



CUWCC BMP Retail Coverage Report      2011  
 Foundational Best Management Practices for Urban Water Efficiency

Foundational BMPs  
 BMP 1.1 Operation Practices

6282 Lake Arrowhead Community Service District

1. Conservation Coordinator provided with necessary resources to implement BMPs?

Name:	Marc Lippert
Title:	Water Use Efficiency Coordinator
Email:	mlippert@lakearrowheadcsd.com

On Track

2. Water Waste Prevention Documents

WW Document Name	WWP File Name	WW Prevention URL	WW Prevention Ordinance Terms Description
Option A Describe the ordinances or terms of service adopted by your agency to meet the water waste prevention requirements of this BMP.	Ordinance 69.pdf		
Option B Describe any water waste prevention ordinances or requirements adopted by your local jurisdiction or regulatory agencies within your service area.			
Option C Describe any documentation of support for legislation or regulations that prohibit water waste.			
Option D Describe your agency efforts to cooperate with other entities in the adoption or enforcement of local requirements consistent with this BMP.			
Option E Describe your agency support positions with respect to adoption of legislation or regulations that are consistent with this BMP.			
Option F Describe your agency efforts to support local ordinances that establish permits requirements for water efficient design in new development.			

On Track



## BMP1.1 Operation Practices - Retail Only 2011

Agency name: Lake Arrowhead Community Service District

Reporting unit number:

Reporting unit name (District name): Lake Arrowhead Community Service District

6282

Conservation Coordinator: Yes

### Contact Information

First Name: Marc

Last Name: Lippert

Title: Water Use Efficiency Coordinator

Phone: (909) 336-7113

Email: mlippert@lakearrowheadcsd.com

### Water Waste Prevention

Option A Describe the ordinances or terms of service adopted by your agency to meet the water waste prevention requirements of this BMP.

File Name: Ordinance 69.pdf

URL:

Description:

Comments:



## BMP1.1 Operation Practices - Retail Only 2011

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Agency name:	<input type="text" value="Lake Arrowhead Community Service District"/>	Reporting unit number:	<input type="text" value="6282"/>
Reporting unit name (District name)	<input type="text" value="Lake Arrowhead Community Service District"/>		
Conservation Coordinator:	<input type="text" value="Yes"/>		

### Contact Information

First Name:	<input type="text" value="Marc"/>
Last Name:	<input type="text" value="Lippert"/>
Title:	<input type="text" value="Water Use Efficiency Coordinator"/>
Phone:	<input type="text" value="(909) 336-7113"/>
Email:	<input type="text" value="mlippert@lakearrowheadcsd.com"/>

### Water Waste Prevention

Option B Describe any water waste prevention ordinances or requirements adopted by your local jurisdiction or regulatory agencies within your service area.	<input type="text"/>
File Name:	<input type="text"/>
URL:	<input type="text"/>
Description:	<input type="text"/>

Comments:



## BMP1.1 Operation Practices - Retail Only 2011

Agency name:  Reporting unit number:

Reporting unit name (District name):

Conservation Coordinator:

### Contact Information

First Name:

Last Name:

Title:

Phone:

Email:

### Water Waste Prevention

File Name:

URL:

Description:

Comments:



## BMP1.1 Operation Practices - Retail Only 2011

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Agency name:	<input type="text" value="Lake Arrowhead Community Service District"/>	Reporting unit number:	<input type="text" value="6282"/>
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Title:	<input type="text" value="Water Use Efficiency Coordinator"/>
Phone:	<input type="text" value="(909) 336-7113"/>
Email:	<input type="text" value="mlippert@lakearrowheadcsd.com"/>

### Water Waste Prevention

Option D Describe your agency efforts to cooperate with other entities in the adoption or enforcement of local requirements consistent with this BMP.	<input type="text"/>
File Name:	<input type="text"/>
URL:	<input type="text"/>
Description:	<input type="text"/>

Comments:	<input type="text"/>
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## BMP1.1 Operation Practices - Retail Only 2011

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Agency name:	<input type="text" value="Lake Arrowhead Community Service District"/>	Reporting unit number:	<input type="text" value="6282"/>
Reporting unit name (District name)	<input type="text" value="Lake Arrowhead Community Service District"/>		
Conservation Coordinator:	<input type="text" value="Yes"/>		

### Contact Information

First Name:	<input type="text" value="Marc"/>
Last Name:	<input type="text" value="Lippert"/>
Title:	<input type="text" value="Water Use Efficiency Coordinator"/>
Phone:	<input type="text" value="(909) 336-7113"/>
Email:	<input type="text" value="mlippert@lakearrowheadcsd.com"/>

### Water Waste Prevention

File Name:

URL:

Description:

Comments:



## BMP1.1 Operation Practices - Retail Only 2011

Agency name:  Reporting unit number:

Reporting unit name (District name):

Conservation Coordinator:

### Contact Information

First Name:

Last Name:

Title:

Phone:

Email:

### Water Waste Prevention

File Name:

URL:

Description:

Comments:



# CUWCC BMP Coverage Report 2011

## Foundational Best Management Practices For Urban Water Efficiency

### Foundational BMPs

#### BMP 1.2 Water Loss Control

6282 Lake Arrowhead Community Service District

Completed Standard Water Audit Using AWWA Software? **Yes** **On Track**  
 AWWA File provided to CUWCC? **No**

#### Lake Arrowhead Community Service District BMP1.2 FY11

AWWA Water Audit Validity Score?

Complete Training in AWWA Audit Method

Complete Training in Component Analysis Process?

CompComponent Analysis?

Repaired all leaks and breaks to the extent cost effective?

Locate and Repair unreported leaks to the extent cost effective?

Maintain a record keeping system for the repair of reported leaks, including time of report, leak location, type of leaking pipe segment or fitting, and leak running time from report to repair.

Provided 7 Types of Water Loss Control Info

Leaks Repars	Value Real Losses	Value Apparent Losses	Miles Surveyed	Press Reduction	Cost Of Interventions	Water Saved (AF)
134	1171		11.3			

**On Track**

#### At Least As Effective As

In lieu of an active leak detection program, the City has opted to replace 1% of distribution system lines each year. Lines are replaced based on age and other asset management factors. Attached documentation shows the reduction in main breaks due to 6282 Lake Arrowhead Community Service District BMP 1.2 Results from Main Replacement Program.

We encourage them every year to join.





BMP 1.2 Water Loss Control  
2011

Agency name:

Reporting unit number:

Reporting unit name (District name)

**AWWA Water Audit**

Agency to complete a Water Audit & Balance Using The AWWA Software

Water Audit Validity Score from AWWA spreadsheet:

Email to office@cuwcc.org - Worksheets (AWWA Water Audit). Enter the name of the file below:

Agency Completed Training In The AWWA Water Audit Method

Agency Completed Training In The Component Analysis Process

Completed/Updated the Component Analysis (at least every 4 years)?

Component Analysis Completed/Updated Date

**Water Loss Performance**

Agency Repaired All Reported Leaks & Breaks To The Extent Cost Effective

**Recording Keeping Requirements:**

Date/Time Leak Reported	Leak Location
Type of Leaking Pipe Segment or Fitting	Leak Running Time From Report to Repair
Leak Volume Estimate	Cost of Repair

Agency Located and Repaired Unreported Leaks to the Extent Cost Effective

Type of Program Activities Used to Detect Unreported Leaks

Does your agency maintain in-house records of audit results or the completed AWWA worksheet for the completed audit which could be forwarded to CUWCC?

Does your agency keeps records of each component analysis performed, and incorporates results into future annual standard water balances?

**Annual Summary Information**

Complete the following table with annual summary information (required for reporting years 2-5 only)

Total Leak Repaired	Economic Value Of Real Loss	Economic Value Of Apparent Loss	Miles Of System Surveyed For Leaks	Pressure Reduction Undertaken For Loss Reduction	Cost Of Interventions	Water Saved (AF/Year)
<input type="text" value="134"/>	<input type="text" value="1171"/>	<input type="text"/>	<input type="text" value="11.3"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Comments:



## CUWCC BMP Coverage Report 2011

Foundational Best Management Practices for Urban Water Efficiency

### Foundational BMPs

#### BMP 1.3 Metering With Commodity

6282	Lake Arrowhead Community Service District
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Numbered Unmetered Accounts	No	<b>On Track</b>
Metered Accounts billed by volume of use	Yes	<b>On Track</b>
Number of CII Accounts with Mixed Use Meters	34	
Conducted a feasibility study to assess merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters?	No	<b>Not On Track</b>
Feasibility Study provided to CUWCC?	No	<b>Not On Track</b>
Completed a written plan, policy or program to test, repair and replace meters	No	<b>Not On Track</b>
At Least As Effective As	<b>No</b>	



## BMP 1.3 Metering With Commodity 2011

Agency name:

Reporting unit number:

Reporting unit name (District name)

### Implementation

Does your agency have any unmetered service connections?

If YES, has your agency completed a meter retrofit plan?

Enter the number of previously unmetered accounts fitted with meters during reporting year:

Are all new service connections being metered?

Are all new service connections being billed volumetrically?

Has your agency completed and submitted electronically to the Council a written plan, policy or program to test, repair and replace meters?

### Meters Matrix

Error: Subreport could not be shown.

Number of CII Accounts with Mixed-use Meters

Number of CII Accounts with Mixed-use Meters Retrofitted with Dedicated Irrigation Meters during Reporting Period

### Feasibility Study

Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters?

If YES, please fill in the following information:

A. When was the Feasibility Study conducted  B. Describe,

upload or provide an electronic link to the Feasibility Study Upload File

Comments:



# CUWCC BMP Coverage Report 2011

Foundational Best Management Practices for Urban Water Efficiency

## Foundational BMPs

### BMP 1.4 Retail Conservation Pricing

6282 Lake Arrowhead Community Service District

Implementation (Water Rate Structure)

Customer Class	Water Rate Type	Conserving Rate?
Single-Family	Increasing Block	Yes
Commercial	Increasing Block	Yes
Institutional	Increasing Block	Yes
Dedicated Irrigation	Increasing Block	Yes
Fire Lines	Increasing Block	Yes
Other	Uniform	Yes

**On Track**

Customer Class	Water Rate Type	(V) Total Revenue Comodity Charges	(M) Total Revenue Fixed Carges
Single-Family	Increasing Block	1304058.4	2135869.29
Commercial	Increasing Block	194404.02	115928.49
Institutional	Increasing Block	40930.91	34740.93
Dedicated Irrigation	Increasing Block	78648.09	50660.65
Fire Lines	Increasing Block	2623.94	
Other	Uniform	12005.92	
		<b>1632671.28</b>	<b>2337199.36</b>

**Calculate: V / (V + M) 41 %**

Implementation Option: Use Annual Revenue As Reported

Agency Provide Sewer Service: Yes

Customer Class	Rate Type	Conserving Rate?
Single-Family	Uniform	Yes
Commercial	Increasing Block	Yes

**On Track**

At Least As Effective As **No**



# BMP 1.4 Retail Conservation Pricing

2011

Agency name:

Reporting unit number:

Reporting unit name (District name)

## Implementation (Water Rate Structure)

Enter the Water Rate Structures that are assigned to the majority of your customers, by customer class

Water Rate Name	Customer Class Name	Total Revenue Commodity Charges	Total Revenue Customer Meter/Service (Fixed Charges)
Increasing Block	Single-Family	1304058.4	2135869.29
Increasing Block	Commercial	194404.02	115928.49
Increasing Block	Institutional	40930.91	34740.93
Increasing Block	Dedicated Irrigation	78648.09	50660.65
Increasing Block	Fire Lines	2623.94	
Uniform	Other	12005.92	

## Implementation (Conservation Pricing Option)

Use Annual Revenue As Reported

Use CWWA Rate Design Model

Use 3 years average instead of most recent year

## Retail Waste Water (Sewer) Rate Structure by Customer Class

Agency Provide Sewer Service

Select the Retail Waste Water (Sewer) Rate Structure assigned to the majority of your customers within a specific customer class.

Sewer Rate Name	Customer Class Name	Sewer Total Revenue Commodity Charges	Sewer Total Revenue Customer Meter/Service (Fixed Charges)
Uniform	Single-Family		5115210.76
Increasing Block	Commercial	489052.09	122649.64

Comments:



# CUWCC BMP Coverage Report 2011

Foundational Best Management Practices for Urban Water Efficiency

## Foundational BMPs

### BMP 2.1 Public Outreach

6282 Lake Arrowhead Community Service District

Retail Only

Does a wholesale Agency implement Public Outreach Programs?

List of wholesale Agencies

Public Outreach Program List	Number
Landscape water conservation media campaigns	52
Website	1
Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets	15628
Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets	400
<b>Total</b>	<b>16081</b>

**On Track**

Number Media Contacts	Number
Newspaper contacts	52
<b>Total</b>	<b>52</b>

**On Track**

An actively maintained website that is updated regularly (minimum = 4 times per year, i.e., at least quarterly)

Annual Budget Category	Annual Budget Amount
Advertising	22000
Rebate Programs/Hardware	150000
<b>Total Amount:</b>	<b>172000</b>

**On Track**

Description of all other Public Outreach programs

- 1) Posting of 2014 Water Conservation Calendar Contest flyer and invitation to participate.
- 2) Posting of 2014 Water Conservation Calendar Contest winners
- 3) District does newsletters to all customers. These newsletters are uploaded to the web.

**On Track**

### Public Outreach Additional Programs

Booth at Home Expo

At Least As Effective As **No**



**BMP 2.1 Public Outreach**  
**2011**

Agency name:  Reporting unit #

Reporting unit name (District name)  /

Does a wholesale Agency implement Public Outreach Programs?

List of wholesale Agencies  Please provide the name of Agency if not CUWCC Group1 members

Is your agency performing public outreach?

Report a minimum of 4 water conservation related contacts your agency had with the public during the year.

Did at least one contact take place during each quarter of the reporting year?

**Public Information Programs List**

Number of Public Contacts	Public Information Programs Name	
52	Landscape water conservation media campaigns	
1	Website	
15628	Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets	
400	Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets	

**Contact with the Media**

Does a wholesale Agency implement Public Outreach Programs?

List of wholesale Agencies  Please provide the name of Agency if not CUWCC Group1 members

OR Retail Agency (Contacts with the Media)

Did at least one contact take place during each quarter of the reporting year?

**Media Contacts List**

Number of Media Contacts	Public Outreach Media Contact Name List	
52	Newspaper contacts	

Does a wholesale Agency implement Public Outreach Programs?

List of wholesale Agencies  Please provide the name of Agency if not CUWCC Group1 members

Is Your Agency Performing Website Updates?

Enter your agency's URL (website address):

www.lakearrowheadcsd.com
1) Posting of 2014 Water Conservation Calendar Contest flyer and invitation to participate. 2) Posting of 2014 Water Conservation Calendar Contest winners 3) District does newsletters to all customers. These newsletters are uploaded to the web.

Describe a minimum of four water conservation related updates to your agency's website that took place during the year:



**BMP 2.1 Public Outreach**  
**2011**

Did at least one Website Update take place during each quarter of the reporting year?

**Public Outreach Annual Budget**

Enter budget for public outreach programs. You may enter total budget in a single line or break the budget into discrete categories by entering many rows. Please indicate if personnel costs are included in the entry.

Annual Budget Category	Annual Budget Amount	Personal Cost Included?	Comments
Advertising	22000		
Rebate Programs/Hardware	150000		

**Public Outreach Expenses**

Enter expenses for public outreach programs. Please include the same kind of expenses you included in the question related to your budget (Section 2.1.7, above). For example, if you included personnel costs in the budget entered above, be sure to include them here as well.

Public Outreach Expense Category	Expense Amount	Personal Cost Included?
Advertising	21215.75	
Rebate Programs Hardware	44726.2	

**Additional Public Information Program**

Please report additional public information contacts. List these additional contacts in order of how your agency views their importance / effectiveness with respect to conserving water, with the most important / effective listed first (where 1 = most important).

Were there additional Public Outreach efforts?

**Public Outreach Additional Information**

Public Information Additional Programs	Importance
Booth at Home Expo	

**Social Marketing Programs**

**Branding**

Does your agency have a water conservation "brand," "theme" or mascot?

Describe the brand, theme or mascot.

**Market Research**

Have you sponsored or participated in market research to refine your message?

Market Research Topic

Brand Message





**BMP 2.1 Public Outreach**  
**2011**

Brand Mission Statement

**Community Committees**

Do you have a community conservation committee?

Enter the names of the community committees:

**Training**

**Social Marketing Expenditures**

**Public Outreach Social Marketing Expenses**

**Partnering Programs - Partners**

Name	Type of Program
<input type="checkbox"/> CLCA?	<input type="text"/>
<input type="checkbox"/> Green Building Programs?	<input type="text"/>
<input type="checkbox"/> Master Gardeners?	<input type="text"/>
<input type="checkbox"/> Cooperative Extension?	<input type="text"/>
<input type="checkbox"/> Local Colleges?	<input type="text"/>
<input type="checkbox"/> Other	<input type="text"/>
<input type="checkbox"/> Retail and wholesale outlet; name(s) and type(s) of programs:	
<input type="text"/>	<input type="text"/>

**Partnering Programs - Newsletters**

Number of newsletters per year

Number of customers per year

**Partnering with Other Utilities**

Describe other utilities your agency partners with, including electrical utilities

**Conservation Gardens**

Describe water conservation gardens at your agency or other high traffic areas or new homes

**Landscape contests or awards**

Describe water wise landscape contest or awards program conducted by your agency

Additional Programs supported by Agency but not mentioned above:



**BMP 2.1 Public Outreach  
2011**

Comments



# CUWCC BMP Coverage Report 2011

## Foundational Best Management Practices for Urban Water Efficiency

### Foundational BMPs

#### BMP 2.2 School Education Programs

6282 Lake Arrowhead Community Service District

Retail Only

Does a wholesale Agency implement School Education Programs?

Yes

List of wholesale Agencies

Materials meet state education framework requirements and are grade-level appropriate?

Yes

Curriculum materials developed and/or provided by Agency:

The District has an annual Water Conservation Calendar Contest for kids from K-8th grade in the community. A flier is designed and printed for distribution to all kids in these grades. Some teachers use this contest as a class lesson.

Materials Distributed to K-6?

Yes

Describe K-6 Materials

Flyer inviting participation in the annual Water Conservation Calendar Contest with theme for the year.

Materials distributed to 7-12 students?

Yes

(Info Only)

Annual budget for school education program:

10500.00

Description of all other water supplier education programs

The District has an annual Water Conservation Calendar Contest for kids from K-8th grade in the community. A flier is designed and printed for distribution to all kids in these grades. Some teachers use this contest as a class lesson. Flyer inviting participation in the annual Water Conservation Calendar Contest with theme for the year. Boy Scouts 2012 Water Conservation Calendar Contest The District had a booth @ the Arrowhead Lake Fair, Home Improvement Expo for 2 days. @ these events staff pass out water conservation calendars, coloring books, stickers and rules all which have a water conservation message

**On Track**

At Least As Effective As **No**