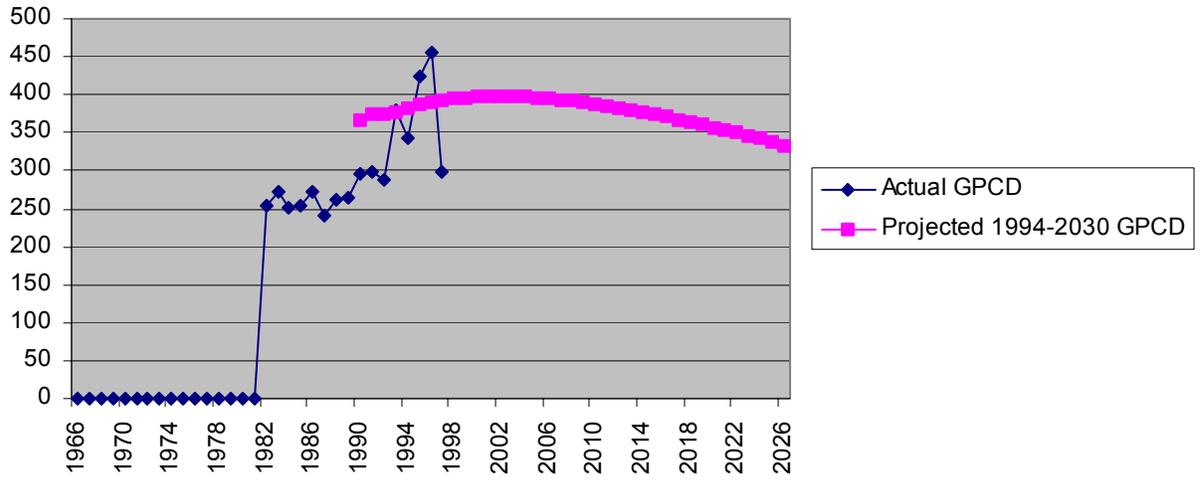
CITIZEN INVOLVEMENT PROGRAM

The City of Folsom will establish a water conservation and metering advisory committee by seeking applications from the citizens of Folsom. The Committee will be charged with providing lines of communication between the public, City staff, and the City Council. The Committee will help the Council by identifying and resolving problems in advance of implementation and help in educating the public as to the need and benefits of such programs. The goal of this Committee is to provide input and guidance to the City staff and City Council such that both the Water Conservation Plan and Meter Retrofit Program can be implemented with the least disruption to the Citizens of Folsom.

City of Folsom



City of Folsom



CITY OF GALT

WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, the City of Galt will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Received from SAWWA, or other organization, and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Received from SAWWA, or other organization, and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. The City of Galt will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by the City of Galt or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Try to achieve 12% annual participation of the targeted 20% of customers through direct mail to the targeted customers. Additional actions will be used to try to reach the annual goal. As the price of water increases, the incentive to have an audit will increase.

- D. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, the City of Galt will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, the City of Galt will complete and maintain, in the unmetered areas:
1. A "system map" of type, size and age of pipes; pressures; leak history; and historic data.
 2. Installation of devices (such as pressure recorders) or use of other methods in high probability leak areas designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A leak detection program, focused on the ten miles of older water mains, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Within three years of agreement signing, the City of Galt will complete and maintain, in the metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc.; with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

- C. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, the City of Galt will:
1. Identify all non-residential unmetered customers.
 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of non-residential customers are metered.
 4. Begin installation of meters at all city-owned landscape areas, with completion by 2001. Then all non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, the City of Galt will provide newly metered non-residential customers with:
1. Information on how to read their meter and a consumption-based water bill; and
 2. Information on the City of Galt-provided water conservation programs and services.
- C. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that the City of Galt is a relatively smaller water purveyor currently relying totally on groundwater and will not realize immediate water supply benefits from participating in the Water Forum Agreement. Therefore until such time as the City of Galt needs discretionary approvals for new or expanded surface water supplies, an active voluntary meter retrofit with incentives is acceptable. Nothing in the Water Forum Agreement prevents purveyors from deciding to undertake a more rapid meter retrofit program.

At such time as the City of Galt needs discretionary approvals for new or expanded surface water supplies it agrees to annually retrofit at least 3.3%-5% of the total number of unmetered residential connections and read and bill as set forth in Appendix D of the Water Forum Agreement.

If in the future the City of Galt receives benefits from another agency's conjunctive use program, it agrees to discuss its meter retrofit program with the Water Forum Successor Effort.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, the City of Galt will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 3. Receive from SAWWA, or other organization, and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 4. Receive from SAWWA, or other organization, seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provide that information to the customers with one acre or larger landscapes.
- B. The City of Galt will annually:
1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The City of Galt's landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Try to achieve 12% annual participation of the targeted 20% of customers through direct mail to the targeted customers. Additional actions will be used to try to reach the annual goal. As the price of water increases, the incentive to have an audit will increase.
- D. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. The City of Galt will enact and implement a landscape water efficiency ordinance pursuant to the “Water Conservation in Landscaping Act” (California Code of Regulations, Chapter 2.7), that is at least as effective as the Model Water Efficient Landscape Ordinance described in Chapter 2.7, Sections 490-495.

- B. The City of Galt will:
 - 1. Establish a landscape task force with the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 - 2. Review, in cooperation with landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 - 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.

- D. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

A combination of the City of Galt specific program in conjunction with full participation by the City of Galt in the Sacramento Area Water Works Association (SAWWA) Conservation Committee’s Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by the City of Galt include:

- 1. Using utility bill inserts or messages on payment notices.
- 2. When residential accounts are metered, providing information on residential metered customers’ bills showing use in gallons per day for the last billing period compared to the year before.

BMP 8 SCHOOL EDUCATION

A combination of the City of Galt specific program in conjunction with full participation by the City of Galt in the Sacramento Area Water Works Association (SAWWA) Conservation Committee’s Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, and a Web site.

Elements implemented directly by the City of Galt include:

1. Offering tours of the City of Galt facilities to elementary schools in the City's service area.
2. Working with schools served by the City of Galt to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, the City of Galt will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants.

B. The City of Galt or their representative will annually:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high-energy use, etc.
2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
3. Survey past program participants to determine if audit recommendations were implemented.

C. The City of Galt's water-use review program will:

1. Provide audits conducted by trained commercial/industrial water auditors.
2. Try to achieve 20% annual participation of the targeted 10% of customers through direct mail to the targeted customers. Additional actions will be used to try to reach the annual goal. As the price of water increases, the incentive to have an audit will increase.
3. Contact past program participants for a follow-up audit at least every fifth year.

D. The City of Galt will establish policies requiring water intensive commercial and industrial building permit applicants (new, modified or change-of-water-use) to conduct a water-use efficiency review and submit the findings in any required environmental documentation for the commercial or industrial project.

- E. Within three years of agreement signing, the City of Galt will:
 - 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 - 2. Consider separate landscape water meter(s) when the combined service would require a 1½” or larger meter.
 - 3. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- F. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, the City of Galt will:
 - 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 - 2. Establish quantity-based rates for each account type.
 - 3. Begin educating all customers about the quantity-based rate structure.
 - 4. Provide metered customers with monthly or bi-monthly information that shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. The City of Galt, within six years of agreement signing, will bill all non-residential metered customers based on the quantity of water use. The City installs only meter setters at residential accounts and will not install meters or bill by quantity at these accounts in the foreseeable future.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. The City of Galt will:
 - 1. Receive information from SAWWA, or other organization, on climate-appropriate landscape design, plants and efficient irrigation equipment/management and provide that information to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the City of Galt’s service area on an annual basis.
 - 2. Market landscape audit/water-use survey program to all new homes and change-of-customer accounts:
 - a. Unmetered service areas will use a bill insert and a newspaper advertisement to market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.

3. Annual pre-irrigation season notification to Single Family Homes served by the City of Galt of the City of Galt-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. The City of Galt's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within the City of Galt's service area but should be convenient to the City of Galt's customers).
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. The City of Galt, will:
1. Establish a landscape task force, with an estimated staff time of eight hours every third year, including the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is as effective as the Model Water Efficient Landscape Ordinance as pertains to single family homes, and to monitor, and revise, when applicable, the ordinance.
 2. Review, in cooperation with the landscape task force, the implementation of the ordinance, including builder compliance, landscape plan review, and final inspection/certification process.
 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- D. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, the City of Galt will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 3. Open hoses not permitted - automatic shut-off nozzles are required.
 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
1. Restricting irrigation hours or days;
 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety;
 3. Restaurants serving water only on request;
 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available; and
 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).
- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.
- D. Within three years of agreement signing the City of Galt will:
1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff will respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the City or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The Water Conservation Plan and Annual Update shall contain the name of the City of Galt's water conservation coordinator, who will be responsible for preparing, implementing and monitoring the Plan.

If the AWWA Certified Water Conservation Practitioner Program becomes an industry standard, within three years of agreement signing, at least one staff member at the City of Galt will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, the City of Galt will:
1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 2. If possible, established a cooperative district / sanitation district ULF rebate program.

- B. The City of Galt will annually:
1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.
- D. The City of Galt will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

CITIZEN INVOLVEMENT PROGRAM

The City of Galt has an existing citizen committee titled the Beautification Committee that is assigned the responsibility of review the various landscape and streetscape features in the City in an effort to improve the image of the Community. One of its functions is to review landscape designs and select a monthly winner of an award for outstanding landscape design and maintenance. This committee is comprised of 5 members each of which are selected by individual Council members. This committee will serve as the citizen involvement mechanism for the City water program as they represent an appropriate cross section of the community.

CITY OF ROSEVILLE

WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY AND MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, the City of Roseville will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. The City of Roseville will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by the City of Roseville or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Attempt to achieve 12% annual participation of the targeted 20% of customers.

- D. The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, the City of Roseville will:
1. Offer to customers with pre-1982 homes, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets. Customers with 1982-92 homes will receive kits without showerheads.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, the City of Roseville will complete and maintain, in the unmetered areas:
1. An annually updated "system map" of type, size and age of pipes; pressures; and leak history.
 2. An ongoing meter calibration and replacement program for all production and distribution meters.
 3. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
- B. Within three years of agreement signing, the City of Roseville will complete and maintain, in the metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc.; with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, the City of Roseville will:
 - 1. Identify all non-residential unmetered customers.
 - 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 - 3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of non-residential customers are metered.
 - 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, the City of Roseville will provide newly metered non-residential customers with:
 - 1. Information on how to read their meter and a consumption-based water bill.
 - 2. Information on the City of Roseville-provided water conservation programs and services.
- C. The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that CVPIA meter retrofit provisions are outside the scope of the Water Forum Agreement and that they require faster implementation than what is included in the Water Forum Agreement. The City of Roseville receives CVP water and agrees that if for any reason any or all of its service area is not immediately or in the future subject to the CVPIA meter retrofit requirement, beginning no later than the start of the fourth year after the Water Forum Agreement is signed they would annually retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the Water Forum Agreement.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, the City of Roseville will:
 - 1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 - 2. Have certified and/or trained landscape water auditors on staff or available through agreements.
 - 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers / landscape workers.
 - 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management*

Handbook, and provided that information to the customers with one acre or larger landscapes.

5. Begin installation of climate appropriate water efficient landscaping at landscaped City of Roseville facilities, phased in over the five years following agreement signing.

B. The City of Roseville will annually:

1. Directly contact all (non-reclaimed water) Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
3. Survey past program participants to determine if audit recommendations were implemented.
4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.

C. The City of Roseville's landscape water-use review program will:

1. Provide audits conducted by certified landscape water auditors.
2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
4. Provide program participants with regular reminders to adjust irrigation timer settings.
5. Provide incentives to achieve at least 12% annual participation of targeted customers.

D. The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

A. The City of Roseville will enact and implement a landscape water efficiency ordinance pursuant to the "Water Conservation in Landscaping Act" (California Code of Regulations, Chapter 2.7), that is at least as effective as the Model Water Efficient Landscape Ordinance described in Chapter 2.7, Sections 490-495.

B. The City of Roseville will:

1. Establish a landscape task force with the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
2. Review, in cooperation with landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process.

3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city staff time constraints, budget or lack of landscape knowledge/expertise.

C. The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, the City of Roseville program will include:

A combination of a City of Roseville specific program in conjunction with full participation by the City in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by the City of Roseville include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use per day for the last billing period compared to the same period the year before;

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, the City of Roseville program will include:

A combination of a City of Roseville specific program in conjunction with full participation by the City in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, and a Web site.

Elements implemented directly by the City of Roseville include:

1. Offering tours of the City of Roseville facilities to elementary schools in the City.
2. Working with schools served by the City of Roseville to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, the City of Roseville will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants

- B. The City of Roseville or their representative will annually:
1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The City of Roseville's water-use review program will:
1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Plan for at least 20% annual participation of the targeted 10% of existing customers.
 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. The City of Roseville will establish policies requiring water intensive commercial and industrial building permit applicants (new, modified or change-of-water-use) to conduct a water-use efficiency review and submit the findings in any required environmental documentation for the commercial or industrial project.
- E. Within three years of agreement signing, the City of Roseville will:
1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 2. Consider separate landscape meter(s) when the combined service would require a 1½"+ meter.
 3. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- F. The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within four years of agreement signing, the City of Roseville will:
1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type.

3. Begin educating all customers about the quantity-based rate structure.
- B. The City of Roseville will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. The City of Roseville will implement a program that includes:
1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the City of Roseville's service area on an annual basis.
 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 3. Annual pre-irrigation season notification to Single Family Homes served by the City of Roseville of City-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. The City of Roseville's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within the City of Roseville's service area but should be convenient to the City of Roseville's customers).
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. The City of Roseville will:
1. Establish a landscape task force with the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Review, in cooperation with landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process.

3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by city staff time constraints, budget or lack of landscape knowledge/expertise.
- D. The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, the City of Roseville will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 3. Open hoses not permitted - automatic shut-off nozzles are required.
 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.
- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
1. Restricting irrigation hours or days
 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 3. Restaurants serving water only on request
 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).
- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.
- D. Within three years of agreement signing the City of Roseville will:
1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff will respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The City of Roseville's water conservation coordinator is Ed Kris and he is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at the City of Roseville will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

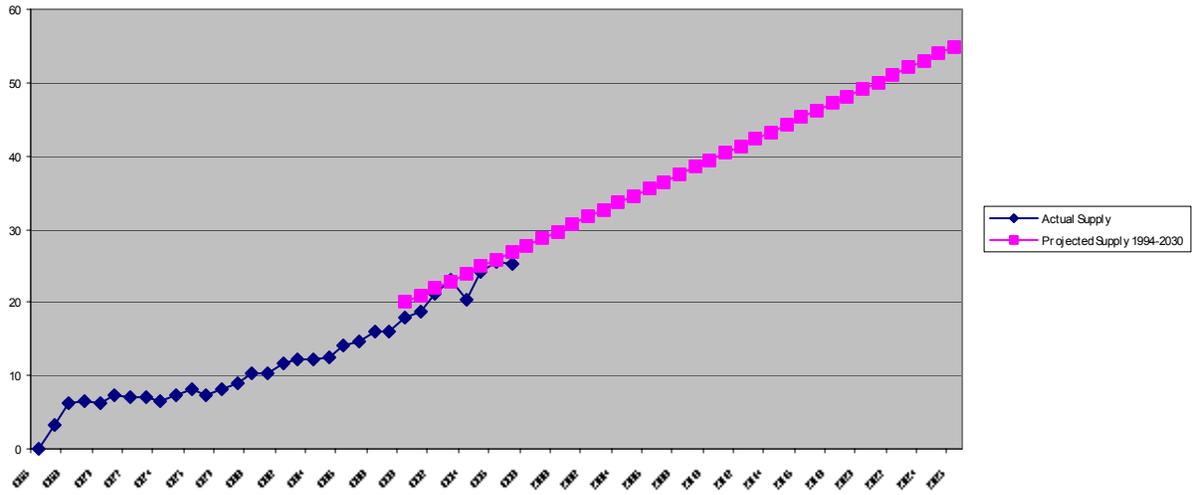
- A. Within three years of agreement signing, the City of Roseville will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use.
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. The City of Roseville will annually:
 - 1. Offer, through direct mail or other communication, ULF rebates to all non-residential accounts that do not have ULF toilets, with special focus on those with the highest number of non ULF-toilets.
- C. The retrofit program will:
 - 1. Offer an incentive to encourage that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 - 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 - 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 - 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.
- D. The City of Roseville will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

CITIZENS INVOLVEMENT PROGRAM

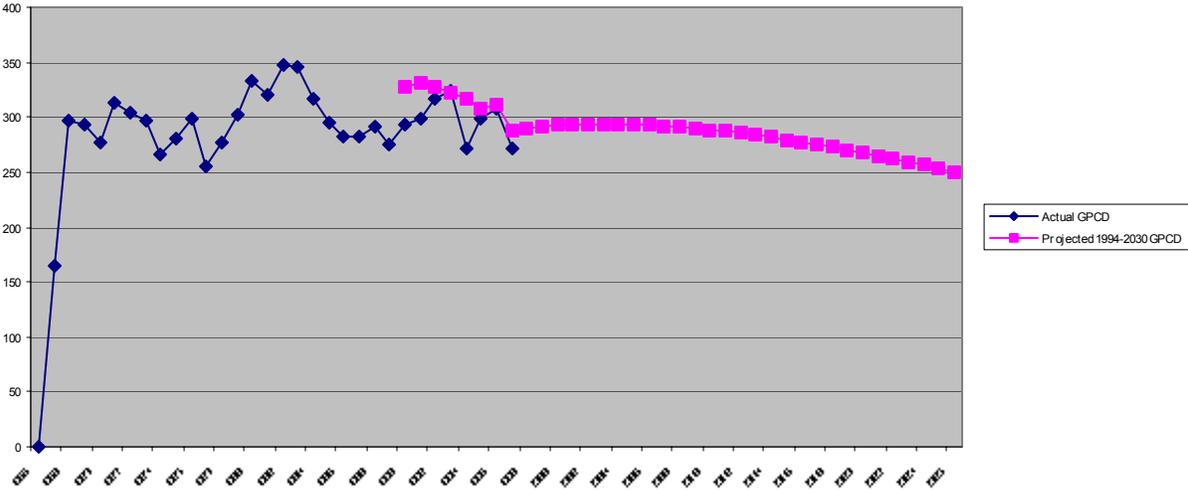
The City of Roseville will establish a citizens advisory committee to assist in the development of the City's Water Conservation Plan. The committee will represent all classes of water customers in the City: single and multi-family residences; commercial customers; industrial users; and irrigation accounts. Committee members maybe drawn from organizations such as the Roseville Coalition of Neighborhoods, the Chamber of Commerce, companies like Hewlett-Packard or NEC, and/or school districts. The citizens' committee will meet with the City's Environmental Utilities Department in several workshops designed to educate members about several issues: a plan to retrofit

residences and business with water meters; making the transition from flat rates to metered rates for water service; and a proposed meter water rate structure.

City of Roseville



City of Roseville



CITY OF SACRAMENTO

WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY AND MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, the City of Sacramento will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. The City of Sacramento will annually:
 - 1. Audit all SF and MF accounts that receive a meter, offer audits to all Institutional accounts which receive a meter and promote audits to unmetered SF and MF customers.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by the City of Sacramento or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, the City of Sacramento will:
1. Provide plumbing retrofit kits to at least 2% of residential accounts and, where appropriate, install high quality low-flow showerheads and faucet aerators. The program has an installed retrofit device target of 20% of residential customers in ten years.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information at the check-out.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, the City of Sacramento will complete and maintain, in the un-metered areas:
1. An annually updated "system map" of type, size and age of pipes; pressures; and leak history.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Within three years of agreement signing, the City of Sacramento will complete / maintain, in metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc., with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection/repair program focused on high probability leak areas identified by map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

- C. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, the City of Sacramento will:
 - 1. Identify all non-residential unmetered customers (does not include MF customers);
 - 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 - 3. Meter 100% of unmetered non-residential within five years.
 - 4. Consider installing separate landscape meters at non-residential unmetered customer locations.
- B. Within 60 days of meter installation, the City of Sacramento will provide newly metered non-residential customers with:
 - 1. Information on how to read their meter and a consumption-based water bill.
 - 2. Information on the City of Sacramento-provided water conservation programs and services.
- C. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

Going as far as possible within the limits of its City Charter, the City of Sacramento would implement a voluntary meter retrofit program.

The goals of the program are to:

- A. Complete 400-555 residential retrofits annually.
- B. Build public understanding and acceptance of alternative water saving programs through education and broad-based community outreach.
- C. Provide opportunity for each retrofitted service to voluntarily convert to a metered billing via a comparison billing process.

The program elements and participation procedures for the voluntary residential meter retrofit program are as follows:

- A. City allocates \$250,000-\$400,000 for residential meter retrofit program fiscal year xx-xx..
- B. Program is offered to all eligible single-family residential customers and accepted on a first come-first serve basis.

- C. City crews install meter at no cost to customer.
- D. Meter reading occurs monthly by city staff utilizing either two methods: AMR (Automated Meter Reading) or electronic meter books.
- E. Water use consumption data is displayed on customers utility bill for each monthly read, represented in gallons per day.
- F. After two years, customers will be provided a summary of water use data including a comparison of residential flat rates and residential metered rates. At that time the customer will be asked to choose:

Option A – which is to remain on the residential flat rate structure.

Option B – which is to change to a residential metered rate structure and bill according to actual water used. Once converted to residential meter rate structure, service to the property is bound to metered rate.

Regardless, customers will continue to receive water use consumption data on a monthly basis and if **Option A** is chosen customer will have the right to choose **Option B** at anytime.

The City will market its voluntary residential meter retrofit program in the following manner:

- A. Printed material such as: program brochures; Q&A fact sheet; application forms; and efficient irrigation materials.
- B. Paid advertisements in the following publications such as: Sacramento Bee Neighbors Sections; The Old City Guardian; Land Park News; East Sac News; Inside East Sac; Natomas Journal; and the Pocket News.
- C. Use of city resources to provide program information in: utility bill inserts; billboard on Capitol City Freeway; message on utility bills; City Hall display; and on the City Web Site Home Page.
- D. Displays at community events such as: City services nights and the Thursday night market.
- E. Develop targeted mailing to: Neighborhood Association Newsletters; Utility Department database; and City neighborhood associations who received Water Forum presentations.
- F. Develop homeowners' packets for: Newcomers to Sacramento and Chamber of Commerce Offices.

Potential incentives that might be offered by the City to encourage residents to participate in the voluntary residential meter retrofit program include:

- A. Indoor / outdoor audits for single family and multi-family residences.

- B. Rebates for
 - 1. ULF toilets
 - 2. Indoor fixture replacement
 - 3. Indoor appliance replacements
 - 4. Landscape plant material
 - 5. Landscape irrigation equipment

C. Financial savings such as a reduction in sewer fees based upon metered water use.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, the City of Sacramento will:
 - 1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 - 2. Have certified and/or trained landscape water auditors on staff or available through agreements.
 - 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers/landscape workers.
 - 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 - 5. Begin installation of climate appropriate water efficient landscaping at landscaped the City of Sacramento facilities, phased in over the five years following agreement signing.
- B. The City of Sacramento will annually:
 - 1. Directly contact metered Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water audits.
 - 2. Provide landscape audits to all CII and Irrigation accounts at time of metering.
 - 3. Survey past program participants to determine if audit recommendations were implemented.
 - 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.

- C. The City of Sacramento's landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Provide audits to 12% of metered greater than 1 acre CII and Irrigation accounts annually. Audit 33 schools each year and provide financial assistance to repair their irrigation systems. Spend \$30,000 on irrigation system improvements at each of five City parks annually for 20 years.
- D. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. The City of Sacramento will enact and implement a landscape water efficiency ordinance pursuant to the "Water Conservation in Landscaping Act" (California Code of Regulations, Chapter 2.7), that is at least as effective as the Model Water Efficient Landscape Ordinance described in Chapter 2.7, Sections 490-495.
- B. The City of Sacramento will:
1. Participate in and support a regional landscape task force established by the Water Forum Successor Effort. The Taskforce will include other local governments and water purveyors, the building and green industries and environmental / public interest groups. It will review the existing local ordinances to determine if they are at least as effective as the Model Water Efficient Landscape Ordinance. The Taskforce may suggest revisions to the existing landscape ordinances.
 2. As part of the Taskforce, participate in a review of the implementation of the local ordinances, including builder compliance, landscape plan review, final inspection/certification process and actual water use to determine their effectiveness.
 3. As part of the Taskforce, determine if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action.
- C. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

A. Within three years of agreement signing, the City of Sacramento program will include:

1. A combination of a City of Sacramento specific program in conjunction with limited participation by the City of Sacramento in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. At this time limited participation in this program is based upon an annual contribution by the City of Sacramento to the SAWWA Conservation Committee for the combined Public Information and School Education program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.
2. The City of Sacramento agrees to spend the difference between the annual per connection SAWWA contribution and their flat annual contribution to SAWWA on an enhanced within-service-area implementation of elements a-f listed below:
 - a. Using utility bill inserts or messages on payment notices.
 - b. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.
 - c. Providing public speakers to community groups and the media.
 - d. Using paid and public service advertising for a water conservation campaign.
 - e. Providing public information to promote other water efficient practices.
 - f. Coordinating with other governmental agencies, industry groups and public interest groups.

BMP 8 SCHOOL EDUCATION

A. Within three years of agreement signing, the City of Sacramento program will include:

1. A combination of a City of Sacramento specific program in conjunction with limited participation by the City of Sacramento in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. At this time limited participation in this program is based upon an annual contribution by a the City of Sacramento to the SAWWA Conservation Committee for the combined Public Information and School Education program. This program includes programs such as: school outreach, promotional materials, community events/fairs, and a Web site.
2. The City of Sacramento agrees to spend the difference between the annual per connection SAWWA contribution and their flat annual contribution to SAWWA on an enhanced within-service-area implementation of elements a-d listed below:
 - a. Offering tours of the City of Sacramento facilities to elementary schools in the City.
 - b. Working with schools served by the City of Sacramento to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

- c. Working with the school districts in the City's service area to provide educational materials promoting efficient water use to one or more grade levels on an annual basis.
- d. Working with school districts in the City's service area to offer instructional materials and assistance to all teachers of the targeted grade level in order to promote efficient water use.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

- A. Within three years of agreement signing, the City of Sacramento will have:
 - 1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
 - 2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
 - 3. Established, if possible, cooperative CI audit programs with other utilities.
 - 4. A list of available CI water-use consultants.
- B. The City of Sacramento or their representative will annually:
 - 1. Provide audits to all newly metered CI accounts.
 - 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The City of Sacramento's water-use review program will:
 - 1. Provide audits conducted by trained commercial/industrial water auditors.
 - 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of customers.
 - 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. The City of Sacramento will establish policies requiring water intensive commercial and industrial building permit applicants (new, modified or change-of-water-use) to conduct a water-use efficiency review and submit the findings in any required environmental documentation for the commercial or industrial project.
- E. Within three years of agreement signing, the City of Sacramento will:
 - 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 - 2. Consider separate landscape water meter(s) when the combined service require a 1½" meter.
 - 3. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- F. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, the City of Sacramento will:
 - 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 - 2. Establish quantity-based rates for each account type, except SF and MF accounts.
 - 3. Begin educating all customers about the quantity-based rate structure.
 - 4. Provide metered customers with monthly or bi-monthly information that shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. The City of Sacramento will, within ten years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. The City of Sacramento will implement a program that includes:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing SF accounts in the City's service area on an annual basis.
 - 2. Audit all SF/MF accounts that receive a meter and promote audits to unmetered SF/MF customers.
 - 3. Annual pre-irrigation season notification to Single Family Homes served by the City of City provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. The City of Sacramento's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within the City of Sacramento's service area but should be convenient to the City of Sacramento's customers).
 - 2. Annual participation at local and regional landscape fairs and garden shows.
 - 3. Annual cooperative education and marketing campaigns with local nurseries.
 - 4. Annual irrigation season landscape media campaign.
 - 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. The City of Sacramento will:
 - 1. Participate in and support a regional landscape task force established by the Water Forum Successor Effort. The Taskforce will include other local governments and water purveyors, the building and green industries and environmental / public interest groups.

It will review the existing local ordinances to determine if they are at least as effective as the Model Water Efficient Landscape Ordinance: The Taskforce may suggest revisions to the existing landscape ordinances.

2. As part of the Taskforce, participate in a review of the implementation of local ordinances, including builder compliance, landscape plan review, final inspection/certification process and actual water use to determine their effectiveness.
3. As part of the Taskforce, determine if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action.

F. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, the City of Sacramento will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 3. Open hoses not permitted - automatic shut-off nozzles are required.
 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.
- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
1. Restricting irrigation hours or days.
 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 3. Restaurants serving water only on request.
 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).
- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.

- D. Within three years of agreement signing the City of Sacramento will:
1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff will respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The City of Sacramento's water conservation coordinator is Elizabeth Brenner and she is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at the City of Sacramento will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, the City of Sacramento will:
1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use.
 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. The City of Sacramento will annually provide \$75 ULF rebates vouchers to newly metered non-residential accounts for each 3.5+ gpf toilet.
- C. The retrofit program will:
1. Offer the necessary incentive to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 4. Consider monitoring the change in water use at metered-accounts which install ULF toilets.
- D. The City of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR RESIDENTIAL CUSTOMERS

Under the Water Forum Agreement this is a voluntary program. The City of Sacramento will annually provide a \$75 ULF rebate voucher to each Single-Family and Multi-Family Unit that is audited.

CITIZEN INVOLVEMENT PROGRAM

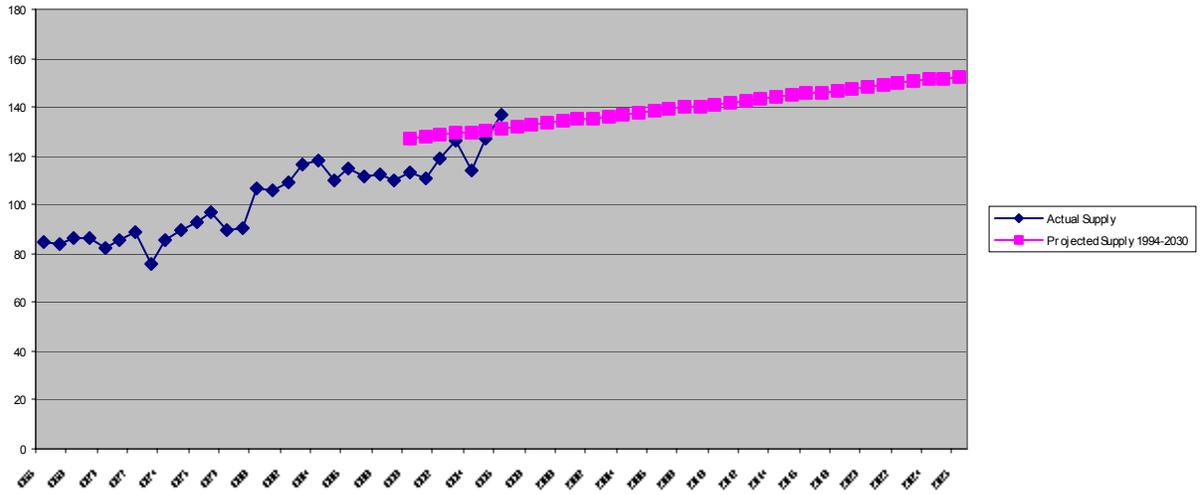
The City of Sacramento currently has two well-established neighborhood based organizations that would be beneficial for community involvement in terms of both public participation and consumer education. The Neighborhood Association Advisory Group (NAAG) and Sacramento County Alliance of Neighborhoods (SCAN) each meet monthly and have been approached many times by the City of Sacramento Department of Utilities to comment on issues not just relevant to water, but to sewer and drainage issues as well.

The City is committed to fostering this relationship that provides a vital link for local government and neighborhoods to communicate on a regular basis. Annual presentations will be given, and if mutually agreed upon, perhaps the development of a sub-committee would be formed to focus on water management issues, to include, but not limited to: Conservation, meters, public acceptance, rate structures, water supply issues, operation and maintenance costs and treatment procedures.

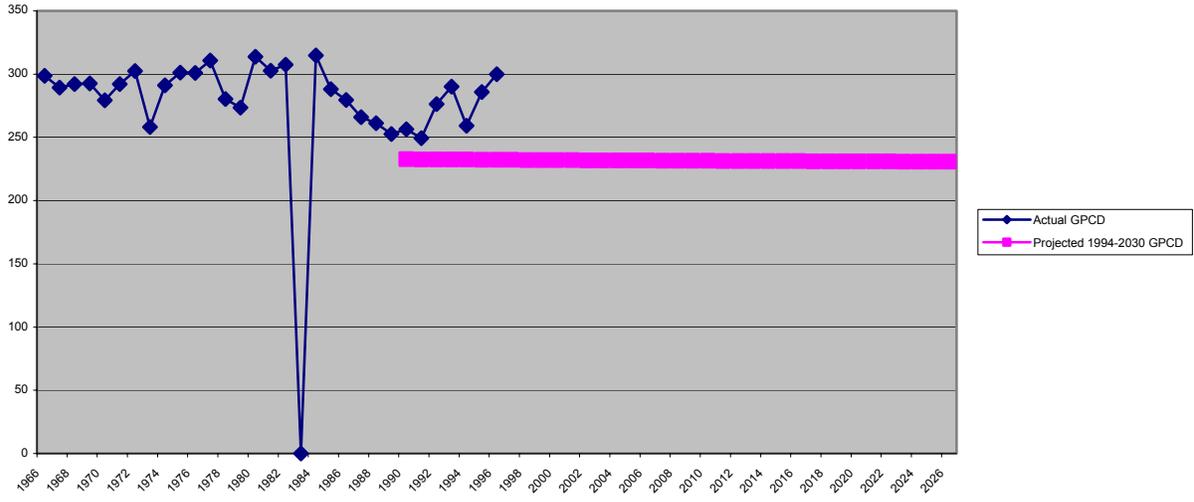
The City will also continue to communicate with all 72 Neighborhood Associations at least once a year and offer to provide an annual update on the City's Water Conservation Programs, seek community input prior to the development of any new water conservation program or implementation of BMPs, provide written articles for inclusion in Neighborhood Newsletters and monthly publications and offer to provide public workshops on relevant issues of concern.

Also, the Sacramento City Council will receive annual progress reports summarizing the Department of Utilities' efforts to encourage water wise management programs that are efficient, cost-effective and affordable for our community.

City of Sacramento



City of Sacramento



COUNTY OF SACRAMENTO WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, the County of Sacramento will have:
1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
- B. The County of Sacramento will annually:
1. Actively market an interior and exterior, including landscape, water audit program which targets customers when they are most likely to be receptive to participation and which continues to target the top 20% water users.
 - a. During conversion to complete service area meter reading, offer water use reviews to all SF, MF and Institutional customers which receive a meter and continue to offer these reviews to customers whose meter readings indicate they are in the top 20% of water users.
 - b. After complete service area meter reading, continue to actively market the water audit program to the top 20% of water users.
 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The water-use review program will:
1. Provide audits conducted by trained auditors.
 2. Provide audits that may include device installation by the County of Sacramento or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
- D. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, the County of Sacramento will:
1. Have SAWWA offer to all customers with home built between 1987 and 1992 retrofit kits that include high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, the County of Sacramento will complete and maintain, in the unmetred areas:
1. An annually updated "system map" of type, size and age of pipes; pressures; and leak history.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Within three years of agreement signing, the County of Sacramento will complete and maintain, in the metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc.; with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection/repair program focused on high probability leak areas identified by map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

- C. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, the County of Sacramento will:
 - 1. Identify all non-residential unmetered customers.
 - 2. Provisionally identify any non-residential unmetered customer accounts that may be very difficult and expensive to retrofit.
 - 3. Meter unmetered non-residential accounts so that within two years all are metered.
 - 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within ten years of meter installation, the County of Sacramento will provide newly metered non-residential customers with:
 - 1. Information on how to read their meter and a consumption-based water bill.
 - 2. Information on the County-provided water conservation programs and services.
- C. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP4 RESIDENTIAL METER RETROFIT

- A. The agreement related to the implementation of a residential meter retrofit program is described in the Water Forum Agreement, Section Three, V., 3., C., 1. b, page XXX.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, the County of Sacramento will:
 - 1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 - 2. Have certified and/or trained landscape water auditors on staff or available through agreements.
 - 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers/landscape workers.
 - 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR Landscape Water Management Handbook, and provided that information to the customers with one acre or larger landscapes.
 - 5. Begin installation of climate appropriate water efficient landscaping at landscaped the County of Sacramento facilities, phased in over the five years following agreement signing.

- B. The County of Sacramento will annually:
 - 1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 - 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.
 - 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.

- C. The County of Sacramento's landscape water-use review program will:
 - 1. Provide audits conducted by certified landscape water auditors.
 - 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 - 5. Provide incentives to achieve at least 12% annual participation of targeted customers.

- D. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. The County of Sacramento will enact and implement a landscape water efficiency ordinance pursuant to the "Water Conservation in Landscaping Act" (California Code of Regulations, Chapter 2.7), that is at least as effective as the Model Water Efficient Landscape Ordinance described in Chapter 2.7, Sections 490-495. The County of Sacramento will:
 - 1. Participate in and support a regional landscape task force established by the Forum Successor Effort. The Taskforce will include other local governments and water purveyors, the building and green industries and environmental / public interest groups. It will review the existing local ordinances to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance. The Taskforce may suggest revisions to the existing landscape ordinances.
 - 2. As part of the Taskforce, participate in a review of the implementation of the local ordinances, including builder compliance, landscape plan review, final inspection/certification process and actual water use to determine their effectiveness.
 - 3. As part of the Taskforce, determine if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action.

- B. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

A. Within three years of agreement signing, the County of Sacramento program will include:

A combination of a County specific program in conjunction with full participation by the County in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

B. Elements implemented directly by the County of Sacramento will include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

A. Within three years of agreement signing, the County of Sacramento program will include:

A combination of a County specific program in conjunction with full participation by the County in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, and a Web site.

B. Elements implemented directly by the County of Sacramento include:

1. Offering tours of County facilities to elementary schools in the County's service area.
2. Working with schools served by the County to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, the County of Sacramento will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants.

B. The County of Sacramento or their representative will annually:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, wastewater, energy, on-site treatment, etc.).

- a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high-energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, or high-energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The County of Sacramento's water-use review program will:
1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of customers.
 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. The County of Sacramento will establish policies requiring water intensive commercial and industrial building permit applicants (new, modified or change-of-water-use) to conduct a water-use efficiency review and submit the findings in required environmental documentation for the commercial or industrial project.
- E. Within three years of agreement signing, the County of Sacramento will:
1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 2. Consider separate landscape water meter(s) when combined service would require a 1½" meter.
 3. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- F. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, the County of Sacramento will:
 - 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 - 2. Establish quantity-based rates for each account type.
 - 3. Begin educating all customers about the quantity-based rate structure.
 - 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. The County of Sacramento will, within ten years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. The County of Sacramento will implement a program that includes:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the County of Sacramento's service area on an annual basis.
 - 2. Landscape audit program offered to all SF and MF accounts that receive a meter or interior audit. and
 - 3. Annual pre-irrigation season notification to Single Family Homes served by the County of Sacramento of the County of Sacramento-provided landscape assistance.
- B. The County of Sacramento's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within the County of Sacramento's service area but should be convenient to the County of Sacramento's customers).
 - 2. Annual participation at local and regional landscape fairs and garden shows.
 - 3. Annual cooperative education and marketing campaigns with local nurseries.
 - 4. Annual irrigation season landscape media campaign.
 - 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. The County of Sacramento will:
 - 1. Participate in and support a regional landscape task force established by the Forum Successor Effort. The Taskforce will include other local governments and water purveyors, the building and green industries and environmental / public interest groups.

It will review the existing local ordinances to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance. The Taskforce may suggest revisions to the existing landscape ordinances.

2. As part of the Taskforce, participate in a review of the implementation of the local ordinances, including builder compliance, landscape plan review, final inspection/certification process and actual water use to determine their effectiveness.
3. As part of the Taskforce, determine if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action.

D. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, the County of Sacramento will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

A. The water waste prohibition measures will include:

1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
3. Open hoses not permitted - automatic shut-off nozzles are required. and
4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:

1. Restricting irrigation hours or days.
2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
3. Restaurants serving water only on request.
4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available. and
5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.

- D. Within three years of agreement signing the County of Sacramento will:
1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff will respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The County of Sacramento's water conservation coordinator is XXXXXXXX and she/he is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at the County of Sacramento will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

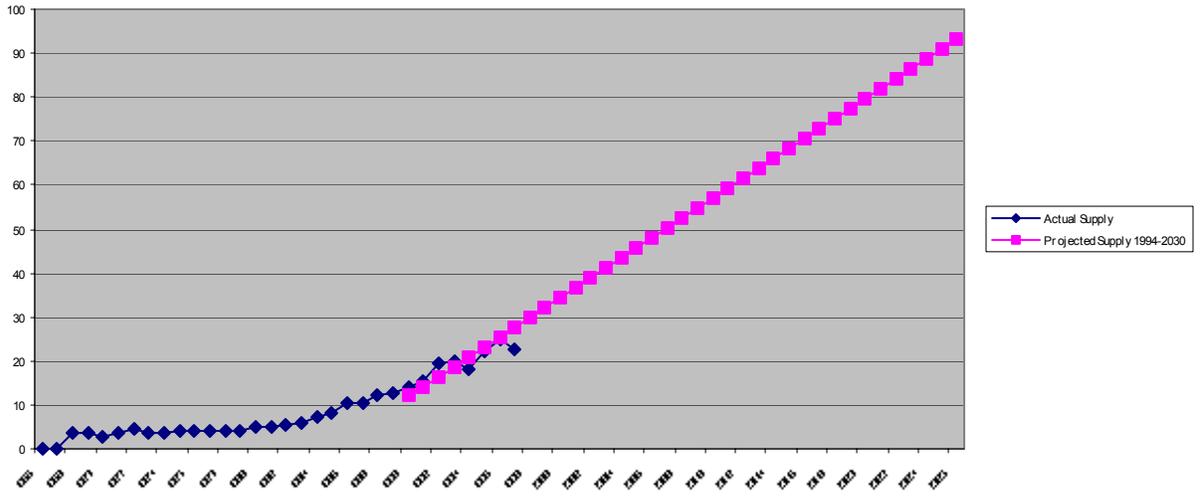
BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, the County of Sacramento will:
1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. The County of Sacramento will annually:
1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts, which do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents. and
 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.
- D. The County of Sacramento will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

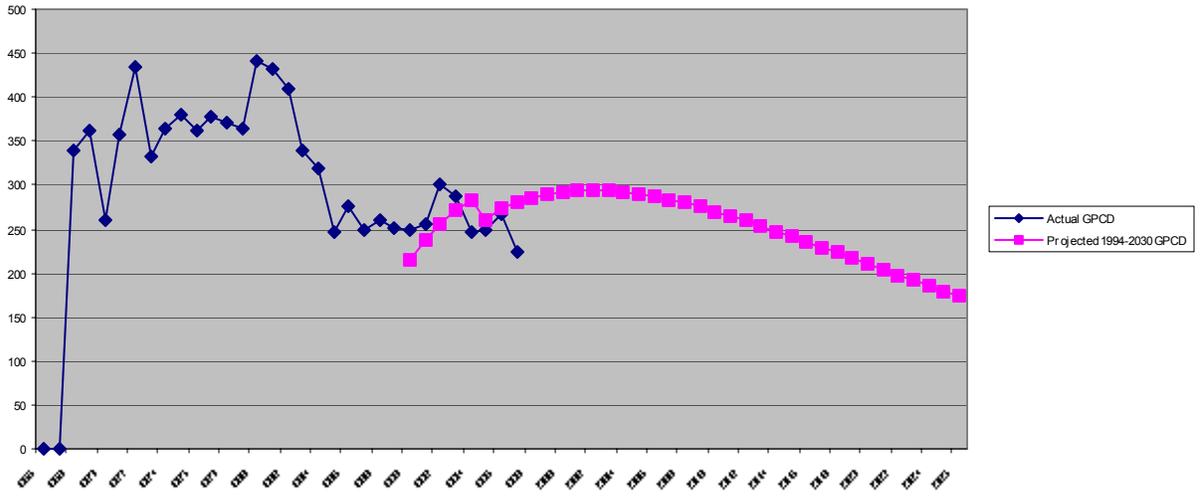
CITIZEN INVOLVEMENT PROGRAM

County will invite the existing Community Planning Advisory Committees to designate a representative(s) to provide input to the proposed residential metering implementation plan. It is intended that this informal group will serve to provide valuable citizens' input on the overall approach to implementation of residential metering.

County of Sacramento



County of Sacramento



DEL PASO MANOR WATER DISTRICT WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Del Paso Manor Water District will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Del Paso Manor Water District will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by Del Paso Manor Water District or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, Del Paso Manor Water District will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, Del Paso Manor Water District will complete and maintain, in the unmetred areas:
1. An annually updated "system map" of type, size and age of pipes; pressures; leak history; and historic data.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Within three years of agreement signing, Del Paso Manor Water District will complete and maintain, in the metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc., with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

- C. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, Del Paso Manor Water District will:
1. Identify all non-residential unmetered customers.
 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of non-residential customers are metered.
 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, Del Paso Manor Water District will provide newly metered non-residential customers with:
1. Information on how to read their meter and a consumption-based water bill.
 2. Information on Del Paso Manor Water District-provided water conservation programs and services.
- C. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that Del Paso Manor Water District is a relatively smaller water purveyor currently relying totally on groundwater and will not realize immediate water supply benefits from participating in the Water Forum Agreement. Therefore until such time as Del Paso Manor Water District needs discretionary approvals for new or expanded surface water supplies, an active voluntary meter retrofit with incentives is acceptable. Nothing in the Water Forum Agreement prevents purveyors from deciding to undertake a more rapid meter retrofit program.

At such time as Del Paso Manor Water District needs discretionary approvals for new or expanded surface water supplies it agrees to annually retrofit at least 3.3% - 5% of the total number of unmetered residential connections and read and bill as set forth in Appendix D of the Water Forum Agreement.

If in the future Del Paso Manor Water District receives benefits from another agency's conjunctive use program, it agrees to discuss its meter retrofit program with the Water Forum Successor Effort.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Del Paso Manor Water District will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 5. Begin installation of climate appropriate water efficient landscaping at landscaped Del Paso Manor Water District facilities, phased in over the five years following agreement signing.
- B. Del Paso Manor Water District will annually:
1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The Del Paso Manor Water District's landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Provide incentives, such as the following, to achieve at least 12% annual participation of targeted customers:
 - a. Billing adjustments or bill rebates targeted to irrigation system repair or improvement.
 - b. Grants, etc. to encourage landscape design and irrigation system improvements.
 - c. ET (evapotranspiration) based tiered rate structure.
- D. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. Del Paso Manor Water District will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by county staff time constraints, budget or lack of landscape knowledge/expertise.
- B. Del Paso Manor Water District will publicly support the county's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- C. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, the Del Paso Manor Water District program will include:

A combination of a Del Paso Manor Water District specific program in conjunction with full participation by the Del Paso Manor Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by the Del Paso Manor Water District will include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, the Del Paso Manor Water District program will include:

A combination of a Del Paso Manor Water District specific program in conjunction with full participation by the Del Paso Manor Water District in the Sacramento Area Water

Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This includes programs such as: school outreach, promotional materials, community events and fairs, and a Web site.

Elements implemented directly by the Del Paso Manor Water District include:

1. Offering tours of Del Paso Manor Water District facilities to elementary schools in the Del Paso Manor Water District's service area.
2. Working with schools served by the Del Paso Manor Water District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, Del Paso Manor Water District will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants.

B. Del Paso Manor Water District or their representative will annually:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
3. Survey past program participants to determine if audit recommendations were implemented.

C. The Del Paso Manor Water District's water-use review program will:

1. Provide audits conducted by trained commercial/industrial water auditors.
2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
3. Contact past program participants for a follow-up audit at least every fifth year.

D. Within three years of agreement signing, Del Paso Manor Water District will:

1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.

2. Coordinate with the county during the permitting of new, modified or change-of-water-use CI projects within the Del Paso Manor Water District's service area to ensure that the submitted findings are reviewed by the Del Paso Manor Water District to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Del Paso Manor Water District will:
1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type.
 3. Begin educating all customers about the quantity-based rate structure.
 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. Del Paso Manor Water District will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Del Paso Manor Water District will implement a program that includes:
1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Del Paso Manor Water District's service area on an annual basis.
 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts:
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 3. Annual pre-irrigation season notification to Single Family Homes served by the Del Paso Manor Water District of Del Paso Manor Water District-provided landscape assistance (audits/surveys, materials, special offers, etc.).

- B. Del Paso Manor Water District's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other Del Paso Manor Water District, etc., will include:
1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Del Paso Manor Water District's service area but should be convenient to the Del Paso Manor Water District's customers).
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Del Paso Manor Water District will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- D. Del Paso Manor Water District will publicly support the county's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Del Paso Manor Water District will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 3. Open hoses not permitted - automatic shut-off nozzles are required.
 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
 - 1. Restricting irrigation hours or days.
 - 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 - 3. Restaurants serving water only on request.
 - 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 - 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.

- D. Within three years of agreement signing Del Paso Manor Water District will:
 - 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 - 2. Have staff will respond to reports of water waste in a timely manner.
 - 3. Will have water waste patrols at least during water shortages.
 - 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The Water Conservation Plan and Annual Update shall contain the name of Del Paso Manor Water District's water conservation coordinator, who will be responsible for preparing, implementing and monitoring the Plan.

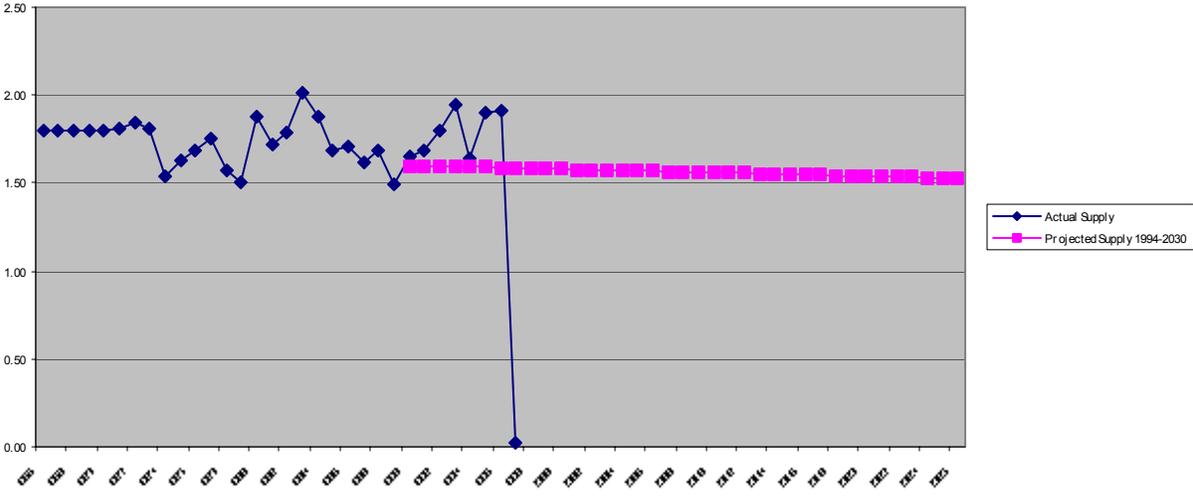
Within three years of agreement signing, at least one staff member at Del Paso Manor Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

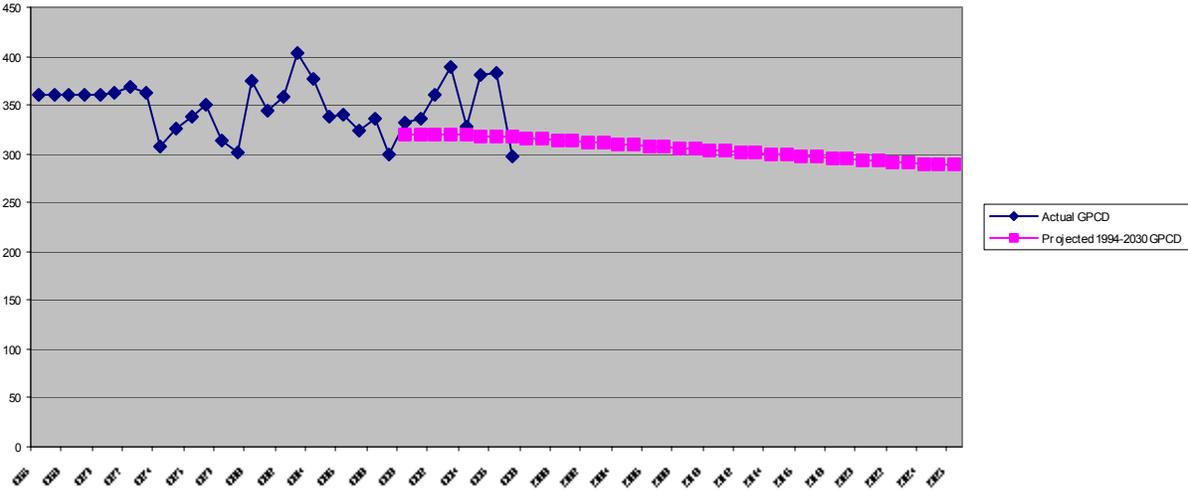
- A. Within three years of agreement signing, Del Paso Manor Water District will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.

- B. Del Paso Manor Water District will annually:
1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.
- D. Del Paso Manor Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

Del Paso Manor WD



Del Paso Manor WD



FAIR OAKS WATER DISTRICT WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Fair Oaks Water District will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Fair Oaks Water District will annually:
 - 1. Provide audits to all customers receiving a meter.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by purveyor or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.

- D. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. The ongoing program will:
 - 1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 - 2. Offer toilet leak test kits to all change of account customers who visit the purveyor office.
 - 3. Work with the local “Welcome Wagon” or equivalent organization to provide water conservation materials to new residents.

4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.

B. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

A. Fair Oaks Water District will complete and maintain, in the unmetered areas:

1. An annually updated “system map” of type, size and age of pipes; pressures; and leak history.
2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
3. An ongoing meter calibration and replacement program for all production and distribution meters.
4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement. Fair Oaks Water District, thus far, has replaced or abandoned 18-miles of steel pipe. It is estimated that by the year 2010, all steel pipe, that is not cement-mortared lined, will be replaced or abandoned. The amount of remaining pipe to replace is estimated at 10-miles.

B. Fair Oaks Water District will complete and maintain, in the metered areas:

1. An annual system water audit, determining the difference between production and sales.
2. An annually updated “system map” of type, size and age of pipes; pressures; leak history.
3. An ongoing meter calibration and replacement program.
4. An ongoing leak detection/repair program focused on high probability leak areas identified by map.
5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

C. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing Fair Oaks Water District will:
 - 1. Identify all non-residential unmetered customers.
 - 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 - 3. Adopt a plan to meter at least 20 percent of unmetered non-residential accounts yearly so that within five years of becoming a signatory 85-90 percent of non-residential customers are metered.
 - 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, Fair Oaks Water District will provide newly metered non-residential customers with:
 - 1. Information on how to read their meter and a consumption-based water bill.
 - 2. Information on purveyor-provided water conservation programs and services.
- C. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that CVPIA meter retrofit provisions are outside the scope of the *Water Forum Agreement* and that they require faster implementation than what is included in the *Water Forum Agreement*. The Fair Oaks Water District receives CVP water and agrees that if for any reason any or all of its service area is not immediately or in the future subject to the CVPIA meter retrofit requirement, beginning no later than the start of the fourth year after the *Water Forum Agreement* is signed they would annually retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the *Water Forum Agreement*.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Fair Oaks Water District will:
 - 1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 - 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 - 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 - 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management*

Handbook, and provided that information to the customers with one acre or larger landscapes.

5. Begin installation of climate appropriate water efficient landscaping at landscaped purveyor facilities, phased in over the five years following agreement signing.

B. Fair Oaks Water District will annually:

1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
3. Survey past program participants to determine if audit recommendations were implemented.
4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.

C. The landscape water-use review program will:

1. Provide audits conducted by certified landscape water auditors.
2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
4. Provide program participants with regular reminders to adjust irrigation timer settings.
5. Provide incentives to achieve at least 12 % annual participation of targeted customers.

D. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

A. Fair Oaks Water District, in cooperation with Sacramento County, will:

1. Participate in a landscape task force with other local governments, water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
2. Review, in cooperation with landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process, to ensure its effectiveness.
3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action.

- B. Fair Oaks Water District will publicly support the county's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- C. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, Fair Oaks Water District's ongoing program will include a combination of a Fair Oaks Water District specific program in conjunction with full participation by Fair Oaks Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by Fair Oaks Water District include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, Fair Oaks Water District's ongoing program will include a combination of a Fair Oaks Water District specific program in conjunction with full participation by Fair Oaks Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, and a Web site.

Elements implemented directly by Fair Oaks Water District include:

1. Offering tours of Fair Oaks Water District facilities to elementary schools in the Fair Oaks Water District service area.
2. Working with schools served by Fair Oaks Water District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

- A. Within three years of agreement signing, Fair Oaks Water District will have:
 1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
 2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
 3. Established, if possible, cooperative CI audit programs with other utilities.
 4. A list of available CI water-use consultants.

- B. Fair Oaks Water District will annually:
1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. Fair Oaks Water District's water-use review program will:
1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. Fair Oaks Water District will:
1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 2. Coordinate with the county during the permitting of new, modified or change-of-water-use CI projects within the purveyor's service area to ensure that the submitted findings are reviewed by the purveyor to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Fair Oaks Water District will:
1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type.
 3. Begin educating all customers about the quantity-based rate structure.

4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. Fair Oaks Water District will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Fair Oaks Water District will implement a program that includes:
1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the purveyor's service area on an annual basis.
 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 3. Annual pre-irrigation season notification to Single Family Homes served by the purveyor of purveyor-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Fair Oaks Water District's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within a purveyor's service area but should be convenient to the purveyor's customers).
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/sprinkler shut-offs.
- C. Fair Oaks Water District will publicly support the county's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- D. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Fair Oaks Water District will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
 - 1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 - 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 - 3. Open hoses not permitted - automatic shut-off nozzles are required.
 - 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
 - 1. Restricting irrigation hours or days.
 - 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 - 3. Restaurants serving water only on request.
 - 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 - 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.

- D. Within three years of agreement signing Fair Oaks Water District will:
 - 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 - 2. Have staff respond to reports of water waste in a timely manner.
 - 3. Have water waste patrols at least during water shortages.
 - 4. Cooperate with the city or county in their program enforcement efforts.

- E. Within three years of agreement signing unmetered areas of Fair Oaks Water District will:
 - 1. Have water waste patrols (including some pre-dawn and post-sunset) during the irrigation season.

BMP 14 WATER CONSERVATION COORDINATOR

The Fair Oaks Water District's Water Conservation Coordinator, xxxxxxxxxxxx, will be responsible for preparing, implementing and monitoring the Plan.

If the AWWA Certified Water Conservation Practitioner Program becomes an industry standard, within three years of agreement signing, at least one staff member at Fair Oaks Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, Fair Oaks Water District will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.

- B. Fair Oaks Water District will annually:
 - 1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.

- C. The retrofit program will:
 - 1. Offer the necessary incentive to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 - 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 - 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 - 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.

- D. Fair Oaks Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

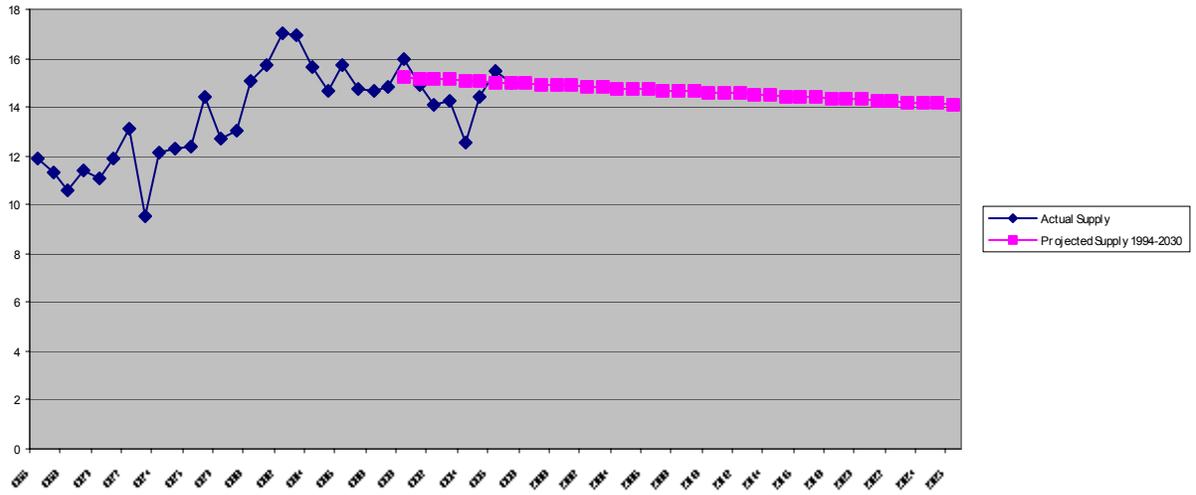
CITIZENS INVOLVEMENT PROGRAM

In the interest of securing popular support for the metering program, the District involves those directly affected by the metering policies. Prior to installing meters, District staff notifies customers of the impending work and informs them of the benefits of meters. Often customers are asked if they would like to modify their service size at the time of metering. The general public is also kept informed on many aspects of the District's metering program, through bill inserts and mass distributed newsletters and pamphlets.

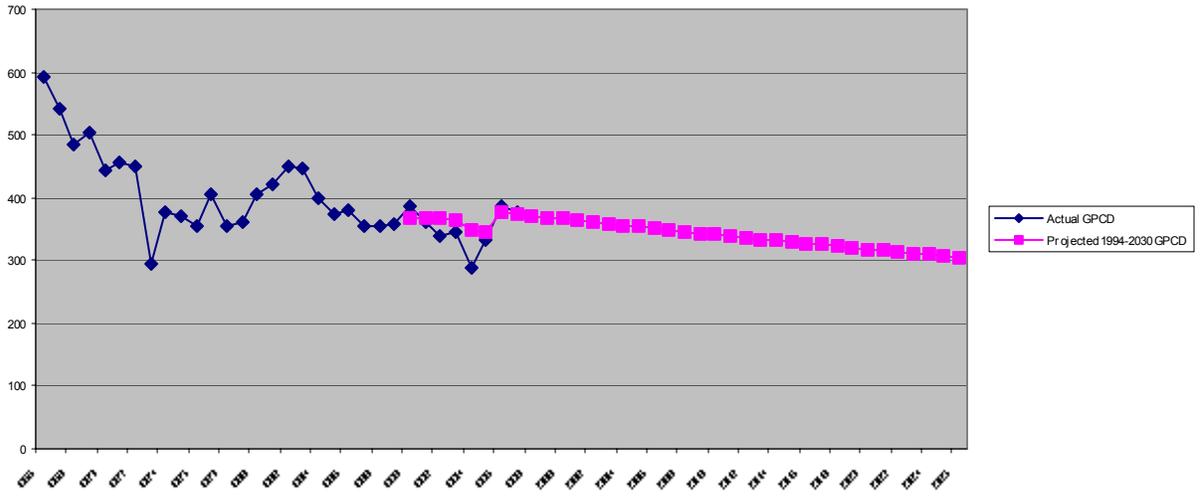
In order to further promote implementation of water conservation programs, particularly with regard to metering and new commodity rates, the District will generally seek to increase customer involvement. To accomplish involvement goals, the District will continue to use the following practices:

- A. From the customer base, a committee or team of individuals will be selected to review programs and provide some input and support, serving as a sounding board.
- B. The committee representatives from the following groups will include, but not be limited to:
 - 1. Member of the Fair Oaks Community Advisory Council.
 - 2. Officer of the Fair Oaks Chamber of Commerce.
 - 3. Unmetered resident of the District who has volunteered for a meter.
 - 4. Unmetered resident of the District who has not yet volunteered for a meter.
 - 5. Resident of the District who currently has a meter.
- C. Following review and input by the committee the programs will be submitted to the Board of Directors for approval.
- D. The process will be documented and the programs promoted in the District's newsletter, Water Currents.

Fair Oaks WD



Fair Oaks WD



FLORIN COUNTY WATER DISTRICT WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Florin County Water District will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Florin County Water District will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits):
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use and, when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by purveyor or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. The ongoing program will:
 - 1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 - 2. Offer toilet leak test kits to all change of account customers who visit the purveyor office.
 - 3. Work with the local “Welcome Wagon” or equivalent organization to provide water conservation materials to new residents.
 - 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 - 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.

- B. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Florin County Water District will complete and be maintaining, for unmetered areas:
 - 1. An annually updated “system map” of type, size and age of pipes; pressures; and leak history.
 - 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 - 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 - 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 - 5. A complete system-wide leak detection program repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.

- B. Florin County Water District will complete and be maintaining, for metered areas:
 - 1. An annual system water audit, determining the difference between production and sales.
 - 2. An annually updated “system map” of: type, size and age of pipes; pressures; record of leaks, etc., with historic data.
 - 3. An ongoing meter calibration and replacement program.
 - 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 - 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

- C. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. The ongoing program will:
 - 1. Identify all non-residential unmetered customers.
 - 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 - 3. Adopt a plan to meter at least 10 percent of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of non-residential customers are metered.
 - 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.

- B. Within 60 days of meter installation, Florin County Water District will provide newly metered non-residential customers with:
 - 1. Information on how to read their meter and a consumption-based water bill.
 - 2. Information on purveyor-provided water conservation programs and services.

- C. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that Florin County Water District is a relatively smaller water purveyor currently relying totally on groundwater and will not realize immediate water supply benefits from participating in the Water Forum Agreement. Therefore until such time as Florin County Water District needs discretionary approvals for new or expanded surface water supplies, an active voluntary meter retrofit with incentives is acceptable. Nothing in the Water Forum Agreement prevents purveyors from deciding to undertake a more rapid meter retrofit program.

At such time as Florin County Water District needs discretionary approvals for new or expanded surface water supplies it agrees to annually retrofit at least 3.3%-5% of the total number of unmetered residential connections and read and bill as set forth in Appendix D of the Water Forum Agreement.

If in the future Florin County Water District receives benefits from another agency's conjunctive use program, it agrees to discuss its meter retrofit program with the Water Forum Successor Effort.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Florin County Water District will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 5. Begin installation of climate appropriate water efficient landscaping at landscaped purveyor facilities, phased in over the five years following agreement signing.
- B. Florin County Water District will annually:
1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Provide incentives to achieve at least 12% annual participation of targeted customers.
- D. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. Florin County Water District, in cooperation with Sacramento County, will:
1. Participate in a landscape task force with other local governments, water Fair Oaks Water District, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Review, in cooperation with landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process, to ensure its effectiveness.
 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action.
- B. Florin County Water District will publicly support the county or city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- C. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, a Florin County Water District's ongoing program will include:

A combination of a Florin County Water District specific program in conjunction with limited participation by the Florin County Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and outreach.

The purveyor agrees to spend the difference between the annual per connection SAWWA contribution and the Florin County Water District's flat annual contribution to SAWWA on an enhanced within-service-area implementation of elements 3-6 listed below:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.
3. Providing public speakers to community groups and the media.
4. Using paid and public service advertising for a water conservation campaign.
5. Providing public information to promote other water efficient practices.

6. Coordinating with other governmental agencies, industry groups and public interest groups.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, a Florin County Water District's ongoing program will include:

A combination of a Florin County Water District specific program in conjunction with limited participation by the Florin County Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, a Web site, and allied organizations outreach.

Florin County Water District agrees to spend the difference between the annual per connection SAWWA contribution and the Florin County Water District's flat annual contribution to SAWWA on an enhanced within-service-area implementation of elements 3-4 listed below:

1. Offering tours of purveyor facilities to elementary schools in the purveyor's service area.
2. Working with schools served by the purveyor to promote school audits, reduced water bills, and innovative funding for equipment upgrades.
3. Working with the school districts in the water purveyor's service area to provide educational materials promoting efficient water use to one or more grade levels on an annual basis.
4. Working with school districts in the water purveyor's service area to offer instructional materials and assistance to all teachers of the targeted grade level in order to promote efficient water use. This program is considered successful if a high percent of the teachers of the targeted grade level(s) participate in the training and use the materials in the classroom.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, Florin County Water District will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants.

B. Florin County Water District or their representative will annually:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.):
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-

- use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).
- b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. Florin County Water District water-use review program will:
1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. Florin County Water District will:
1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the purveyor's service area to ensure that the submitted findings are reviewed by the purveyor to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Florin County Water District will:
1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type.
 3. Begin educating all customers about the quantity-based rate structure.
 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. Florin County Water District will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Florin County Water District will implement a program that includes, at a minimum:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the purveyor's service area on an annual basis.
 - 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts:
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 - 3. Annual pre-irrigation season notification to Single Family Homes served by the purveyor of purveyor-provided landscape assistance (audits/surveys, materials, special offers, etc.).

- B. A signatory's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
 - 1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within a purveyor's service area but should be convenient to the purveyor's customers).
 - 2. Annual participation at local and regional landscape fairs and garden shows.
 - 3. Annual cooperative education and marketing campaigns with local nurseries.
 - 4. Annual irrigation season landscape media campaign.
 - 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/sprinkler shut-offs.

- C. Florin County Water District, in cooperation with Sacramento County, will:
 - 1. Participate in a landscape task force with other local governments, water Fair Oaks Water District, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 - 2. Review, in cooperation with landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process, to ensure its effectiveness.
 - 3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by county staff time constraints, budget or lack of landscape knowledge/expertise, and, if so, recommend and support corrective action.

- D. Florin County Water District will publicly support the county's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.

- E. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Florin County Water District will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include, at a minimum:
1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 3. Open hoses not permitted - automatic shut-off nozzles are required.
 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.
- B. Other suggested measures, such as the following, may be permanent, seasonal or related to water shortage:
1. Restricting irrigation hours or days.
 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 3. Restaurants serving water only on request.
 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).
- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.
- D. Within three years of agreement signing Florin County Water District will:
1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff will respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The Florin County Water District Water Conservation Plan shall contain the name of the purveyor's water conservation coordinator, who will be responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at Florin County Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, Florin County Water District will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.

- B. Florin County Water District will annually:
 - 1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.

- C. The retrofit program will:
 - 1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 - 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 - 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 - 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.

- D. Florin County Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

NORTHRIDGE WATER DISTRICT WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Northridge Water District's will:
 - 1. Contract for trained water auditors.
 - 2. Prepare and make available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepare and make available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Northridge Water District's contractor will annually:
 - 1. Offer audits to all Single Family, Multi Family and Institutional customers beginning metered billing.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers receiving a meter.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program contractor will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by contractor or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. Northridge Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, Northridge Water District will:
 - 1. Provide high quality low-flow showerheads, faucet aerators and toilet leak detection tablets, as appropriate at time of audit, to customers without efficient fixtures.
 - 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.

3. Work with the local “Welcome Wagon” or equivalent organization to provide water conservation materials to new residents.
4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.

B. Northridge Water District and its contractor will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, Northridge Water District will complete and be maintaining:
1. An annually updated “system map” of type, size and age of pipes; pressures; leak history; and historic data.
 2. Installation, where appropriate, of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program when Northridge Water District is completely metered.
- B. Northridge Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, Northridge Water District will:
1. Identify all non-residential unmetered customers.
 2. Provisionally identify any non-residential unmetered customers whom may be very difficult and expensive to retrofit.
 3. Adopt a plan to meter at least 20 percent of unmetered non-residential accounts yearly so that within five years of becoming a signatory 85-90 percent of non-residential customers are metered.
 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.

- B. Within 60 days of meter installation, Northridge Water District will provide newly metered non-residential customers with:
 - 1. Information on how to read their meter and a consumption-based water bill.
 - 2. Information on Northridge Water District-provided water conservation programs and services.
- C. Northridge Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

In the first two years after the *Water Forum Agreement* is signed, the Northridge Water District would plan for, budget, and prepare the public for a residential meter retrofit program. Beginning no later than the start of the fourth year after the *Water Forum Agreement* is signed, the Northridge Water District would annually retrofit at least 3.3-5% of their total number of unmetered residential connections as of the date of the *Water Forum Agreement*.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Northridge Water District's will:
 - 1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 - 2. Contract for certified and/or trained landscape water auditors.
 - 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 - 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the *DWR Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 - 5. Begin installation of climate appropriate water efficient landscaping at landscaped Northridge Water District facilities, phased in over the five years following agreement signing.
- B. Northridge Water District's contractor will annually:
 - 1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 - 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.
 - 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The Northridge Water District landscape water-use review program contractor will:

1. Provide audits conducted by certified landscape water auditors.
2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
4. Provide program participants with regular reminders to adjust irrigation timer settings.
5. Provide incentives to achieve at least 12 percent annual participation of targeted customers.

D. Northridge Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

A. Northridge Water District will:

1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.

B. Northridge Water District will publicly support the county's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.

C. Northridge Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

A. Within three years of agreement signing, Northridge Water District's program will include:

1. Combination of a Northridge Water District specific program in conjunction with full participation by the Northridge Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

2. Elements implemented directly by the Northridge Water District will include:
 - a. Using utility bill inserts or messages on payment notices.
 - b. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

- A. Within three years of agreement signing, Northridge Water District's program will include:
 1. A combination of a Northridge Water District specific program in conjunction with full participation by the Northridge Water District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: school outreach, promotional materials, community events and fairs, a Web site, and allied organizations outreach.
 2. Elements implemented directly by the Northridge Water District include:
 - a. Offering tours of Northridge Water District xeriscape gardens to elementary schools in the Northridge Water District service area.
 - b. Working with schools served by the Northridge Water District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

- A. Within three years of agreement signing, Northridge Water District's will have:
 1. Contracted for trained commercial/industrial water auditors.
 2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
 3. Established, if possible, cooperative CI audit programs with other utilities.
 4. A list of available CI water-use consultants.
- B. Northridge Water District's contractor will annually:
 1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, wastewater, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high-energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, and high-energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The Northridge Water District water-use review program contractor will:
 - 1. Provide audits conducted by trained commercial/industrial water auditors.
 - 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 - 3. Contact past program participants for a follow-up audit at least every fifth year.

- D. Within three years of agreement signing, Northridge Water District will:
 - 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 - 2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the Northridge Water District's service area to ensure that the submitted findings are reviewed by the Northridge Water District to identify incentive program opportunities.
 - 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 - 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.

- E. Northridge Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Northridge Water District will:
 - 1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 - 2. Establish quantity-based rates for each account type.
 - 3. Begin educating all customers about the quantity-based rate structure.
 - 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in ccf (hundred cubic feet), and what charges would have been if based on actual use.

- B. Northridge Water District will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Northridge Water District's contractor will implement a program, which includes:
 - 1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Northridge Water District's service area on an annual basis.

2. Landscape audit/water-use survey program actively marketed to all SF customers at the beginning of metered billing.
 3. Annual pre-irrigation season notification to Single Family Homes served by the Northridge Water District of Northridge Water District-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Northridge Water District's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Northridge Water District's service area but should be convenient to the Northridge Water District's customers).
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Northridge Water District will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance as pertains to single family homes, and to monitor, and revise, when applicable, the ordinance.
 2. Participate in the landscape task force's review of the implementation of the ordinance, including builder compliance, landscape plan review, and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- D. Northridge Water District will publicly support the county's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Northridge Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Northridge Water District has a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures include:
 - 1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 - 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 - 3. Open hoses not permitted - automatic shut-off nozzles are required.
 - 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

- B. Other measures, such as the following, will be considered and may be permanent, seasonal or related to water shortage:
 - 1. Restricting irrigation hours or days.
 - 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 - 3. Restaurants serving water only on request.
 - 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 - 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

- C. The waste prohibition enforcement mechanisms are a graduated series of responses, which include: personal notification, monetary fees, and service termination.

- D. Within three years of agreement signing Northridge Water District will:
 - 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 - 2. Have staff will respond to reports of water waste in a timely manner.
 - 3. Will have water waste patrols at least during water shortages.
 - 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

Northridge Water District's water conservation coordinator is Warren Jung, who will be responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one Northridge Water District staff member or employee of the Northridge Water District's conservation program contractor will be an AWWA Certified Water Conservation Practitioner (Level II), if the program becomes an industry standard, or will pass equivalent training.

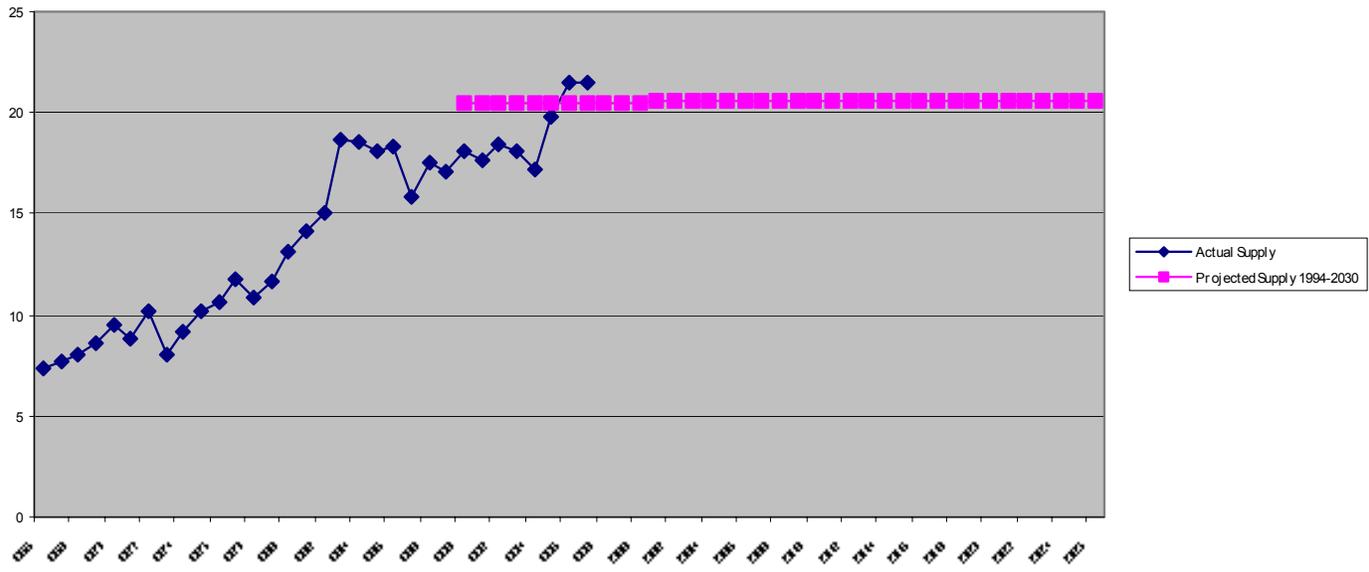
BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, Northridge Water District's contractor will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. If a regional program is established, Northridge Water District's contractor will annually:
 - 1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The regional retrofit program will:
 - 1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10 percent of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90 percent of all non-residential toilets being ULFs within ten years.
 - 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 - 3. Investigate opportunities for community-based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 - 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.
- D. Northridge Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

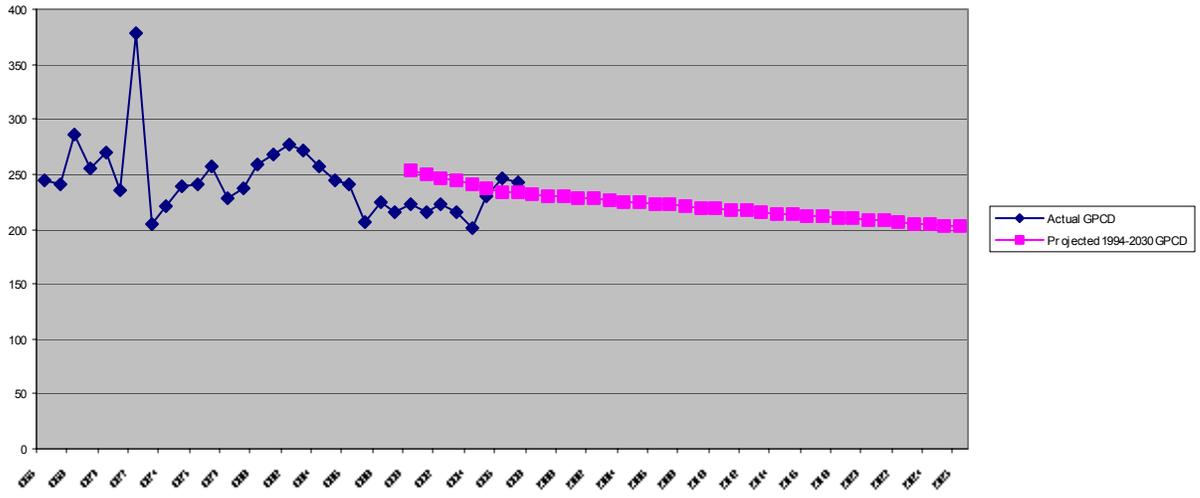
CITIZEN INVOLVEMENT PROGRAM

The Northridge Water District is investigating ways to implement this aspect of the *Water Forum Agreement* by using existing citizen groups such as perhaps the various CPAC's (County Planning Advisory Committees such as the North Highlands – Foothill Farms Area CPAC, the Carmichael CPAC, and the Antelope CPAC) in their service area.

Northridge WD



Northridge WD



ORANGE VALE WATER COMPANY WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Orange Vale Water Company will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Orange Vale Water Company will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits):
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by Orange Vale Water Company or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, Orange Vale Water Company will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, Orange Vale Water Company will complete and maintain, in the unmetred areas:
1. An annually updated "system map" of type, size and age of pipes; pressures; and leak history.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection and repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Within three years of agreement signing, Orange Vale Water Company will complete and maintain, in the metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc., with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.

- C. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, Orange Vale Water Company will:
1. Identify all non-residential unmetered customers.
 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of non-residential customers are metered.
 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, Orange Vale Water Company will provide newly metered non-residential customers with:
1. Information on how to read their meter and a consumption-based water bill.
 2. Information on Orange Vale Water Company-provided water conservation programs and services.
- C. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that CVPIA meter retrofit provisions are outside the scope of the *Water Forum Agreement* and that they require faster implementation than what is included in the *Water Forum Agreement*. The Orange Vale Water Company receives CVP water and agrees that if for any reason any or all of its service area is not immediately or in the future subject to the CVPIA meter retrofit requirement, beginning no later than the start of the fourth year after the *Water Forum Agreement* is signed they would annually retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the *Water Forum Agreement*.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Orange Vale Water Company will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 5. Begin installation of climate appropriate water efficient landscaping at landscaped Orange Vale Water Company facilities, phased in over the five years following agreement signing.
- B. Orange Vale Water Company will annually:
1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The Orange Vale Water Company's landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Provide incentives to achieve at least 12% annual participation of targeted customers.
- D. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. Orange Vale Water Company will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- B. Orange Vale Water Company will publicly support the city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- C. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, the Orange Vale Water Company program will include:

An entirely Orange Vale Water Company specific Public Information program, funded at a level equivalent to one-half the full SAWWA per-connection contribution. The program will include activities such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events/fairs, evapotranspiration data availability, a Web site, and allied organizations outreach. The program will also include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.
3. Providing public speakers to community groups and the media.
4. Using paid and public service advertising for a water conservation campaign.
5. Providing public information to promote other water efficient practices.
6. Coordinating with other governmental agencies, industry groups and public interest groups.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, the Orange Vale Water Company program will include:

An entirely Orange Vale Water Company specific School Education program, funded at a level equivalent to one-half the full SAWWA per-connection contribution. The

program will include activities such as: school outreach, advertising campaigns, educational materials for schools, participation at school events and fairs, a Web site, and parent/teacher outreach. The program will also include:

1. Offering tours of Orange Vale Water Company facilities to elementary schools in the service area.
2. Working with schools served by the Orange Vale Water Company to promote school audits, reduced water bills, and innovative funding for equipment upgrades.
3. Working with the school districts in the Orange Vale Water Company service area to provide educational materials promoting efficient water use to one or more grade levels on an annual basis.
4. Working with school districts in the Orange Vale Water Company service area to offer instructional materials and assistance to all teachers of the targeted grade level in order to promote efficient water use. This program is considered successful if a high percent of the teachers of the targeted grade level(s) participate in the training and use the materials in the classroom.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

- A. Within three years of agreement signing, Orange Vale Water Company will have:
 1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
 2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
 3. Established, if possible, cooperative CI audit programs with other utilities.
 4. A list of available CI water-use consultants.
- B. Orange Vale Water Company or their representative will annually:
 1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.):
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. The Orange Vale Water Company's water-use review program will:
 1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.

3. Contact past program participants for a follow-up audit at least every fifth year.
- D. Within three years of agreement signing, Orange Vale Water Company will:
1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the Orange Vale Water Company's service area to ensure that the submitted findings are reviewed by the Orange Vale Water Company to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, Orange Vale Water Company will:
1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type.
 3. Begin educating all customers about the quantity-based rate structure.
 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. Orange Vale Water Company will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Orange Vale Water Company will implement a program that includes:
1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Orange Vale Water Company's service area on an annual basis.

2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts:
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 3. Annual pre-irrigation season notification to Single Family Homes served by the Orange Vale Water Company of Orange Vale Water Company-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Orange Vale Water Company's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Orange Vale Water Company's service area but should be convenient to the Orange Vale Water Company's customers).
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Orange Vale Water Company will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by city staff time constraints, budget or lack of landscape knowledge/expertise.
- D. Orange Vale Water Company will publicly support the city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Orange Vale Water Company will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
 - 1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 - 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 - 3. Open hoses not permitted - automatic shut-off nozzles are required.
 - 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
 - 1. Restricting irrigation hours or days.
 - 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 - 3. Restaurants serving water only on request.
 - 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 - 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.

- D. Within three years of agreement signing Orange Vale Water Company will:
 - 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 - 2. Have staff will respond to reports of water waste in a timely manner.
 - 3. Will have water waste patrols at least during water shortages.
 - 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The Water Conservation Plan and Annual Update shall contain the name of Orange Vale Water Company's water conservation coordinator, who will be responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at Orange Vale Water Company will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, Orange Vale Water Company will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.

- B. Orange Vale Water Company will annually:
 - 1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.

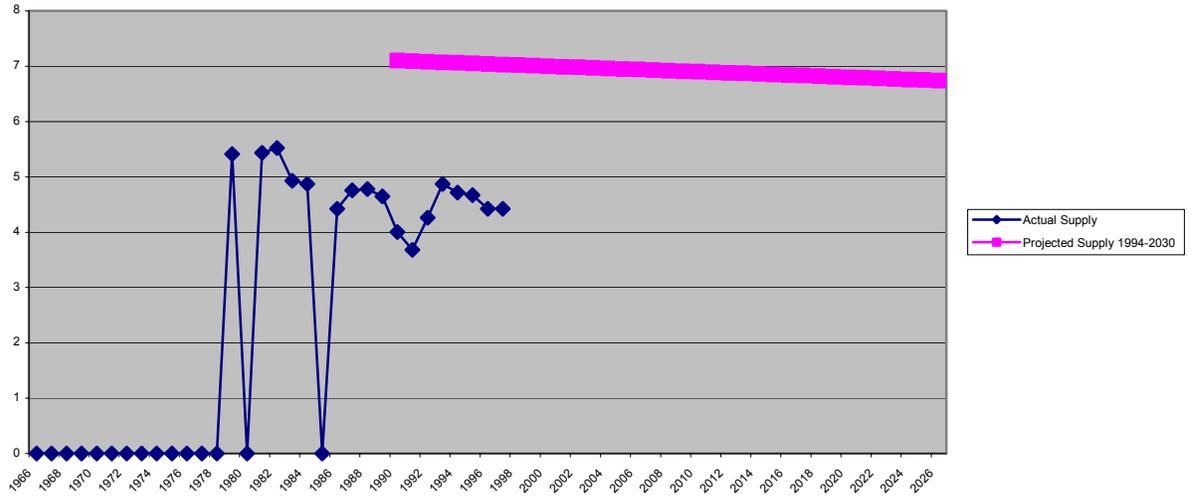
- C. The retrofit program will:
 - 1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 - 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 - 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 - 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.

- D. Orange Vale Water Company will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

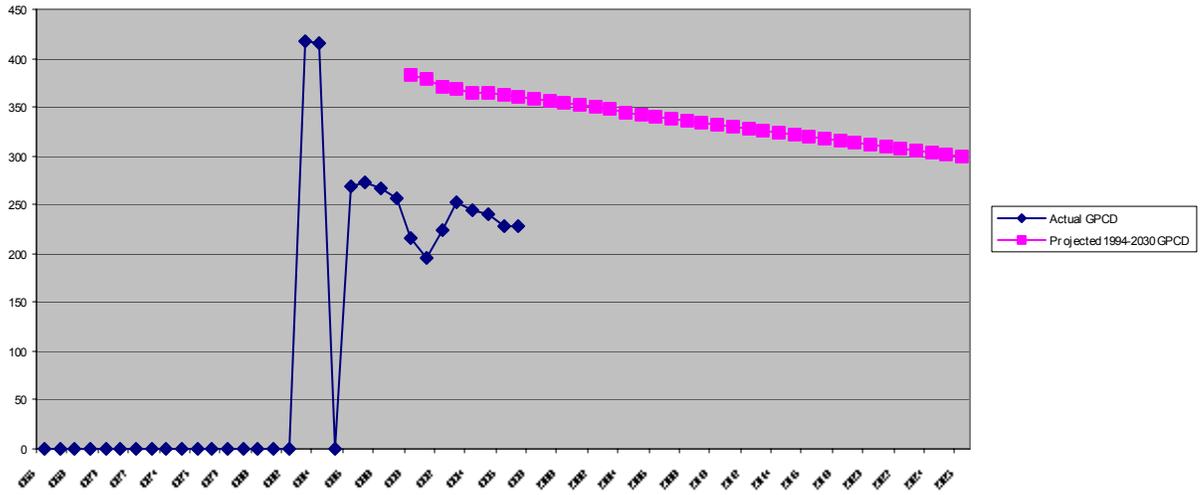
CITIZEN INVOLVEMENT PROGRAM

After becoming signatory to the Water Forum Agreement, Orange Vale Water Company will implement a “Citizen Involvement Program” consisting of development of a committee that will represent various portions of the district to assist in the design and implementation of a conservation plan.

Orange Vale WD



Orange Vale WD



PLACER COUNTY WATER AGENCY WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Placer County Water Agency will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Placer County Water Agency will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The Placer County Water Agency water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by purveyor or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. Placer County Water Agency will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. The Placer County Water Agency ongoing program will include, at a minimum:
1. Offer to all customers with pre-1993 homes, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the purveyor office.
 3. Work with the local “Welcome Wagon” or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. Placer County Water Agency will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Placer County Water Agency will complete and be maintaining (for the treated water system):
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated “system map” of: type, size and age of pipes; pressures; record of leaks, etc. with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- B. Placer County Water Agency will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

Placer County Water Agency is fully metered and uses volumetric billing.

BMP 4 RESIDENTIAL METER RETROFIT

Placer County Water Agency is fully metered and uses volumetric billing.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

Negotiations are not yet complete for this BMP.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

A. Placer County Water Agency will:

Enact and implement a landscape water efficiency ordinance pursuant to the “Water Conservation in Landscaping Act” (California Code of Regulations, Chapter 2.7), that is at least effective as the Model Water Efficient Landscape Ordinance described in Chapter 2.7, Sections 490-495.

B. Placer County Water Agency will:

1. Attend and participate in a landscape task force with other local governments, water purveyors, the building and green industries and environmental / public interest groups to review the existing Placer County Efficient Landscape Ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
2. Review in cooperation with the landscape task force, the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
3. Determine, in cooperation with the landscape task force, if program effectiveness is diminished by county/city staff time constraints, budget or lack of landscape knowledge / expertise, and, if so, recommend and support corrective action – for example, the use of consultants.

C. Placer County Water Agency will publicly support county/city actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.

D. Placer County Water Agency will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, Placer County Water Agency's public information program will include activities such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, and allied organizations outreach.

The program will also include, at a minimum:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.
3. Providing Placer County Water Agency speakers to community groups and the media.
4. Paid and public service advertising for a water conservation campaign.
5. Providing public information to promote other water efficient practices.
6. Coordinating with other governmental agencies, industry groups and public interest groups.

The program will be funded at a level equivalent to one-half the full SAWWA per-connection contribution.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, Placer County Water Agency's program will include programs such as: school outreach, promotional materials, community events and fairs, a Web site, and allied organizations outreach.

The program will also include, as a minimum:

1. Offering tours of Placer County Water Agency facilities to elementary schools in the Placer County Water Agency service area.
2. Working with schools served by Placer County Water Agency to promote school audits, reduced water bills, and innovative funding for equipment upgrades.
3. Working with the school districts in the Placer County Water Agency service area to provide educational materials promoting efficient water use to one or more grade levels on an annual basis.
4. Working with school districts in the Placer County Water Agency service area to offer instructional materials and assistance to all teachers of the targeted grade level to promote efficient water use.

The program will be funded at a level equivalent to one-half the full SAWWA per-connection contribution.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

- A. Within three years of agreement signing, Placer County Water Agency will have:
1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
 2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
 3. Established, if possible, cooperative CI audit programs with other utilities.
 4. A list of available CI water-use consultants.

- B. Placer County Water Agency or their representative will annually:
1. Identify the top 10% of commercial and top 10% of industrial water users, not previously audited; directly contact them or the appropriate customer's representative and offer them water-use reviews (audits); and provide these customers with data on their current water-related costs.
 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
- C. Placer County Water Agency's water-use review program will:
1. Provide audits conducted by trained commercial/industrial water auditors.
 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 3. Contact past program participants for a follow-up audit at least every fifth year.
- D. Placer County Water Agency will:
1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by Placer County Water Agency.
 2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the purveyor's service area to ensure that the submitted findings are reviewed by Placer County Water Agency to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. Placer County Water Agency will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

Placer County Water Agency is fully metered and uses volumetric billing.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Placer County Water Agency will implement a program that includes:
1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the purveyor's service area on an annual basis.

2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts, and to the top 20% of existing Single Family customer water-users.
 3. Annual pre-irrigation season notification to Single Family Homes served by the Placer County Water Agency of Placer County Water Agency-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Placer County Water Agency's ongoing program, in cooperation with California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
1. Maintenance of the existing Placer County Water Agency demonstration garden.
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Placer County Water Agency will:
1. Attend and participate with a landscape task force of other local governments, water purveyors, the building and green industries and environmental / public interest groups to review the existing Efficient Landscape Ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance as it pertains to single-family homes, and to monitor, and revise, when applicable, the ordinance.
 2. Participate, in cooperation with the landscape task force, the implementation of the ordinance, including builder compliance, landscape plan review and final inspection/certification process, to ensure its effectiveness.
 3. Participate, in cooperation with the landscape task force, to determination if program effectiveness is diminished by county/city staff time constraints, budget or lack of landscape knowledge/expertise, and if so, recommend and support corrective action – for example, the use of consultants.
- D. Placer County Water Agency will publicly support the county or city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Placer County Water Agency will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, Placer County Water Agency will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include, at a minimum:
1. Irrigation water shall not be allowed to run off to adjoining property, roadside ditch or gutter.

2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 3. Encourage the use of automatic shut-off nozzles on open hoses, through public information.
 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons – agency requires notification.
- B. The following measures may be permanent, seasonal or related to water shortage:
1. Restricting irrigation hours or days.
 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 3. Restaurants serving water only on request.
 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).
- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes; personal notification and an offer of a water-use review/repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation/reading.
- D. Within three years of agreement signing Placer County Water Agency will:
1. Notify all customers at least of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Staff will respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the city or county in their program enforcement efforts.
- E. Within three years of agreement signing unmetered purveyors will:
Have water waste patrol (including some pre-dawn and post-summer) during the irrigation season.

BMP 14 WATER CONSERVATION COORDINATOR

Placer County Water Agency's water conservation coordinator is Harley Lukenbill, who is responsible for preparing, implementing and monitoring the Plan. Within three years of agreement signing, at least one staff member at Placer County Water Agency will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, Placer County Water Agency will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use.
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.
- B. Placer County Water Agency will annually:
Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
 - 1. Offer the necessary incentive to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 - 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 - 3. Investigate opportunities for community-based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 - 4. Monitor the change in water use at metered-accounts which install ULF toilets.
- D. Placer County Water Agency will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR RESIDENTIAL CUSTOMERS

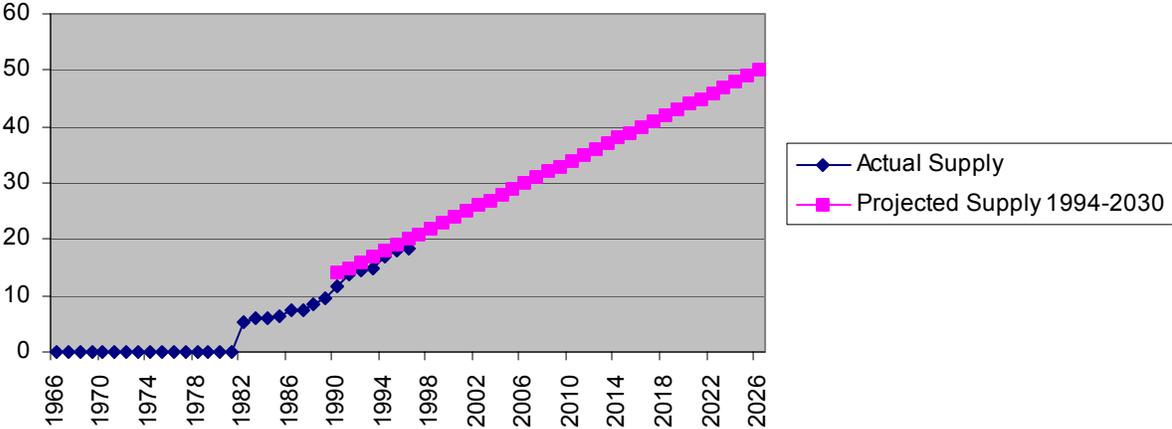
Under the Water Forum Agreement this is a voluntary program:

- A. Placer County Water Agency will study the requirements to replace old high use toilets with new ULF toilets when a property is sold. Action by the Board of Directors is necessary after the study.
- B. Placer County Water Agency will offer \$75 incentives for toilet retrofits, up to 100 per year and will monitor the change in water use of the accounts retrofit to the new ULF toilets.

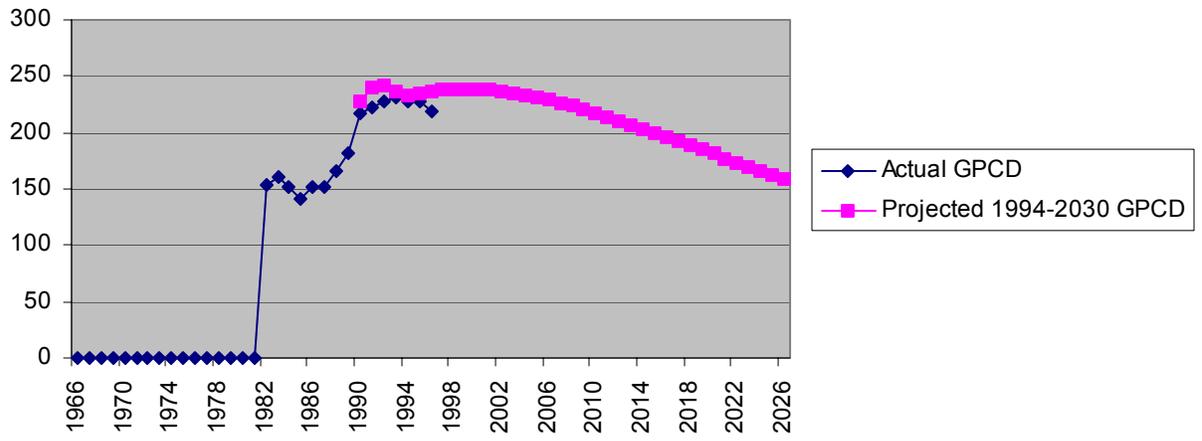
CITIZEN INVOLVEMENT PROGRAM

Placer County Water Agency will establish a citizen involvement program after board approval of the Water Forum Agreement and the USBR water management plans. This would be in place within three years after signing the Water Forum Agreement.

**Placer County Water Agency
(excludes resale)**



Placer County Water Agency (excludes resale)



RIO LINDA/ELVERTA COMMUNITY WATER DISTRICT WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. Rio Linda/Elverta Community Water District will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by Rio Linda/Elverta Community Water District or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- B. Within three years of agreement signing, Rio Linda/Elverta Community Water District will complete and be maintaining:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks; etc., with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
 5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

BMP 4 RESIDENTIAL METER RETROFIT

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 2. Have certified and/or trained landscape water auditors on staff or available through cooperative agreements.
 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers.
 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 5. Begin installation of climate appropriate water efficient landscaping at landscaped Rio Linda/Elverta Community Water District facilities, phased in over the five years following agreement signing.
- B. Rio Linda/Elverta Community Water District will annually:
1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The Rio Linda/Elverta Community Water District's landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Provide incentives, such as the following, to achieve at least 12% annual participation of targeted customers:
 - a. Billing adjustments or bill rebates targeted to irrigation system repair or improvement.
 - b. Grants, etc. to encourage landscape design and irrigation system improvements.
 - c. ET (evapotranspiration) based tiered rate structure.
- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. Rio Linda/Elverta Community Water District will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- B. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program. This SAWWA program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, evapotranspiration data availability, and allied organizations outreach.

The Rio Linda/Elverta Community Water District specific program will include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's School Education program. This SAWWA program includes programs such as school outreach, community events/fairs, and a Web site.

The Rio Linda/Elverta Community Water District specific program will include:

1. Offering tours of District facilities to elementary schools in the District's service area.
2. Working with schools served by the District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

- A. Within three years of agreement signing, Rio Linda Water District will have:
 - 1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
 - 2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
 - 3. Established, if possible, cooperative CI audit programs with other utilities.
 - 4. A list of available CI water-use consultants.

- B. Rio Linda/Elverta Community Water District or their representative will annually:
 - 1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
 - 2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The Rio Linda/Elverta Community Water District's water-use review program will:
 - 1. Provide audits conducted by trained commercial/industrial water auditors.
 - 2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
 - 3. Contact past program participants for a follow-up audit at least every fifth year.

- D. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
 - 1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
 - 2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the Rio Linda/Elverta Community Water District's service area to ensure that the submitted findings are reviewed by the Rio Linda/Elverta Community Water District to identify incentive program opportunities.
 - 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 - 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.

- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

Rio Linda/Elverta Community Water District is fully metered and uses volumetric billing.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. Rio Linda/Elverta Community Water District will implement a program that includes:
1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Rio Linda/Elverta Community Water District's service area on an annual basis.
 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 3. Annual pre-irrigation season notification to Single Family Homes served by the Rio Linda/Elverta Community Water District of the District-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Rio Linda/Elverta Community Water District's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other water purveyors, etc., will include:
1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Rio Linda/Elverta Community Water District's service area but should be convenient to the Rio Linda/Elverta Community Water District's customers).
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Rio Linda/Elverta Community Water District will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.

2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- D. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

- A. The Rio Linda/Elverta Community Water District has enacted a water waste prohibition ordinance that includes measures and enforcement mechanisms per the criteria for this BMP.
- B. Within three years of agreement signing the Rio Linda/Elverta Water District will:
1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 2. Have staff respond to reports of water waste in a timely manner.
 3. Will have water waste patrols at least during water shortages.
 4. Will cooperate with the city or country in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The Rio Linda/Elverta Community Water District's Water Conservation Coordinator is Liz Maxwell and she is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at Rio Linda/Elverta Community Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

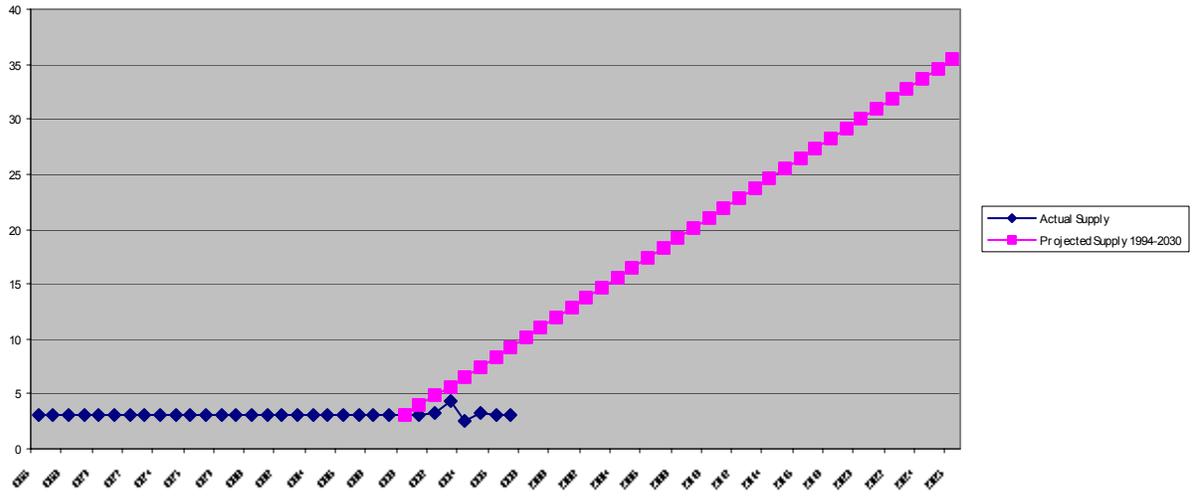
- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 2. if possible, established a cooperative district / sanitation district ULF rebate program.

- B. Rio Linda/Elverta Community Water District will annually:
1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 4. Consider monitoring the change in water use at metered-accounts which install ULF toilets.
- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

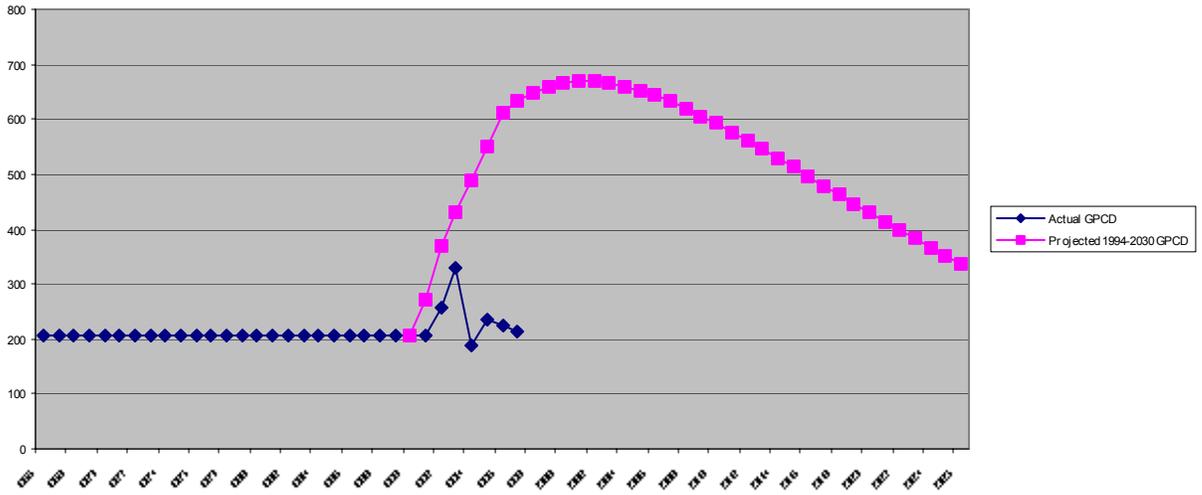
CITIZENS INVOLVEMENT PROGRAM

The Rio Linda/Elverta Community Water District will invite members of the existing Rio Linda/Elverta Community Planning Advisory Council (CPAC) to provide input to the implementation of water conservation measures identified in the District's Water Forum Water Conservation Plan. It is intended that this informal group will serve to provide valuable citizens' input on the overall approach to implementation of water conservation measures in the District.

Rio Linda WD



Rio Linda WD



SAN JUAN WATER DISTRICT WATER FORUM WATER CONSERVATION PLAN

BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS

- A. Within three years of agreement signing, the San Juan Water District will have:
 - 1. Trained water auditors on staff or available through cooperative agreements with other purveyors.
 - 2. Prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers.
 - 3. Prepared and made available to customers seasonal climate-appropriate irrigation information.
 - 4. Investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.

- B. The San Juan Water District will annually:
 - 1. Identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits).
 - a. (Metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area.
 - b. (Unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators.
 - 2. Offer, through bill inserts or other means, water-use reviews to all customers.
 - 3. Survey past program participants to determine if audit recommendations were implemented.

- C. The water-use review program will:
 - 1. Provide audits conducted by trained auditors.
 - 2. Provide audits that may include device installation by the San Juan Water District or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
 - 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 - 4. Provide incentives to achieve 12% annual participation of the targeted 20% of customers.

- D. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

- A. Within three years of agreement signing, the San Juan Water District will:
1. Offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets.
 2. Offer toilet leak test kits to all change of account customers who visit the signatory's office.
 3. Work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
 4. Work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters.
 5. Investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices.
- B. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

- A. Within three years of agreement signing, the San Juan Water District will complete and maintain, in the unmetered areas:
1. An annually updated "system map" of type, size and age of pipes; pressures; and leak history.
 2. Installation of devices (such as pressure recorders) or use of other methods designed to identify area with greater than 10% losses.
 3. An ongoing meter calibration and replacement program for all production and distribution meters.
 4. An ongoing leak detection & repair program (as defined in the manual) focused on high probability leak areas identified by the system map.
 5. A complete system-wide leak detection program, repeated no less often than every ten years; unless there are special circumstances, such as age of system or planned main replacement.
- B. Within three years of agreement signing, the San Juan Water District will complete and maintain, in the metered areas:
1. An annual system water audit, determining the difference between production and sales.
 2. An annually updated "system map" of: type, size and age of pipes; pressures; record of leaks, etc., with historic data.
 3. An ongoing meter calibration and replacement program.
 4. An ongoing leak detection/repair program focused on high probability leak areas identified by map.

5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- C. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 NON-RESIDENTIAL METER RETROFIT

- A. Within three years of agreement signing, the San Juan Water District will:
1. Identify all non-residential unmetered customers.
 2. Provisionally identify any non-residential unmetered customers that may be very difficult and expensive to retrofit.
 3. Adopt a plan to meter at least 10% of unmetered non-residential accounts yearly so that within ten years of becoming a signatory 85-90% of non-residential customers are metered.
 4. Begin installation of meters at non-residential unmetered customer locations, with consideration of separate landscape meters.
- B. Within 60 days of meter installation, the San Juan Water District will provide newly metered non-residential customers with:
1. Information on how to read their meter and a consumption-based water bill.
 2. Information on the San Juan Water District-provided water conservation programs and services.
- C. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 4 RESIDENTIAL METER RETROFIT

It is recognized that CVPIA meter retrofit provisions are outside the scope of the Water Forum Agreement and that they require faster implementation than what is included in the Water Forum Agreement. The San Juan Water District receives CVP water and agrees that if for any reason any or all of its service area is not immediately or in the future subject to the CVPIA meter retrofit requirement, beginning no later than the start of the fourth year after the Water Forum Agreement is signed they would annually retrofit at least 3.3%-5% of the total number of unmetered residential connections as of the date of the Water Forum Agreement.

BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS

- A. Within three years of agreement signing, the San Juan Water District will:
1. Identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database.
 2. Have certified and/or trained landscape water auditors on staff or available through agreements.
 3. Prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers/landscape workers.
 4. Develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes.
 5. Begin installation of climate appropriate water efficient landscaping at landscaped The San Juan Water District facilities, phased in over the five years following agreement signing.
- B. The San Juan Water District will annually:
1. Directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits).
 2. Offer, through bill inserts or other means, landscape water-use reviews to all customers.
 3. Survey past program participants to determine if audit recommendations were implemented.
 4. Offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand.
- C. The San Juan Water District's landscape water-use review program will:
1. Provide audits conducted by certified landscape water auditors.
 2. Provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area.
 3. Provide program participants with seasonal irrigation schedules by hydrozone and/or station.
 4. Provide program participants with regular reminders to adjust irrigation timer settings.
 5. Provide incentives to achieve at least 12% annual participation of targeted customers.
- D. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR NEW AND EXISTING COMMERCIAL, INDUSTRIAL, INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS

- A. The San Juan Water District will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- B. The San Juan Water District will publicly support the county and city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- C. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 7 PUBLIC INFORMATION

Within three years of agreement signing, the San Juan Water District program will include:

A combination of a San Juan Water District specific program in conjunction with full participation by the District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional program. This program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a Web site, and allied organizations outreach.

Elements implemented directly by the San Juan Water District include:

1. Using utility bill inserts or messages on payment notices.
2. Providing information on residential metered customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

BMP 8 SCHOOL EDUCATION

Within three years of agreement signing, the San Juan Water District program will include:

A combination of a San Juan Water District specific program in conjunction with full participation by the District in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program or other equivalent regional

program. This program includes programs such as: school outreach, promotional materials, community events and fairs, and a Web site.

Elements implemented directly by the San Juan Water District include:

1. Offering tours of San Juan Water District facilities to elementary schools in the District's service area.
2. Working with schools served by the District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

A. Within three years of agreement signing, the San Juan Water District will have:

1. Trained commercial/industrial water auditors on staff or available through cooperative agreements.
2. The DWR Commercial / Industrial (CI) water-use materials available for CI customers.
3. Established, if possible, cooperative CI audit programs with other utilities.
4. A list of available CI water-use consultants.

B. The San Juan Water District or their representative will annually:

1. Identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.).
 - a. (For metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.).
 - b. (For unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.
2. Offer, through bill inserts or other means, CI water-use reviews to all CI customers.
3. Survey past program participants to determine if audit recommendations were implemented.

C. The San Juan Water District's water-use review program will:

1. Provide audits conducted by trained commercial/industrial water auditors.
2. Provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers.
3. Contact past program participants for a follow-up audit at least every fifth year.

D. Within three years of agreement signing, the San Juan Water District will:

1. Promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.

2. Coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the San Juan Water District's service area to ensure that the submitted findings are reviewed by the District to identify incentive program opportunities.
 3. Consider separate landscape water meter(s) when the combined service would require a 1½" or larger meter.
 4. Require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS

- A. Within three years of agreement signing, the San Juan Water District will:
1. Identify all metered customers by account type (single family, multi-residential, commercial, industrial, institutional, landscape irrigation, reclaimed, wholesale).
 2. Establish quantity-based rates for each account type.
 3. Begin educating all customers about the quantity-based rate structure.
 4. Provide metered customers with monthly or bi-monthly information which shows current flat-rate charges, actual water use in gallons, and what charges would have been if based on actual use.
- B. The San Juan Water District will, within six years of agreement signing, bill all metered customers utilizing rates designed to recover the cost of providing service as well as on quantity of water used.

BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES

- A. The San Juan Water District will implement a program that includes:
1. Information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the San Juan Water District's service area on an annual basis.
 2. Landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
 - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
 - b. Metered service areas will actively market landscape audits/surveys to the top 20% of existing Single Family customer water-users.
 3. Annual pre-irrigation season notification to Single Family Homes served by the San Juan Water District of District-provided landscape assistance (audits/surveys, materials, special offers, etc.).

- B. The San Juan Water District's ongoing program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other purveyors, etc., will include:
1. Participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within the San Juan Water District's service area but should be convenient to the District's customers).
 2. Annual participation at local and regional landscape fairs and garden shows.
 3. Annual cooperative education and marketing campaigns with local nurseries.
 4. Annual irrigation season landscape media campaign.
 5. Annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. The San Juan Water District will:
1. Attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
 2. Participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
 3. Participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- D. The San Juan Water District will publicly support the county or city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

BMP 13 WATER WASTE PROHIBITION

Within three years of agreement signing, the San Juan Water District will enact a water waste prohibition ordinance that includes measures and enforcement mechanisms.

- A. The water waste prohibition measures will include:
1. Irrigation water shall not be allowed to run off to adjoining property or to a roadside ditch or gutter.
 2. Leaking pipes, fixtures, or sprinklers shall be repaired promptly.
 3. Open hoses not permitted - automatic shut-off nozzles are required.
 4. Swimming pools, ponds and fountains shall be equipped with recirculating pumps. Pool draining and refilling only for health, maintenance or structural reasons - requires agency approval.

- B. Other measures, such as the following, may be permanent, seasonal or related to water shortage:
 - 1. Restricting irrigation hours or days.
 - 2. Use of a hose to clean sidewalks, driveways, patios, streets and commercial parking lots is not permitted, except for health and safety.
 - 3. Restaurants serving water only on request.
 - 4. Restricting the use of potable water for compaction, dust control or other construction purposes when non-potable water is available.
 - 5. Limiting the flushing of sewers or fire hydrants, except for health and safety (may be permanent, seasonal or related to water shortage).

- C. The waste prohibitions will include as enforcement mechanisms a graduated series of responses to water wasting customers. Enforcement typically includes: personal notification and an offer of a water-use review / repair service, monetary fees, service termination and, in some unmetered service areas, and mandatory water meter installation / reading.

- D. Within three years of agreement signing the San Juan Water District will:
 - 1. Notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season.
 - 2. Have staff will respond to reports of water waste in a timely manner.
 - 3. Will have water waste patrols at least during water shortages.
 - 4. Will cooperate with the city or county in their program enforcement efforts.

BMP 14 WATER CONSERVATION COORDINATOR

The San Juan Water District's water conservation coordinator is XXXXXXXX and she/he is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at the San Juan Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.

BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR NON-RESIDENTIAL CUSTOMERS

- A. Within three years of agreement signing, the San Juan Water District will:
 - 1. Identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use).
 - 2. If possible, established a cooperative district / sanitation district ULF rebate program.

- B. The San Juan Water District will annually:
 - 1. Offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts that do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.

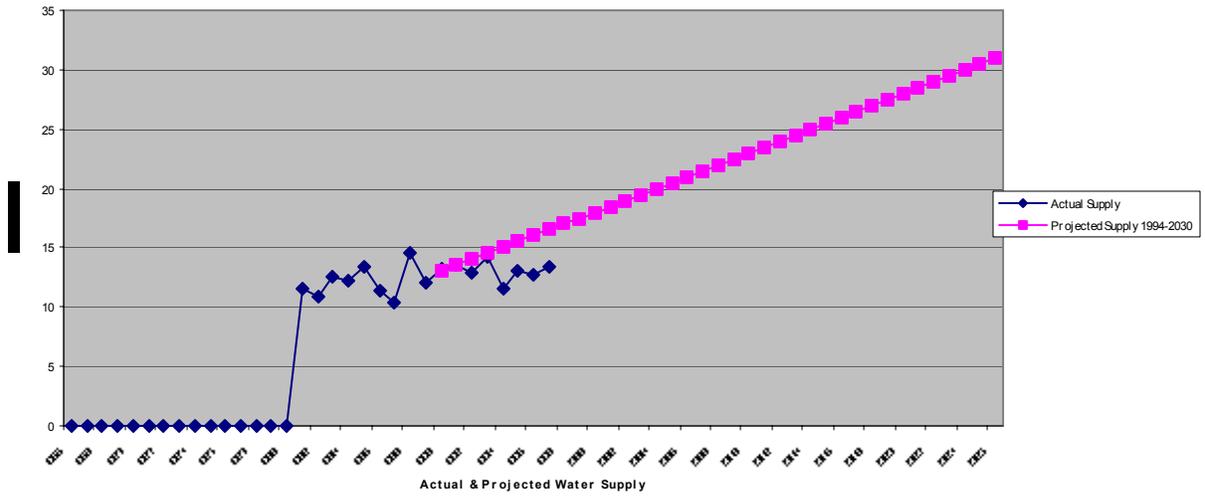
- C. The retrofit program will:
1. Offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10% of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90% of all non-residential toilets being ULFs within ten years.
 2. Consider larger rebates for the more expensive high-use flushometer-type ULF installations.
 3. Investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
 4. Consider monitoring the change in water use at metered-accounts that install ULF toilets.
- D. The San Juan Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

CITIZENS INVOLVEMENT PROGRAM

The San Juan Water District had an extensive public involvement program during the initial phases of their meter installation program. The meter installation program is now currently underway.

As far as a public involvement program for conservation pricing, the San Juan Water District will develop a committee that will include a representative sampling of the public from their retail area. The District plans to be completely metered by the year 2003, with metered billing in effect for all customers by 2005. The District also plans to show a comparison of flat and metered rates on all bills for a minimum of two years. To complete this schedule, the public involvement program will need to convene prior to 2000.

San Juan WD



San Juan WD

