



CUWCC BMP Retail Coverage Report 2013

Foundational Best Management Practices for Urban Water Efficiency

BMP 1.1 Operation Practices

NOT ON TRACK

6282 Lake Arrowhead Community Service District

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

Name:

Title:

Email:

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. | | | |
| 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. | | | |

At Least As effective As

Exemption

Comments:



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BMP 1.1 Operation Practices

NOT ON TRACK



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BMP 1.2 Water Loss Control

NOT ON TRACK

6282 Lake Arrowhead Community Service District

- Completed Standard Water Audit Using AWWA Software? Yes
- AWWA File provided to CUWCC? Yes
- Copy_of_WaterAudit-FY2013.XLS
- AWWA Water Audit Validity Score?
- Complete Training in AWWA Audit Method No
- Complete Training in Component Analysis Process? No
- Component Analysis? No
- Repaired all leaks and breaks to the extent cost effective? Yes
- Locate and Repair unreported leaks to the extent cost effective? Yes
- 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. Yes

Provided 7 Types of Water Loss Control Info

| Leaks Repairs | Value Real Losses | Value Apparent Losses | Miles Surveyed | Press Reduction | Cost Of Interventions | Water Saved (AF) |
|---------------|-------------------|-----------------------|----------------|-----------------|-----------------------|------------------|
| 129 | | | 3.44 | False | | |

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Exemption

Comments:



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BMP 1.3 Metering With Commodity

NOT ON TRACK

6282 Lake Arrowhead Community Service District

Numbered Unmetered Accounts No

Metered Accounts billed by volume of use Yes

Number of CII Accounts with Mixed Use Meters

Conducted a feasibility study to assess merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? No

Feasibility Study provided to CUWCC? No

Date: 1/1/0001

Uploaded file name:

Completed a written plan, policy or program to test, repair and replace meters No

At Least As effective As

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Comments:



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Foundational Best Management Practices For Urban Water Efficiency

BMP 1.4 Retail Conservation Pricing

Not On Track

6282 Lake Arrowhead Community Service District

Implementation (Water Rate Structure)

| Customer Class | Water Rate Type | Conserving Rate? | (V) Total Revenue Comodity Charges | (M) Total Revenue Fixed Carges |
|----------------------|------------------|------------------|------------------------------------|--------------------------------|
| Single-Family | Increasing Block | Yes | 1783594.72 | 3154714.38 |
| Dedicated Irrigation | Increasing Block | Yes | 116341.58 | 70218.26 |
| Commercial | Increasing Block | Yes | 167083.53 | 212300.81 |
| Institutional | Increasing Block | Yes | 40420.57 | 49534.51 |
| Fire Lines | Increasing Block | Yes | 4836.18 | 57852.57 |
| Other | Uniform | Yes | 7015.5 | |
| | | | 2119292.08 | 3544620.53 |

Calculate: $V / (V + M)$ 37 %

Implementation Option: Use Annual Revenue As Reported

Use 3 years average instead of most recent year

Canadian Water and Wastewater Association

Upload file:

Agency Provide Sewer Service: Yes

| Customer Class | Rate Type | Conserving Rate? |
|----------------|--------------------------|------------------|
| Single-Family | Non-Volumetric Flat Rate | No |
| Commercial | Allocation Based | Yes |

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Comments:



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Foundational Best Management Practices For Urban Water Efficiency

BMP 2.1 Public Outreach

NOT ON TRACK

6282

Lake Arrowhead Community Service District

Retail

Does your agency perform Public Outreach programs? Yes

The list of wholesale agencies performing public outreach which can be counted to help the agency comply with the BMP

The name of agency, contact name and email address if not CUWCC Group 1 members

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

| Public Outreach Program List | Number |
|--|------------|
| General water conservation information | 52 |
| Website | 1 |
| Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets | 450 |
| Total | 503 |

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

| Number Media Contacts | Number |
|-----------------------|-----------|
| Newspaper contacts | 52 |
| Total | 52 |

Did at least one website update take place during each quarter of the reporting year? No

Public Information Program Annual Budget

| Annual Budget Category | Annual Budget Amount |
|--------------------------|----------------------|
| ADVERTISING | 33400 |
| REBATE PROGRAMS/HARDWARE | 50000 |
| Total Amount: | 83400 |

Public Outreach Additional Programs

HOME EXPO BOOTH

Description of all other Public Outreach programs

Comments:

At Least As effective As

Exemption



CUWCC BMP Coverage Report 2013

Foundational Best Management Practices For Urban Water Efficiency

BMP 2.2 School Education Programs

ON TRACK

6282 Lake Arrowhead Community Service District

Retail

Does your agency implement School Education programs? No

The list of wholesale agencies performing public outreach which can be counted to help the agency comply with the BMP

Materials meet state education framework requirements? Yes

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.

Materials distributed to K-6? Yes

FLYER INVITING PARTICIPATION IN THE ANNUAL WATER CONSERVATION CALENDAR CONTEST WITH THEM FOR THE YEAR.

Materials distributed to 7-12 students? Yes (Info Only)

FLYER INVITING PARTICIPATION IN THE ANNUAL WATER CONSERVATION CALENDAR CONTEST WITH THEM FOR THE YEAR.

Annual budget for school education program: 10500.00

Description of all other water supplier education programs

Comments:

At Least As effective As No

Exemption No 0



CUWCC BMP Coverage Report 2013

BMP3 - Residential

NOT ON TRACK

Agency **Lake Arrowhead Community Service District**

Date Agency Signed MOU: 12/19/2000

Coverage Option: Traditional

Total Measured Water Savings (AF/Year)

| TRADITIONAL | FLEXTRACK | ACTUAL | TARGET | Prior Activities Credit |
|-------------|-----------|--------|--------|-------------------------|
| 0.48 | 0 | 0.48 | 32.8 | |

Residential Assistance

| | Single Family Accounts | Single Family Target | Multi Family Units | Multi Family Target |
|---|------------------------|----------------------|--------------------|---------------------|
| Total Number Of Accounts/Units | 7694 | | 0 | |
| Total Participants during Reporting | 0 | | 0 | |
| Number of Leak Detection Surveys or Assistance on Customer Property | 0 | 57.71 | 0 | 0.00 |
| Number of Faucet Aerators Distributed | 0 | | 0 | |
| Number of WSS Showerheads Distributed | 0 | | | |
| Landscape Water Surveys | 0 | 57.70 | 0 | |

Has agency reached a 75% market saturation for showerheads?

No

High Efficiency Clothes Washers

Single Family Accounts

Single Family Target

Number of installations for HECW

4

76.94

Are financial incentives provided for HECWs?

Yes

Has agency completed a HECW Market Penetration Study?

No

Water Sense Specification Toilets

Retrofit 'On Resale' Ordinance exists

No

75% Market Penetration Achieved

No

Single Family Units

Multi Family Units

Five year average Resale Rate

0.04

0.00

Number Toilets per Household

3.25

0

Number WSS Toilets Installed

13

0

Target Number of WSS Toilets

487.61

0.00

WSS for New Residential Development

Does an Ordinance Exists Requiring WSS Fixtures and Appliances in new SF and MF residences?

Single Family Units

Multi Family Units

No

No

Number of new SF & MF units built

9

0

Incentives



CUWCC BMP Coverage Report 2013

BMP3 - Residential

NOT ON TRACK

Unique Conservation Measures

Residential Assistance / Landscape Water Survey unique water savings

Measured water savings (AF/YR) 0

Uploaded file name:

High Efficiency Clothes Washers unique water savings

Measured water savings (AF/YR) 0

Uploaded file name:

WaterSense Specification toilets unique water savings

SF Measured water savings (AF/YR) MF Measured water savings (AF/YR)

Uploaded file name:

WaterSense Specification toilets for New Residential development unique water savings

Measured water savings (AF/YR) 0

Uploaded file name:

High bill contact with single-family and multi-family customers

Measured water savings (AF/YR)

Uploaded file name:

Educate residential customers about the behavioral aspects of water conservation

Measured water savings (AF/YR) 0

Uploaded file name:

Notify residential customers of leaks on the customer's side of the meters

Measured water savings (AF/YR) 0

Uploaded file name:

Provide bill or surcharge refunds for customers to repair leaks on the customer's side of the meters

Measured water savings (AF/YR) 0

Uploaded file name:

Provide unique water savings fixtures that are not included in the BMP list above

Measured water savings (AF/YR) 0

Uploaded file name:

Install residence water use monitors

Measured water savings (AF/YR) 0

Uploaded file name:

Participate in programs that provide residences with school water conservation kits

Measured water savings (AF/YR) 0

Uploaded file name:

Implement in automatic meter reading program for residential customers



CUWCC BMP Coverage Report 2013

BMP3 - Residential

NOT ON TRACK

Measured water savings (AF/YR) 0

Uploaded file name:

OTHER Types of Measures

Measured water savings (AF/YR) 0

Uploaded file name:

Traditional Water Savings Calculation result:

| Measures | Target Water Savings (AF): | Actual Water Savings (AF): |
|---------------------------|----------------------------|----------------------------|
| SF Leak Detection Surveys | 1.29 | 0.00 |
| MF Leak Detection Surveys | 0.00 | 0.00 |
| Landscape Water Surveys | 1.29 | 0.00 |
| SF WSS Toilets Installed | 28.07 | 0.37 |
| MF WSS Toilets Installed | 0.00 | 0.00 |
| HECW | 2.15 | 0.11 |

Comments:

At Least As Effective As No

Exemption No



CUWCC BMP Coverage Report 2013

BMP4 - Commercial Industrial Institutional

NOT ON TRACK

Agency: **Lake Arrowhead Community Service District**

Date Agency Signed MOU: 12/19/2000

Coverage Option: Traditional

CII Baseline Water Use (AF): 23.00

CII Water Use Reduction(AF): 2.3

Total Measured Water Savings (AF/Year)

| TRADITIONAL | FLEXTRACK | ACTUAL | TARGET | Prior Activities Credit |
|-------------|-----------|--------|--------|-------------------------|
| 0 | 0 | 0 | | |

| <u>Water Efficiency Measures:</u> | <u>Quantity Installed:</u> | <u>Water Savings:</u> | <u>Accept Council's default value</u> |
|--|----------------------------|-----------------------|---------------------------------------|
| 1 High Efficiency Toilets (1.2 GPF or less) | 0 | 0.00 | Yes |
| 2 High Efficiency Urinals (0.5 GPF or less) | 0 | 0.00 | Yes |
| 3 Ultra Low Flow Urinals | 0.00 | 0.00 | Yes |
| 4 Zero Consumption Urinals | 0.00 | 0.00 | Yes |
| 5 Commercial High Efficiency Single Load Clothes Washers | 0.00 | 0.00 | Yes |
| 6 Cooling Tower Conductivity Controllers | 0.00 | 0.00 | Yes |
| 7 Cooling Tower pH Controllers | 0.00 | 0.00 | Yes |
| 8 Connectionless Food Steamers | 0.00 | 0.00 | Yes |
| 9 Medical Equipment Steam Sterilizers | 0.00 | 0.00 | Yes |
| 10 Water Efficient Ice Machines | 0.00 | 0.00 | Yes |
| 11 Pressurized Water Brooms | 0.00 | 0.00 | Yes |
| 12 Dry Vacuum Pumps | 0.00 | 0.00 | Yes |

Total Water Savings: 0.00

Unique Conservation Measures

Industrial Process Water Use Reduction

Measured water savings (AF/YR)

Uploaded file name:

Commercial Laundry Retrofits

Measured water savings (AF/YR)

Uploaded file name:

Industrial Laundry Retrofits

Measured water savings (AF/YR)

Uploaded file name:

Filter Upgrades (for pools, spas and fountains)



CUWCC BMP Coverage Report 2013

BMP4 - Commercial Industrial
Institutional

NOT ON TRACK

Measured water savings (AF/YR)

Uploaded file name:

Car Wash Reclamation Systems

Measured water savings (AF/YR)

Uploaded file name:

Wet Cleaning

Measured water savings (AF/YR)

Uploaded file name:

Water Audits (to avoid double counting, do not include device/replacement water savings)

Measured water savings (AF/YR)

Uploaded file name:

Clean In Place (CIP) Technology (such as bottle sterilization in a beverage processing plant)

Measured water savings (AF/YR)

Uploaded file name:

Waterless Wok

Measured water savings (AF/YR)

Uploaded file name:

Alternative On-site Water Sources

Measured water savings (AF/YR)

Uploaded file name:

Sub-metering

Measured water savings (AF/YR)

Uploaded file name:

High Efficiency Showerheads

Measured water savings (AF/YR)

Uploaded file name:

Faucet Flow Restrictors

Measured water savings (AF/YR)

Uploaded file name:

Water Efficiency Dishwashers

Measured water savings (AF/YR)

Uploaded file name:

Hot Water on Demand

Measured water savings (AF/YR)

Uploaded file name:

Pre-rinse spray Valves of 1.3 gpm (gallons per minute) or less



CUWCC BMP Coverage Report 2013

BMP4 - Commercial Industrial Institutional

NOT ON TRACK

1. The initial spray volume of the spray (gallons per minute) or flow

Measured water savings (AF/YR)

Uploaded file name:

Central Flush Systems

Measured water savings (AF/YR)

Uploaded file name:

IOther Measures chosen by the Agency

Measured water savings (AF/YR)

Uploaded file name:

Comments:

At Least As Effective As No

Exemption No



CUWCC BMP Coverage Report 2013

BMP5 - Landscape

NOT ON TRACK

Agency **Lake Arrowhead Community Service District**

Date Agency Signed MOU: 12/19/2000

Coverage Option: Traditional

Total Measured Water Savings (AF/Year)

| TRADITIONAL | FLEXTRACK | ACTUAL | TARGET | PRIOR ACTIVITIES CREDIT |
|-------------|-----------|--------|--------|-------------------------|
| 0 | 0 | 0 | 0 | 0 |

1) Accounts with Dedicated Irrigation Meters

- a) Number of dedicated irrigation meter accounts 74
- b) Number of dedicated irrigation meter accounts with water budgets
- c) Aggregate water use for all dedicated non-recreational landscape accounts with water budgets
- d) Aggregate acreage assigned water budgets for dedicated non-recreational landscape accounts with budgets

Aggregate acreage of recreational areas assigned water budgets for dedicated recreational landscape accounts with budgets

Preserved water use records and budgets for customers with dedicated landscape irrigation accounts for at least four years No

Unique measured water Savings (AF/YR) in this measure

Uploaded the backup data if there are unique measured water savings? No

Technical Assistance

Number of Accounts 20% over-budget

Number of Accounts 20% over-budget offered technical assistance

Number of Accounts 20% over-budget accepting technical assistance

Unique measured water Savings (AF/YR) in technical assistance

Uploaded the backup data if there are unique measured water savings? No

2) Commercial / Industrial / Institutional Accounts without Meters or with Mixed-Use Meters

Number of mixed use and un-metered accounts.

Number of irrigation water use surveys offered

Number of irrigation water use surveys accepted

Type: Incentives numbers received by customers: \$ Value: 0

Type: Rebates numbers received by customers: \$ Value: 0

Type No- or low-Interest loan offered numbers received by customers: \$ Value: 0

Annual water savings by customers receiving irrigation water savings surveys and implementing recommendations

Estimated annual water savings by customers receiving surveys and implementing recommendations



CUWCC BMP Coverage Report 2013

BMP5 - Landscape

NOT ON TRACK

Unique measured water Savings (AF/YR) in this measure

Uploaded the backup data if there are unique measured water savings? No

Financial Incentives

Unique measured water Savings (AF/YR) in Financial incentives

Uploaded the backup data if there are unique measured water savings? No

Unique Conservation Measures

1. Monitor and report on landscape water use

1a. Measure landscapes and develop water budgets for customers with dedicated landscape meters. Provide timely water use reports with comparisons of water use to budget that provide customers the information they need to adjust irrigation schedules.

Uploaded file name:

1b. Measure landscapes and develop water budgets for customers with Mixed Use meters. Provide timely water use reports with comparisons of water use to budget that provide customers the information they need to adjust irrigation schedules.

Uploaded file name:

1c. Establish agency-wide water budget. (Include in Help notes: ETo based water budget in the MWEL0 changed in 2010 from .8ETo to .7ETo.)

Uploaded file name:

1d. Establish agency-wide, sector-based irrigation goal to reduce water use, based on season.

Uploaded file name:

2. Provide technical landscape resources and training

2a. Upon customer requests, provide landscape irrigation management and landscape design information and resources: provide assistance, answer customer questions, respond to run-off and high-bill calls.

Uploaded file name:

2b. Perform landscape & irrigation audits: including irrigation scheduling, plant information, and landscape area measurement.

Uploaded file name:

2c. Sponsor, co-sponsor, promote, or support landscape workshops, training, presentations and other technical educational events for homeowners and professionals: design, installation, maintenance, water management.

Uploaded file name:

2d. Establish time-of-day irrigation restrictions.

Uploaded file name:

2e. Establish day-of-week irrigation restrictions.

Uploaded file name:

3. Provide incentives



CUWCC BMP Coverage Report 2013

BMP5 - Landscape

NOT ON TRACK

3a. Establish landscape budget-based rates.

Uploaded file name:

3b. Provide incentives for conversions from mixed-use meters to dedicated landscape meters.

Uploaded file name:

3c. Provide incentives for irrigation equipment upgrades that improve distribution uniformity, irrigation efficiency, or scheduling capabilities.

Uploaded file name:

3d. Provide incentives for the reduction of water use over an irrigated area, or reduction in the size of the irrigated area due to replacement of turf or other high water-using plants with low water-using plants, artificial turf, or permeable surfaces.

Uploaded file name:

3e. Provide incentives for conversions from potable to recycled water.

Uploaded file name:

3f. Provide incentives for the use of alternative sources of water in the landscape (i.e. gray water, rainwater, cisterns, etc.)

Uploaded file name:

4. Participate in local and regional planning and regulatory activities

4a. Collaborate with planning agencies at the local and regional level, other water suppliers in the area and stakeholders in response to state or federal requirements such as the State Model Water Efficient Landscape Ordinance and AB 1881. Participate in the development, review, implementation, and enforcement of requirements for new developments. Provide water use data to planning agencies.

4b. Establish or participate in a water conservation advisory committee or other community outreach effort to drive market transformation and exchange information about landscape water conservation with developers, community-based organizations, homeowners associations, residential customers, landscape professionals, educators, other water suppliers in region.

4c. Participate in regional efforts: integrated water resource management, watershed management, NPDES permit agencies, etc.

5. Develop a holistic approach to landscape water use efficiency

5a. Develop and implement a comprehensive landscape water conservation program for all customers. Target marketing efforts to those most likely to result in benefits to both customer and Agency.

Uploaded file name:

6. Other Measures

Other Landscape Measures.

Uploaded file name:

Comments:



CUWCC BMP Coverage Report 2013

BMP5 - Landscape

NOT ON TRACK

At Least As Effective As No

Exemption No