



CUWCC BMP Retail Coverage Report 2014

Foundational Best Management Practices for Urban Water Efficiency

BMP 1.1 Operation Practices

**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.			WATER RESTRICTS REGARDING IRRIGATION AND OTHER OUTDOOR WATER USE.
Option B Describe any water waste prevention ordinances or requirements adopted by your local jurisdiction or regulatory agencies within your service area.			ALLOWS DISTRICT TO DECLARE WATER SHORTAGES AND FURTHER RESTRICT IRRIGATING AND LARGER FINES FOR VIOLATIONS.
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

**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

WaterAudit-FY2014.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)
92			10.67	False		

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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

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Comments:



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**NOT ON TRACK**

**BMP 1.4 Retail Conservation Pricing**

**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	1749641.93	3277722.01
Commercial	Increasing Block	Yes	205803.85	164760.39
Dedicated Irrigation	Increasing Block	Yes	122074.63	73081.4
Institutional	Increasing Block	Yes	36051.68	51424.6
Fire Lines	Increasing Block	Yes	431.04	58497.58
Other	Uniform	Yes	12838.8	
			<b>2126841.93</b>	<b>3625485.98</b>

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

Implementation Option: Use Canadian Water Wastewater Association Rate Design Model

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

At Least As effective As

Exemption

Comments:



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**BMP 2.1 Public Outreach**

**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? No

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	425
Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets	20000
<b>Total</b>	<b>20478</b>

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

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

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

Public Information Program Annual Budget

Annual Budget Category	Annual Budget Amount
ADVERTISING	34000
REBATE PROGRAMS/HARDWARE	40000
<b>Total Amount:</b>	<b>74000</b>

**Public Outreach Additional Programs**

BOOTH AT HOME EXPO

BOOTH AT SUMMER KICK EXPO

Description of all other Public Outreach programs

Comments:

At Least As effective As

No



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**BMP 2.1 Public Outreach**

**ON TRACK**

Exemption



CUWCC BMP Coverage Report 2014

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? Yes

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 K-8th. A FLYER IS DESIGNED AND PRINTED FOR DISTRIBUTION TO ALL KIDS.

Materials distributed to K-6? Yes

FLYER INVITING PARTICIPATION IN THE ANNUAL WATER CON. CALENDAR CONTEST WITH THEME FOR THE YEAR.

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

FLYER INVITING PARTICIPATION IN THE ANNUAL WATER CON. CALENDAR CONTEST WITH THEME 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 2014

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
2.38	0	2.38	32.84	

## Residential Assistance

	Single Family Accounts	Single Family Target	Multi Family Units	Multi Family Target
Total Number Of Accounts/Units	7701		0	
Total Participants during Reporting	0		0	
Number of Leak Detection Surveys or Assistance on Customer Property	0	57.76	0	0.00
Number of Faucet Aerators Distributed	0		0	
Number of WSS Showerheads Distributed	0			
<b>Landscape Water Surveys</b>	0	57.76	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

77.01

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

62

0

Target Number of WSS Toilets

488.05

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

11

0

Incentives



## CUWCC BMP Coverage Report 2014

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 2014

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:

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**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	28.10	2.16
MF WSS Toilets Installed	0.00	0.00
HECW	2.16	0.22

Comments:

At Least As Effective As No

Exemption No



# CUWCC BMP Coverage Report 2014

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	0.99	

<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 2014

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 2014

### BMP4 - Commercial Industrial Institutional

**NOT ON TRACK**

The table displays values of the gpm (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 2014

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 73
- 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 2014

### 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 2014

### 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 2014

BMP5 - Landscape

**NOT ON TRACK**

At Least As Effective As No

Exemption No