

APPENDIX F

Best Management Practices Report Filing

Water Supply & Reuse

Reporting Unit:
City of Santa Rosa

Year:
2003

Water Supply Source Information

Supply Source Name	Quantity (AF) Supplied	Supply Type
Sonoma County Water Agency	22314	Local Watershed
City of Santa Rosa	223	Recycled

Total AF: 22537

Reported as of 11/1

Accounts & Water Use

Reporting Unit Name:
City of Santa Rosa

Submitted to
CUWCC
07/30/2004

Year:
2003

A. Service Area Population Information:

1. Total service area population 154453

B. Number of Accounts and Water Deliveries (AF)

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	40641	12865	0	0
2. Multi-Family	2950	3449	0	0
3. Commercial	2697	3210	0	0
4. Industrial	0	0	0	0
5. Institutional	0	0	0	0
6. Dedicated Irrigation	1623	2999	0	0
7. Recycled Water	13	259	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	0
Total	47924	22782	0	0

Metered

Unmetered

Reported as of 11/1

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

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

- 1. Based on your signed MOU date, 05/05/1998, your Agency STRATEGY DUE DATE is: 05/04/2000
- 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? yes
 - a. If YES, when was it implemented? 05/01/1995
- 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? yes
 - a. If YES, when was it implemented? 05/01/1995

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	10372	8475
2. Number of surveys completed:	839	146

Indoor Survey:

- 3. Check for leaks, including toilets, faucets and meter checks yes yes
- 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary yes yes
- 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary yes yes

Outdoor Survey:

- 6. Check irrigation system and timers yes no
- 7. Review or develop customer irrigation schedule yes no
- 8. Measure landscaped area (Recommended but not required for surveys) yes no
- 9. Measure total irrigable area (Recommended but not required for surveys) yes no
- 10. Which measurement method is typically used (Recommended but not required for surveys) Odometer Wheel
- 11. Were customers provided with information packets that included evaluation results and water savings recommendations? yes yes
- 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? yes yes
 - a. If yes, in what form are surveys tracked? database
 - b. Describe how your agency tracks this information.

See 1999 entry.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	90000	25000
2. Actual Expenditures	12465.28	

D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes

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

See 1999 entry. A full series of classes are offered every summer on irrigation scheduling, irrigation system maintenance, fundamentals of garden water use, plant choices, developing a water budget based on ET area and plant type.

E. Comments

Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency. For SFR Surveys, outdoor portion was only performed on 78 of the total number of surveys.

Reported as of 11/1

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

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

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

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

3. Estimated percent of single-family households with low-flow showerheads: 87%

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

5. Estimated percent of multi-family households with low-flow showerheads: 76%

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

We worked with MCubed to determine the statistical sample size, then did on-site inspections to verify installation. Inspections completed on SFR and MFR sites between 01MAR2001 and 01MAR2002. Regarding MFR sites: completed 40 of 50 inspections with 76% compliance. For purposes of compliance, assuming worst case scenario of final 10 sites (all fails), would still achieve 76% compliance.

B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes

a. If YES, when did your agency begin implementing this strategy? 01/01/1993

b. Describe your targeting/ marketing strategy.

We have three distribution centers in our service area, distribute hardware at public events, send out bill inserts and require replacement of showerheads and aerators under our toilet replacement programs.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	733	465
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	1693	843
6. Does your agency track the distribution and cost of low-flow devices?		yes

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

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

All toilet replacement participants are entered into the database system,

complete with the number of showerheads and aerators that were changed at the site. We also have a purchasing system which tracks the orders and cost of the hardware.

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	10000
2. Actual Expenditures	7532.89	

D. "At Least As Effective As"

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

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

E. Comments

The City completed implementation of this BMP as of December 31, 2001. The City continues to distribute low flow showerheads and aerators at events, distribution centers and per customer request. Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

- 1. Has your agency completed a pre-screening system audit for this reporting year? yes
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF) 22782
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 22574
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 1.01
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
- 6. Does your agency operate a system leak detection program? yes
 - a. If yes, describe the leak detection program:

See 1999 entry.

B. Survey Data

- 1. Total number of miles of distribution system line. 580
- 2. Number of miles of distribution system line surveyed. 580

C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	241000	166000
2. Actual Expenditures	157813.76	

D. "At Least As Effective As"

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

E. Comments

Please note: There are discrepancies between our metered purchased water and our meter water sold. The wholesaler, Sonoma County Water Agency, is aware of these discrepancies and are working with the City to determine the cause. Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
 - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
 - b. Describe the program:
- 3. Number of previously unmetered accounts fitted with meters during report year. 0

B. Feasibility Study

- 1. 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? yes
 - a. If YES, when was the feasibility study conducted? 12/01/1999
(mm/dd/yy)
 - b. Describe the feasibility study:

See 1999 report. Also, note that beginning in 2000 we have implemented a program to provide cash incentives to retrofit mixed use meters to dedicated irrigation and indoor meters.

- 2. Number of CII accounts with mixed-use meters. 435
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 0

C. Meter Retrofit Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	145000	110000
2. Actual Expenditures	0	

D. "At Least As Effective As"

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

E. Comments

Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2003**

A. Water Use Budgets

- 1. Number of Dedicated Irrigation Meter Accounts: 1623
- 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: 979
- 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): 1078
- 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): 1408
- 5. Does your agency provide water use notices to accounts with budgets each billing cycle? yes

B. Landscape Surveys

- 1. Has your agency developed a marketing / targeting strategy for landscape surveys? yes
 - a. If YES, when did your agency begin implementing this strategy? 4/18/2000
 - b. Description of marketing / targeting strategy:

We publish information about the landscape surveys we offer on our website, in brochures and in letters to new commercial accounts. We also let customers know about these services at meetings, in our landscape workshops, and during phone conversations with customers. In 2002/2003, we offered additional surveys to the commercial accounts through our ET Timer pilot study.

- 2. Number of Surveys Offered. 385
- 3. Number of Surveys Completed. 14
- 4. Indicate which of the following Landscape Elements are part of your survey:
 - a. Irrigation System Check yes
 - b. Distribution Uniformity Analysis yes
 - c. Review / Develop Irrigation Schedules yes
 - d. Measure Landscape Area yes
 - e. Measure Total Irrigable Area yes
 - f. Provide Customer Report / Information yes
- 5. Do you track survey offers and results? yes
- 6. Does your agency provide follow-up surveys for previously completed surveys? yes
 - a. If YES, describe below:

Upon customer request.

C. Other BMP 5 Actions

- 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? no
- 2. Number of CII mixed-use accounts with landscape budgets.

- 3. Do you offer landscape irrigation training? yes
- 4. Does your agency offer financial incentives to improve landscape water use efficiency? yes

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	50000	0	0
b. Loans	0	0	0
c. Grants	0	0	0

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

a. If YES, describe below:

When new commercial water accounts are opened, we send a packet of information announcing all of landscape water conservation programs and services and our contact information.

- 6. Do you have irrigated landscaping at your facilities? yes
 - a. If yes, is it water-efficient? yes
 - b. If yes, does it have dedicated irrigation metering? yes
- 7. Do you provide customer notices at the start of the irrigation season? yes
- 8. Do you provide customer notices at the end of the irrigation season? yes

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	580000	580000
2. Actual Expenditures	40834.45	

E. "At Least As Effective As"

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

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

F. Comments

Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency. We have an incentive program for using less water than the "irrigation goal" which is a water budget. Customers receive cash rebates for any amount less than the goal.

Reported as of 11/1

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? yes

a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

Pacific Gas & Electric has a rebate of \$75 for residential H-axis machines in effect. Our rebate is also \$75 for a total of up to &150 per residential machine replaced

2. Does your agency offer rebates for high-efficiency washers? yes

3. What is the level of the rebate? 75

4. Number of rebates awarded. 883

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	75000	10000
2. Actual Expenditures	7028.51	

C. "At Least As Effective As"

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

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

D. Comments

The data for this BMP is for replacement of top loading washing machines with H-axis washing machines by single family residential only. The City also offers a \$450 rebate for multi-family and commercial that replace coin-operated top-loading washing machines with coin-operated H-axis washing machines. The data for the \$450 H-axis program is reported in BMP 9. Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 07: Public Information Programs

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes
- a. If YES, describe the program and how it's organized.

We maintain three distribution sites for literature, hardware, and promotional items; participate in the Downtown Market; provide speakers to special interest groups; support the statewide Water Awareness Month campaign; host annual Water Fair in May; and provide free classes on indoor and outdoor conservation measures and low water-use plant selection.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	5
b. Public Service Announcement	yes	0
c. Bill Inserts / Newsletters / Brochures	yes	12
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	11
g. Speaker's Bureau	yes	0
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	180000	80000
2. Actual Expenditures	70937.08	

C. "At Least As Effective As"

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

D. Comments

Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 08: School Education Programs

Reporting Unit:
City of Santa Rosa

BMP Form Status: Year:
100% Complete 2003

A. Implementation

1. Has your agency implemented a school information program to promote water conservation? Yes

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	Yes	44	2047	4
Grades 4th-6th	Yes	52	2225	4
Grades 7th-8th	Yes	0	810	3
High School	Yes	1	305	2

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

4. When did your Agency begin implementing this program? 09/01/1988

B. School Education Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 11/1

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- 1. Has your agency identified and ranked COMMERCIAL customers according to use? yes
- 2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

Option A: CII Water Use Survey and Customer Incentives Program

- 4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? yes

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	150	0	0
b. Number of New Surveys Completed	137	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	yes	yes
f. Evaluation of all water-using apparatus and processes	yes	yes	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	yes	yes
Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	50000	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	200000	0	0

Option B: CII Conservation Program Targets

- 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? yes
- 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? yes
- 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. 318.74
- 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. 0

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	200000	200000
2. Actual Expenditures	11447.37	

C. "At Least As Effective As"

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

D. Comments

The City also offered a rebate program for commercial and multi-family residential to replace coin-operated commercial washing machines with coin operated H-axis commercial washing machines. The program offered \$450 rebate through the Lightwash program. Fifty-four machines were replaced through this rebate program and the City spent \$40,961.40 to implement this program. Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 09a: CII ULFT Water Savings

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2003**

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

A. Targeting and Marketing

1. What basis does your agency use to target customers for participation in this program? Check all that apply. CII Sector or subsector

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

We sent direct mail letters, and made use of bill inserts and bill face messages. The direct mail was most effective, but also most expensive. Most effective per dollar expended would have been the bill insert.

2. How does your agency advertise this program? Direct letter
 Check all that apply. Bill insert
Bill message
Web page
Trade shows and events

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

Direct mail pieces were the most effective overall and per dollar expended.

B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.) Yes

2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency? Yes

3. What is the total number of customer accounts participating in the program during the last year? 128

CII Subsector	Number of Toilets Replaced					
	Standard Gravity Tank	Air Assisted	Valve Mount	Floor Mount	Valve Wall Mount	Type Not Specified
a. Offices	44	0		0	0	0
b. Retail / Wholesale	60	0		0	0	0

c. Hotels	8	0	0	0	0
d. Health	19	0	0	0	0
e. Industrial	4	0	0	0	0
f. Schools: K to 12	18	0	0	0	0
g. Eating	25	0	0	0	0
h. Govern- ment	4	0	0	0	0
i. Churches	28	0	0	0	0
j. Other	198	0	0	0	0

5. Program design.

Rebate or voucher
Direct installation

6. Does your agency use outside services to implement this program?

Yes

a. If yes, check all that apply.

Plumbing contractors/subcontracts

7. Participant tracking and follow-up.

Letter
Telephone
Site Visit

8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.

- a. Disruption to business 4
- b. Inadequate payback 3
- c. Inadequate ULFT performance 5
- d. Lack of funding 2
- e. American's with Disabilities Act 1
- f. Permitting 1
- g. Other. Please describe in B. 9.

9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.

The most difficult issue is to get to the decision maker. Even when offering no cost programs or programs with less than 6 months of payback, customers do not want to participate.

10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

As with previous years, we would have liked to have higher participation in our programs. We are looking for ways to improve program participation. Our marketing approaches are somewhat effective, but the information may not be getting to the decision makers through the bill inserts and bill face messages.

Program costs were in-line with expectations.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	54000	48800
b. Materials	67500	61200
c. Marketing & Advertising	7500	881.51
d. Administration & Overhead	12500	4050.67
e. Outside Services	5000	286.4
f. Total	146500	115218.58

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	- 39699.87
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	39699.87

D. Comments

Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 11: Conservation Pricing

Reporting Unit:
City of Santa Rosa

BMP Form
Status:
100% Complete

Year:
2003

A. Implementation**Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$12868109
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2388546

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$4910340
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$626318

3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

6. Other

a. Water Rate Structure	Service Not Provided
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$0

d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue \$0
Sources

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

See 1999 entry.

Reported as of 11/1

BMP 12: Conservation Coordinator

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- 1. Does your Agency have a conservation coordinator? yes
- 2. Is this a full-time position? yes
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program ?
- 4. Partner agency's name:
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 100%
 - b. Coordinator's Name Virginia Porter
 - c. Coordinator's Title Deputy Director Water Resources
 - d. Coordinator's Experience and Number of Years 4 years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 01/06/1991
- 6. Number of conservation staff, including Conservation Coordinator. 4

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	119900	145000
2. Actual Expenditures	79918.75	

C. "At Least As Effective As"

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

D. Comments

Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 13: Water Waste Prohibition

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2003**

A. Requirements for Documenting BMP Implementation

1. Is a water waste prohibition ordinance in effect in your service area? yes

a. If YES, describe the ordinance:

Prohibits intentional or unintentional water waste due to outdoor water use resulting in runoff or due to breaks or leaks in the water delivery system. Also requires new water service to be equipped with recycling or reuse systems for evaporative cooling systems, decorative water fountains, conveyer car washes, and industrial clothes washers.

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

City of Santa Rosa Ordinance No. 3426

B. Implementation

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

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections yes
- c. Non-recirculating systems in all new conveyor or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems yes
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes
Breaks or leaks in delivery system

2. Describe measures that prohibit water uses listed above:

When water waste is noticed by staff, it is reported to Water Conservation staff. Water Conservation directs Utilities field staff to visit site, confirm waste and leave a door tag informing customer of violation. A follow up letter is sent to customer informing them of violation. If customer requests assistance, Water conservation staff follow up with information, site visits, etc. We can implement Water Watch (our water waste patrol) using Utilities staff as needed.

Water Softeners:

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

- a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes
- b. Develop minimum appliance efficiency standards that:
 - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. yes
 - ii.) Implement an identified maximum number of

gallons discharged per gallon of soft water produced. yes

c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. yes

4. Does your agency include water softener checks in home water audit programs? no

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? yes

C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	60000	60000
2. Actual Expenditures	781.96	

D. "At Least As Effective As"

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

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

E. Comments

Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

BMP 14: Residential ULFT Replacement Programs

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2003**

A. Implementation

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

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	693	43
3. Direct Install	1717	910
4. CBO Distribution	0	0
5. Other	0	0

Total 2410 953

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

We have a Rebate program, where the customers gets a rebate of \$100 per toilet replaced. They can use one of our participating plumbing contractors to do the work, or they can install it themselves. Along with the toilet, they are required to change any high-flow showerheads and faucet aerators. We also have a Direct Install program, where the City pays the labor and materials, but the customer does not have a choice of toilet. They receive a standard, white round-bowl toilet. All other low-flow hardware requirements remain the same. All toilets are recycled and used for road base.

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

Same as single-family residence program.

8. Is a toilet retrofit on resale ordinance in effect for your service area? no

9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	350000	0
2. Actual Expenditures	455962.36	

C. "At Least As Effective As"

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

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

D. Comments

As of Dec 31, 2002, Santa Rosa has successfully completed our "Go

Low FLOW" program. This program included ULFT replacement for Single Family and Multi Family Residential. Based on new direction from the CUWCC, the expenditures - both actual for 02/03 and projected for 03/04 - do not include monies received from our Wholesale Agency, the Sonoma County Water Agency.

Reported as of 11/1

Water Supply & Reuse

Reporting Unit:
City of Santa Rosa

Year:
2004

Water Supply Source Information

Supply Source Name	Quantity (AF) Supplied	Supply Type
Sonoma County Water Agency	24420	Local Watershed
City of Santa Rosa	143	Recycled

Total AF: 24563

Reported as of 11/1

Accounts & Water Use

Reporting Unit Name:
City of Santa Rosa

Submitted to
 CUWCC
 08/02/2004

Year:
2004

A. Service Area Population Information:

1. Total service area population 154379

B. Number of Accounts and Water Deliveries (AF)

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	41067	13884	0	0
2. Multi-Family	3011	3526	0	0
3. Commercial	2719	3627	0	0
4. Industrial	0	0	0	0
5. Institutional	0	0	0	0
6. Dedicated Irrigation	1653	2958	0	0
7. Recycled Water	13	143	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	0
Total	48463	24138	0	0

Metered

Unmetered

Reported as of 11/1

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

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

- 1. Based on your signed MOU date, 05/05/1998, your Agency STRATEGY DUE DATE is: 05/04/2000
- 2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? yes
 - a. If YES, when was it implemented? 05/01/1995
- 3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? yes
 - a. If YES, when was it implemented? 05/01/1995

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	361	0
2. Number of surveys completed:	334	0

Indoor Survey:

- 3. Check for leaks, including toilets, faucets and meter checks yes yes
- 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary yes yes
- 5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary yes yes

Outdoor Survey:

- 6. Check irrigation system and timers yes yes
- 7. Review or develop customer irrigation schedule yes yes
- 8. Measure landscaped area (Recommended but not required for surveys) yes yes
- 9. Measure total irrigable area (Recommended but not required for surveys) yes yes
- 10. Which measurement method is typically used (Recommended but not required for surveys) Odometer Wheel
- 11. Were customers provided with information packets that included evaluation results and water savings recommendations? yes yes
- 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? yes yes
 - a. If yes, in what form are surveys tracked? database
 - b. Describe how your agency tracks this information.

See 1999 entry

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	25000	25000
2. Actual Expenditures	13793.01	

D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes

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

The indoor portion of this BMP was being implemented by our "Go Low Flow" incentive program through this year. We began developing a residential audit program this past year that will incorporate both indoor and outdoor surveys. Currently, we are addressing the outdoor portion of the survey through workshops for all residents, community event presentations and outreach and bill inserts. In addition, classes are offered every summer on irrigation scheduling, irrigation system maintenance, fundamentals of garden water use, plant choices, developing a water budget based on ET area and plant type.

E. Comments

Reported as of 11/1

BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

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

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

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

3. Estimated percent of single-family households with low-flow showerheads: 87%

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

5. Estimated percent of multi-family households with low-flow showerheads: 76%

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

We worked with MCubed to determine the statistical sample size, then did on-site inspections to verify installation. Inspections completed on SFR and MFR sites between 01MAR2001 and 01MAR2002. Regarding MFR sites: completed 40 of 50 inspections with 76% compliance. For purposes of compliance, assuming worst case scenario of final 10 sites (all fails), would still achieve 76% compliance

B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes

a. If YES, when did your agency begin implementing this strategy? 01/01/1993

b. Describe your targeting/ marketing strategy.

We have three distribution centers in our service area, distribute hardware at public events, send out bill inserts and required replacement of showerheads and aerators under our Go Low Flow toilet replacement program.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	1116	84
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	2976	224

6. Does your agency track the distribution and cost of low-flow devices? yes

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

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

We have a purchasing system which tracks the orders and cost of the hardware.

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	5000
2. Actual Expenditures	1413.65	

D. "At Least As Effective As"

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

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

E. Comments

The City completed implementation of this BMP as of December 31, 2001. The City continues to distribute low flow showerheads and aerators at events, distribution centers and per customer request.

Reported as of 11/1

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

- 1. Has your agency completed a pre-screening system audit for this reporting year? yes
- 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:
 - a. Determine metered sales (AF) 24138
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 24563
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.98
- 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? yes
- 4. Did your agency complete a full-scale audit during this report year? no
- 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? yes
- 6. Does your agency operate a system leak detection program? yes
 - a. If yes, describe the leak detection program:

Our field staff, using traditional sounding equipment, completes a full survey of our distribution system annually; leaks that are detected are repaired immediately; plastic services are replaced preventatively because they are known to leak at a very high rate.

B. Survey Data

- 1. Total number of miles of distribution system line. 585
- 2. Number of miles of distribution system line surveyed. 585

C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	166000	141500
2. Actual Expenditures	134671	

D. "At Least As Effective As"

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

E. Comments

Reported as of 11/1

BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2004**

A. Implementation

- 1. Does your agency require meters for all new connections and bill by volume-of-use? yes
- 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? no
 - a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed?
 - b. Describe the program:
- 3. Number of previously unmetered accounts fitted with meters during report year. 0

B. Feasibility Study

- 1. 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? yes
 - a. If YES, when was the feasibility study conducted? **12/01/1999**
(mm/dd/yy)
 - b. Describe the feasibility study:

See 1999 report. Also, note that beginning in 2000 we have implemented a program to provide cash incentives to retrofit mixed use meters to dedicated irrigation and indoor meters.

- 2. Number of CII accounts with mixed-use meters. 433
- 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 2

C. Meter Retrofit Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	110000	57500
2. Actual Expenditures	0	

D. "At Least As Effective As"

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

E. Comments

Reported as of 11/1

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2004**

A. Water Use Budgets

- | | |
|--|------|
| 1. Number of Dedicated Irrigation Meter Accounts: | 1548 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 978 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 1310 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 1539 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | yes |

B. Landscape Surveys

- | | |
|--|-----------|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | yes |
| a. If YES, when did your agency begin implementing this strategy? | 4/18/2000 |
| b. Description of marketing / targeting strategy: | |

We publish information about the landscape surveys we offer on our website, in brochures and in letters to new commercial accounts. We also let customers know about these services at meetings, in our landscape workshops, and during phone conversations with customers.

- | | |
|---|-----|
| 2. Number of Surveys Offered. | 5 |
| 3. Number of Surveys Completed. | 5 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | yes |
| b. Distribution Uniformity Analysis | yes |
| c. Review / Develop Irrigation Schedules | yes |
| d. Measure Landscape Area | yes |
| e. Measure Total Irrigable Area | yes |
| f. Provide Customer Report / Information | yes |
| 5. Do you track survey offers and results? | yes |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | yes |
| a. If YES, describe below: | |

Upon customer request.

C. Other BMP 5 Actions

- | | |
|---|-----|
| 1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. Does your agency provide mixed-use accounts with landscape budgets? | no |
| 2. Number of CII mixed-use accounts with landscape budgets. | 0 |
| 3. Do you offer landscape irrigation training? | yes |

4. Does your agency offer financial incentives to improve landscape water use efficiency? yes

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	50000	0	0
b. Loans	0	0	0
c. Grants	0	0	0

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

a. If YES, describe below:

When new commercial water accounts are opened, we send a packet of information announcing all of landscape water conservation programs and services and our contact information.

6. Do you have irrigated landscaping at your facilities? yes

a. If yes, is it water-efficient? yes

b. If yes, does it have dedicated irrigation metering? yes

7. Do you provide customer notices at the start of the irrigation season? yes

8. Do you provide customer notices at the end of the irrigation season? yes

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	580000	65000
2. Actual Expenditures	25139.24	

E. "At Least As Effective As"

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

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

F. Comments

Reported as of 11/1

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? yes
 a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

Pacific Gas & Electric has a rebate of \$75 for residential H-axis machines in effect. Our rebate is also \$75 for a total of up to \$150 per residential machine replaced.

2. Does your agency offer rebates for high-efficiency washers? yes
 3. What is the level of the rebate? 75
 4. Number of rebates awarded. 1023

B. Rebate Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	10000	10000
2. Actual Expenditures	2808.02	

C. "At Least As Effective As"

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

D. Comments

The data for this BMP is for replacement of top loading washing machines with H-axis washing machines by single family residential only. The City also offers a \$450 rebate for multi-family and commercial that replace coin-operated top-loading washing machines with coin-operated H-axis washing machines. The data for the \$450 H-axis program is reported in the comment section of BMP 9.

Reported as of 11/1

BMP 07: Public Information Programs

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes
- a. If YES, describe the program and how it's organized.

We maintain four distribution sites for literature, hardware, and promotional items; develop informational bill inserts; participate in the City of Santa Rosa's Downtown Market events; staff booths at various events; provide speakers to special interest groups; support the statewide Water Awareness Month campaign; host an annual Water Fair in May; and provide free classes on outdoor conservation measures and low water-use plant selection.

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

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	5
b. Public Service Announcement	yes	0
c. Bill Inserts / Newsletters / Brochures	yes	8
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	15
g. Speaker's Bureau	yes	4
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	80000	80000
2. Actual Expenditures	42949.52	

C. "At Least As Effective As"

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

D. Comments

Reported as of 11/1

BMP 08: School Education Programs

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

1. Has your agency implemented a school information program to promote water conservation? Yes

2. Please provide information on your school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	Yes	48	2337	6
Grades 4th-6th	Yes	40	2275	6
Grades 7th-8th	Yes	0	195	4
High School	Yes	0	593	4

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

4. When did your Agency begin implementing this program? 09/01/1988

B. School Education Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

Reported as of 11/1

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- 1. Has your agency identified and ranked COMMERCIAL customers according to use? yes
- 2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes
- 3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

Option A: CII Water Use Survey and Customer Incentives Program

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? yes

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	5	0	0
b. Number of New Surveys Completed	3	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	1	0	0

CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	yes	yes
f. Evaluation of all water-using apparatus and processes	yes	yes	yes
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	yes	yes

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	50000	1	1600
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	200000	0	0

Option B: CII Conservation Program Targets

- 5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? yes
- 6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? yes
- 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. 326.49
- 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. 0

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	200000	200000
2. Actual Expenditures	3697.58	

C. "At Least As Effective As"

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

D. Comments

The City also offered a rebate program for commercial and multi-family residential to replace coin-operated commercial washing machines with coin operated H-axis commercial washing machines. The program offered \$450 rebate through the Lightwash program. Thirty-four machines were replaced through this rebate program and the City spent \$9,786.01 to implement this program. Please note, the estimated savings from site-verified actions taken by the agency since 1991 includes savings from our commercial washing machine rebate program, the Rinse & Save pre-rinse spray nozzle program and our commercial sustained reduction rebate program.

Reported as of 11/1

BMP 09a: CII ULFT Water Savings

Reporting Unit: **City of Santa Rosa** BMP Form Status: **100% Complete** Year: **2004**

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

A. Targeting and Marketing

1. What basis does your agency use to target customers for participation in this program? Check all that apply. Consumption ranking
CII Sector or subsector

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

We sent direct mail letters, and made use of bill inserts and bill face messages. The direct mail was most effective, but also most expensive. Most effective per dollar expended would have been the bill insert.

2. How does your agency advertise this program? Direct letter
Web page
Trade shows and events
 Check all that apply.

a. Describe which method you found to be the most effective overall, and which was the most effective per dollar expended.

Direct mail pieces were the most effective overall and per dollar expended. Also, participating plumbing contractor's word of mouth was very effective this past year.

B. Implementation

1. Does your agency keep and maintain customer participant information? (Read the Help information for a complete list of all the information for this BMP.) Yes

2. Would your agency be willing to share this information if the CUWCC did a study to evaluate the program on behalf of your agency? Yes

3. What is the total number of customer accounts participating in the program during the last year? 11

CII Subsector	Number of Toilets Replaced					Type Not Specified
	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount		
4. a. Offices	14	0	0	0	0	0
b. Retail / Wholesale	0	0	0	0	0	0

c. Hotels	0	0	0	0	0
d. Health	0	0	0	0	0
e. Industrial	0	0	0	0	0
f. Schools: K to 12	21	0	0	0	0
g. Eating	0	0	0	0	0
h. Govern- ment	0	0	0	0	0
i. Churches	0	0	0	0	0
j. Other	0	0	0	0	0

5. Program design.

Direct installation

6. Does your agency use outside services to implement this program?

Yes

a. If yes, check all that apply.

Plumbing contractors/subcontracts

7. Participant tracking and follow-up.

Letter
Telephone
Site Visit

8. Based on your program experience, please rank on a scale of 1 to 5, with 1 being the least frequent cause and 5 being the most frequent cause, the following reasons why customers refused to participate in the program.

- a. Disruption to business 4
- b. Inadequate payback 3
- c. Inadequate ULFT performance 5
- d. Lack of funding 2
- e. American's with Disabilities Act 1
- f. Permitting 1
- g. Other. Please describe in B. 9. 0

9. Please describe general program acceptance/resistance by customers, obstacles to implementation, and other issues affecting program implementation or effectiveness.

The most difficult issue is to get to the decision maker. Even when offering no cost programs or programs with less than 6 months of payback, customers do not want to participate.

10. Please provide a general assessment of the program for this reporting year. Did your program achieve its objectives? Were your targeting and marketing approaches effective? Were program costs in line with expectations and budgeting?

To date, we have replaced more than 4,000 CII ULFT's in approximately 1000 accounts (approximately 1/3 of our CII accounts), with actual measured saving in water use of 308 acre feet per year (comparing before and after meter readings and factoring in a control group's fluctuations). We are trying to add to these numbers.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	54000	8864.2
b. Materials	67500	3850
c. Marketing & Advertising	7500	0
d. Administration & Overhead	12500	2088.96
e. Outside Services	5000	0
f. Total	146500	14803.16

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	8822.5
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	8822.5

D. Comments

Reported as of 11/1

BMP 11: Conservation Pricing

Reporting Unit:
City of Santa Rosa

BMP Form
Status:
100% Complete

Year:
2004

A. Implementation**Rate Structure Data Volumetric Rates for Water Service by Customer Class****1. Residential**

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$14332666
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2575810

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$5405664
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$671959

3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

6. Other

a. Water Rate Structure	Service Not Provided
b. Sewer Rate Structure	Service Not Provided
c. Total Revenue from Volumetric Rates	\$0
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$0

B. Conservation Pricing Program Expenditures

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

C. "At Least As Effective As"

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

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

D. Comments

In February 2001, the City hired a consultant to evaluate it's water rate structure from a conservation perspective. The analysis found that the City's rate structure clearly meets conservation pricing as defined by this BMP. Note - Data for revenue from commodity vs fixed is available only in residential total and commercial total. Industrial, institutional and irrigation revenues are included in commercial totals.

Reported as of 11/1

BMP 12: Conservation Coordinator

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- 1. Does your Agency have a conservation coordinator? yes
- 2. Is this a full-time position? yes
- 3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program? no
- 4. Partner agency's name:
- 5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 100%
 - b. Coordinator's Name Jennifer Durkin
 - c. Coordinator's Title Water Conservation Program Coordinator
 - d. Coordinator's Experience and Number of Years 4 years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 01/06/1991
- 6. Number of conservation staff, including Conservation Coordinator. 4

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	145000	145000
2. Actual Expenditures	66387	

C. "At Least As Effective As"

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

D. Comments

Reported as of 11/1

BMP 13: Water Waste Prohibition

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2004

A. Requirements for Documenting BMP Implementation

1. Is a water waste prohibition ordinance in effect in your service area? yes

a. If YES, describe the ordinance:

Prohibits intentional or unintentional water waste due to outdoor water use resulting in runoff or due to breaks or leaks in the water delivery system. Also requires new water service to be equipped with recycling or reuse systems for the following: evaporative cooling systems, decorative water fountains, conveyer car washes, and industrial clothes washers.

2. Is a copy of the most current ordinance(s) on file with CUWCC? yes

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

City of Santa Rosa

Ordinance No. 3426

B. Implementation

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

- a. Gutter flooding yes
- b. Single-pass cooling systems for new connections yes
- c. Non-recirculating systems in all new conveyer or car wash systems yes
- d. Non-recirculating systems in all new commercial laundry systems yes
- e. Non-recirculating systems in all new decorative fountains yes
- f. Other, please name yes
Breaks or leaks in delivery system

2. Describe measures that prohibit water uses listed above:

When water waste is noticed by staff, it is reported to Water Conservation staff. Water Conservation directs Utilities field staff to visit site, confirm waste and leave a door tag informing customer of violation. A follow up letter is sent to customer informing them of violation. If customer requests assistance, Water conservation staff follow up with information, site visits, etc. We can implement Water Watch (our water waste patrol) using Utilities staff as needed.

Water Softeners:

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

- a. Allow the sale of more efficient, demand-initiated regenerating DIR models. yes
- b. Develop minimum appliance efficiency standards that:
 - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. yes
 - ii.) Implement an identified maximum number of

gallons discharged per gallon of soft water produced. yes

c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. yes

4. Does your agency include water softener checks in home water audit programs? no

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? yes

C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	60000	50000
2. Actual Expenditures	51.58	

D. "At Least As Effective As"

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

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

E. Comments

Reported as of 11/1

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
City of Santa Rosa

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

	Single-Family Accounts	Multi- Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	no	no

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	0	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	0	0

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

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

8. Is a toilet retrofit on resale ordinance in effect for your service area? no

9. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

B. Residential ULFT Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	6579.05	

C. "At Least As Effective As"

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

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

D. Comments

The City of Santa Rosa has successfully completed this BMP. We completed our "Go Low Flow" program for both single family and multi family residential customers on December 31, 2002. This program ran for ten years and included rebates for ULFT installation; ULFT distribution events, and direct installation of ULFTs. Santa Rosa replaced 29,491 SFR toilets and 12,490 MFR toilets for a water savings of 1.31 million gallons per day.

Reported as of 11/1

Base Year Data

Reporting Unit:
City of Santa Rosa

Submitted to
CUWCC
02/01/2001

1. Your BASE YEAR is 1998.

NOTE: Many calculations in determining credit history and coverage requirements are contingent on your BASE YEAR, which is calculated based on the following criteria. If a Signatory signed the MOU in 1997 or earlier, then the Base Year is 1997. If a Signatory signed the MOU after 1997, then the Base Year is the year the MOU was signed. The same holds true for USBR Contractors, except the date their Base Year is calculated from is the date that their Plan was noticed in the Federal Register.

BMP 1

2. Number of single-family customers in 1998	36704
3. Number of multi-family units in 1998	19743

BMPs 2 and 14

4. Number of single-family housing units constructed prior to 1992	33155
5. Number of multi-family units prior to 1992	16107

BMP 4

6. Number of unmetered accounts in 1998	0
---	---

BMPs 5 and 9

7. Number of commercial accounts in 1998	3740
8. Number of industrial accounts in 1998	118
9. Number of institutional accounts in 1998	274
10. Total water use (AF) by commercial, industrial and institutional accounts in 1998	6478

BMP 14

11. Average number of toilets per single-family household	2.1
12. Average number of toilets per multi-family household	1.5
13. Five-year average resale rate of single-family households	4.81
14. Five-year average resale rate of multi-family households	7.57
15. Average persons per single-family household	2.5
16. Average persons per multi-family household	2.5

Reported as of 11/1



Best Management Practices Report Filing

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

You are viewing coverage for:

BMP 01
03-04

◀ **YRs** ▶
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◀ **BMPs** ▶
DN - UP

Memorandum of Understanding

Back to Coverage Reports List

Reporting Unit:

City of Santa Rosa

MOU Exhibit 1 Coverage Requirement

Agency indicated "at least as effective as" implementation during report period? Yes

A Reporting Unit (RU) must meet three conditions to satisfy strict compliance for BMP 1.

Condition 1: Adopt survey targeting and marketing strategy on time

Condition 2: Offer surveys to 20% of SF accounts and 20% of MF units during report period

Condition 3: Be on track to survey 15% of SF accounts and 15% of MF units within 10 years of implementation start date.

Test for Condition 1

Latest City of Santa Rosa to Implement Targeting/Marketing Program:	2000		
		<u>Single-Family</u>	<u>Multi-Family</u>
Year City of Santa Rosa Reported Implementing Targeting/Marketing Program:	1402	1402	1402
City of Santa Rosa Met Targeting/Marketing Coverage Requirement:	YES	YES	YES

Test for Condition 2

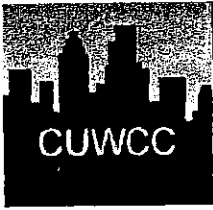
			<u>Single-Family</u>	<u>Multi-Family</u>
Latest Year Survey Program to Start:	1999	Residential Survey Offers (%)	29.24%	42.93%
Reporting Period:	03-04	Survey Offers ≥ 20%	YES	YES

Test for Condition 3

Completed Residential Surveys
Single Family Multi-Family

Total Completed Surveys through 2004	8,888	1,164
Credit for Surveys Completed Prior to Implementation of Reporting Database	9,202	73
Total + Credit	18,090	1,237
Residential Accounts in Base Year	36,704	19,743
City of Santa Rosa Survey Coverage as % of Base Year Residential Accounts	49.29%	6.27%
Coverage Requirement by Year 6 of Implementation per Exhibit 1	6.30%	6.30%
City of Santa Rosa on Schedule to Meet 10-Year Coverage Requirement	YES	NO

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Best Management Practices Report Filing

BMP 02 Coverage: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Rosa

You are viewing coverage for:

BMP 02

03-04

YRs

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BMPs

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MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

An agency must meet one of three conditions to satisfy strict compliance for BMP 2.

Condition 1: The agency has demonstrated that 75% of SF accounts and 75% of MF units constructed prior to 1992 are fitted with low-flow showerheads.

Condition 2: An enforceable ordinance requiring the replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts is in place for the agency's service area.

Condition 3: The agency has distributed or directly installed low-flow showerheads and other low-flow plumbing devices to not less than 10% of single-family accounts and 10% of multi-family units constructed prior to 1992 during the reporting period.

Test for Condition 1

Report Year	Report Period	Single-Family		Multi-Family	
		Reported Saturation	Saturation ≥ 75%?	Reported Saturation	Saturation ≥ 75%?
1999	99-00	75.00%	NO	75.00%	NO
2000	99-00	75.00%	NO	75.00%	NO
2001	01-02	87.00%	YES	76.00%	YES
2002	01-02	87.00%	YES	76.00%	YES
2003	03-04	87.00%	YES	76.00%	YES
2004	03-04	87.00%	YES	76.00%	YES

Test for Condition 2

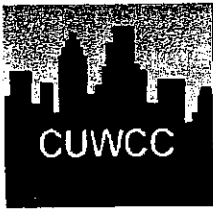
Report Year	Report Period	City of Santa Rosa has ordinance requiring showerhead retrofit?
1999	99-00	NO
2000	99-00	NO
2001	01-02	NO
2002	01-02	NO
2003	03-04	NO
2004	03-04	NO

Test for Condition 3

Reporting Period: 03-04

<u>1992 SF Accounts</u>	<u>Num. Showerheads Distributed to SF Accounts</u>	<u>Single-Family Coverage Ratio</u>	<u>SF Coverage Ratio > 10%</u>
33,155	1,849	5.6%	NO
<u>1992 MF Accounts</u>	<u>Num. Showerheads Distributed to MF Accounts</u>	<u>Multi-Family Coverage Ratio</u>	<u>MF Coverage Ratio > 10%</u>
16,107	549	3.4%	NO

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Best Management Practices Report Filing

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

Reporting Unit:
City of Santa Rosa

You are viewing coverage for:

BMP 03
03-04

◀ **YRs** ▶
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◀ **BMPs** ▶
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Memorandum of Understanding

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MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

An agency must meet one of two conditions to be in compliance with BMP 3:

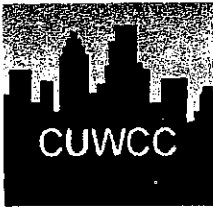
Condition 1: Perform a prescreening audit. If the result is equal to or greater than 0.9 nothing more needs be done.

Condition 2: Perform a prescreening audit. If the result is less than 0.9, perform a full audit in accordance with AWWA's Manual of Water Supply Practices, Water Audits, and Leak Detection.

Test for Conditions 1 and 2

<u>Report Year</u>	<u>Report Period</u>	<u>Pre-Screen Completed</u>	<u>Pre-Screen Result</u>	<u>Full Audit Indicated</u>	<u>Full Audit Completed</u>
1999	99-00	YES	94.6%	No	YES
2000	99-00	YES	96.8%	No	YES
2001	01-02	YES	96.1%	No	YES
2002	01-02	YES			YES
2003	03-04	YES	100.9%	No	NO
2004	03-04	YES	98.3%	No	NO

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Best Management Practices Report Filing

BMP 04 Coverage: Metering with Commodity Rates for all New Connections and Retrofit of Existing

Reporting Unit:
City of Santa Rosa

You are viewing coverage for:

BMP 04
03-04

◀ **YRs** ▶
DN - UP

MOU Exhibit 1 Coverage Requirement

Agency indicated "at least as effective as" implementation during report period? No

◀ **BMPs** ▶
DN - UP

An agency must be on track to retrofit 100% of its unmetered accounts within 10 years to be in compliance with BMP 4.

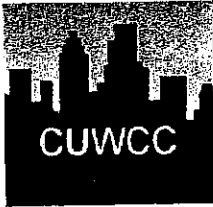
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Test for Compliance

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Total Meter Retrofits Reported through 2004	
No. of Unmetered Accounts in Base Year	
Meter Retrofit Coverage as % of Base Year Unmetered Accounts	
Coverage Requirement by Year 5 of Implementation per Exhibit 1	32.5%
RU on Schedule to meet 10 Year Coverage Requirement	YES

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Best Management Practices Report Filing

BMP 05 Coverage: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Santa Rosa

You are viewing coverage for:

BMP 05

03-04

YRs

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MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No



An agency must meet three conditions to comply with BMP 5.



Condition 1: Develop water budgets for 90% of its dedicated landscape meter accounts within four years of the date implementation is to start.

Condition 2: (a) Offer landscape surveys to at least 20% of its CII accounts with mixed use meters each report cycle and be on track to survey at least 15% of its CII accounts with mixed use meters within 10 years of the date implementation is to start OR (b) Implement a dedicated landscape meter retrofit program for CII accounts with mixed use meters or assign landscape budgets to mixed use meters.



Condition 3: Implement and maintain customer incentive program(s) for irrigation equipment retrofits.

Test for Condition 1

Year	Report Period	BMP 5 Implementation Year	No. of Irrigation Meter Accounts	No. of Irrigation Accounts with Budgets	Budget Coverage Ratio	90% Coverage Met by Year 4
1999	99-00		1,424			NA
2000	99-00	1	1,435			NA
2001	01-02	2	1,488	911	61.2%	NA
2002	01-02	3	1,587	911	57.4%	NA
2003	03-04	4	1,623	979	60.3%	No
2004	03-04	5	1,548	978	63.2%	No

Test for Condition 2a (survey offers)

Select Reporting Period:	03-04
Large Landscape Survey Offers as % of Mixed Use Meter CII Accounts	9.4%
Survey Offers Equal or Exceed 20% Coverage Requirement	NO

Test for Condition 2a (surveys completed)

Total Completed Landscape Surveys Reported through Credit for Surveys Completed Prior to Implementation of Reporting Database	90
Total + Credit	90

CII Accounts in Base Year	4,132
RU Survey Coverage as a % of Base Year CII Accounts	2.2%
Coverage Requirement by Year of Implementation per Exhibit 1	4.9%
RU on Schedule to Meet 10 Year Coverage Requirement	NO

Test for Condition 2b (mixed use budget or meter retrofit program)

<u>Report Year</u>	<u>Report Period</u>	<u>BMP 5 Implementation Year</u>	<u>Agency has mix-use budget program</u>	<u>No. of mixed-use budgets</u>
1999	99-00		NO	
2000	99-00	1	NO	
2001	01-02	2	NO	
2002	01-02	3	NO	
2003	03-04	4	NO	
2004	03-04	5	NO	

<u>Report Year</u>	<u>Report Period</u>	<u>BMP 4 Implementation Year</u>	<u>No. of mixed use CII accounts</u>	<u>No. of mixed use CII accounts fitted with irrig. meters</u>
1999	99-00		450	3
2000	99-00	1	447	5
2001	01-02	2	442	7
2002	01-02	3	435	
2003	03-04	4	435	
2004	03-04	5	433	2

Test for Condition 3

<u>Report Year</u>	<u>Report Period</u>	<u>BMP 5 Implementation Year</u>	<u>RU offers financial incentives?</u>	<u>No. of Loans</u>	<u>Total Amt. Loans</u>
1999	99-00		YES		
2000	99-00	1	YES		
2001	01-02	2	YES		
2002	01-02	3	YES		
2003	03-04	4	YES		
2004	03-04	5	YES		

<u>Report Year</u>	<u>Report Period</u>	<u>No. of Grants</u>	<u>Total Amt. Grants</u>	<u>No. of rebates</u>	<u>Total Amt. Rebates</u>
1999	99-00			2	9,627
2000	99-00			4	41,976
2001	01-02			3	48,243
2002	01-02			3	40
2003	03-04				
2004	03-04				



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BMP 06 Coverage: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Santa Rosa

You are viewing coverage for:

BMP 06

03-04

YRs

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MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

BMPs

DN - UP

An agency must meet one condition to comply with BMP 6.

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Condition 1: Offer a cost-effective financial incentive for high-efficiency washers if one or more energy service providers in service area offer financial incentives for high-efficiency washers.

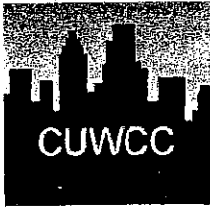
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Test for Condition 1

Year	Report Period	BMP 6 Implementation Year	Rebate Offered by ESP?	Rebate Offered by RU?	Rebate Amount
1999	99-00		YES	NO	
2000	99-00	1	YES	NO	
2001	01-02	2	YES	YES	75.00
2002	01-02	3	NO	YES	450.00
2003	03-04	4	YES	YES	75.00
2004	03-04	5	YES	YES	75.00

Year	Report Period	BMP 6 Implementation Year	No. Rebates Awarded	Coverage Met?
1999	99-00		646	NO
2000	99-00	1	452	NO
2001	01-02	2	129	YES
2002	01-02	3	105	YES
2003	03-04	4	883	YES
2004	03-04	5	1,023	YES

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BMP 07 Coverage: Public Information Programs

Reporting Unit:
City of Santa Rosa

You are viewing coverage for:

BMP 07

03-04

YRs

DN - UP

BMPs

DN - UP

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MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

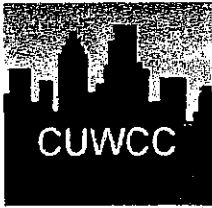
An agency must meet one condition to comply with BMP 7.

Condition 1: Implement and maintain a public information program consistent with BMP 7's definition.

Test for Condition 1

<u>Year</u>	<u>Report Period</u>	<u>BMP 7 Implementation Year</u>	<u>RU Has Public Information Program?</u>
1999	99-00	1	YES
2000	99-00	2	YES
2001	01-02	3	YES
2002	01-02	4	YES
2003	03-04	5	YES
2004	03-04	6	YES

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BMP 08 Coverage: School Education Programs
Reporting Unit: City of Santa Rosa

You are viewing coverage for:

BMP 08

03-04

YRs

DN - UP

BMPs

DN - UP

Memorandum of Understanding

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MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

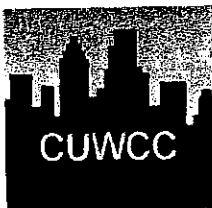
An agency must meet one condition to comply with BMP 8.

Condition 1: Implement and maintain a school education program consistent with BMP 8's definition.

Test for Condition 1

Year	Report Period	BMP 8 Implementation Year	RU Has School Education Program?
1999	99-00	1	NO
2000	99-00	2	NO
2001	01-02	3	NO
2002	01-02	4	NO
2003	03-04	5	YES
2004	03-04	6	YES

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Best Management Practices Report Filing

BMP 09 Coverage: Conservation Programs for CII Accounts

Reporting Unit:
City of Santa Rosa

You are viewing coverage for:

BMP 09
03-04

◀ **YRs** ▶
DN - UP

◀ **BMPs** ▶
DN - UP

Memorandum of Understanding

Back to Coverage Reports List

MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

An agency must meet three conditions to comply with BMP 9.

Condition 1: Agency has identified and ranked by use commercial, industrial, and institutional accounts.

Condition 2(a): Agency is on track to survey 10% of commercial accounts, 10% of industrial accounts, and 10% of institutional accounts within 10 years of date implementation to commence.

OR
Condition 2(b): Agency is on track to reduce CII water use by an amount equal to 10% of baseline use within 10 years of date implementation to commence.

OR
Condition 2(c): Agency is on track to meet the combined target as described in Exhibit 1 BMP 9 documentation.

Test for Condition 1

Year	Report Period	BMP 9 Implementation Year	Ranked Com. Use	Ranked Ind. Use	Ranked Inst. Use
1999	99-00		YES	YES	YES
2000	99-00	1	YES	YES	YES
2001	01-02	2	YES	YES	YES
2002	01-02	3	YES	YES	YES
2003	03-04	4	YES	YES	YES
2004	03-04	5	YES	YES	YES

Test for Condition 2a

	Commercial	Industrial	Institutional
Total Completed Surveys Reported through 2004	281	5	7
Credit for Surveys Completed Prior to Implementation of Reporting Databases	42		
Total + Credit	323	5	7
CII Accounts in Base Year	3,740	118	274
RU Survey Coverage as % of Base Year CII Accounts	8.6%	4.2%	2.6%
Coverage Requirement by Year 5 of Implementation per Exhibit 1	3.3%	3.3%	3.3%

RU on Schedule to Meet 10 Year Coverage Requirement YES YES NO

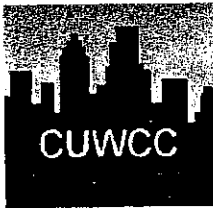
Test for Condition 2a

Year	Report Period	BMP 9 Implementation Year	Performance Target Savings (AF/yr)	Performance Target Savings Coverage	Performance Target Savings Coverage Requirement	Coverage Requirement Met
1999	99-00		246	3.8%		YES
2000	99-00	1	308	4.8%	0.5%	YES
2001	01-02	2	311	4.8%	1.0%	YES
2002	01-02	3	319	4.9%	1.7%	YES
2003	03-04	4	319	4.9%	2.4%	YES
2004	03-04	5	326	5.0%	3.3%	YES

Test for Condition 2c

Total BMP 9 Surveys + Credit	335
BMP 9 Survey Coverage	8.1%
BMP 9 Performance Target Coverage	5.0%
BMP 9 Survey + Performance Target Coverage	13.1%
Combined Coverage Equals or Exceeds Coverage Requirement?	YES

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Best Management Practices Report Filing

BMP 11 Coverage: Conservation Pricing

Reporting Unit:
City of Santa Rosa

You are viewing coverage for:

BMP 11

03-04

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MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

An agency must meet one condition to comply with BMP 11.

Agency shall maintain rate structure consistent with BMP 11's definition of conservation pricing. Implementation methods shall be at least as effective as eliminating non-conserving pricing and adopting conserving pricing. For signatories supplying both water and sewer service, this BMP applies to pricing of both water and sewer service. Signatories that supply water but not sewer service shall make good faith efforts to work with sewer agencies so that those sewer agencies adopt conservation pricing for sewer service.

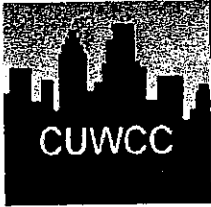
a) Non-conserving pricing provides no incentives to customers to reduce use. Such pricing is characterized by one or more of the following components: rates in which the unit price decreases as the quantity used increases (declining block rates); rates that involve charging customers a fixed amount per billing cycle regardless of the quantity used; pricing in which the typical bill is determined by high fixed charges and low commodity charges.

b) Conservation pricing provides incentives to customers to reduce average or peak use, or both. Such pricing includes: rates designed to recover the cost of providing service; and billing for water and sewer service based on metered water use. Conservation pricing is also characterized by one or more of the following components: rates in which the unit rate is constant regardless of the quantity used (uniform rates) or increases as the quantity used increases (increasing block rates); seasonal rates or excess-use surcharges to reduce peak demands during summer months; rates based upon the longrun marginal cost or the cost of adding the next unit of capacity to the system.

Test for Condition 1

Year	Report Period	RU Employed Non Conserving Rate Structure	RU Meets BMP 11 Coverage Requirement
1999	99-00	NO	YES
2000	99-00	NO	YES
2001	01-02	NO	YES
2002	01-02	NO	YES
2003	03-04	NO	YES
2004	03-04	NO	YES

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BMP 12 Coverage: Conservation Coordinator

Reporting Unit:
City of Santa Rosa

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MOU Exhibit 1 Coverage Requirement

No exemption request filed

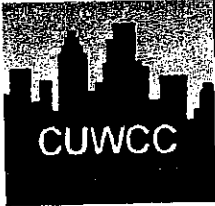
Agency indicated "at least as effective as" implementation during report period? No

Agency shall staff and maintain the position of conservation coordinator and provide support staff as necessary.

Test for Compliance

<u>Report Year</u>	<u>Report Period</u>	<u>Conservation Coordinator Position Staffed?</u>	<u>Total Staff on Team (incl. CC)</u>
1999	99-00	YES	4
2000	99-00	YES	4
2001	01-02	YES	4
2002	01-02	YES	4
2003	03-04	YES	4
2004	03-04	YES	4

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BMP 13 Coverage: Water Waste Prohibition

Reporting Unit:
City of Santa Rosa

MOU Exhibit 1 Coverage Requirement

No exemption request filed

Agency indicated "at least as effective as" implementation during report period? No

An agency must meet one condition to comply with BMP 13.

Implementation methods shall be enacting and enforcing measures prohibiting gutter flooding, single pass cooling systems in new connections, non-recirculating systems in all new conveyer car wash and commercial laundry systems, and non-recycling decorative water fountains.

Test for Condition 1

Agency or service area prohibits:

Year	Gutter Flooding	Single-Pass Cooling Systems	Single-Pass Car Wash	Single-Pass Laundry	Single-Pass Fountains	Other	RU has ordinance that meets coverage requirement
1999	yes	yes	yes	yes	yes	yes	YES
2000	yes	yes	yes	yes	yes	yes	YES
2001	yes	yes	yes	yes	yes	yes	YES
2002	yes	yes	yes	yes	yes	yes	YES
2003	yes	yes	yes	yes	yes	yes	YES
2004	yes	yes	yes	yes	yes	yes	YES

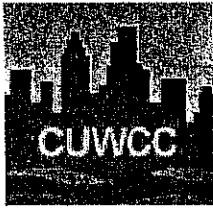
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BMP Activity History: Multiple-Year Overview

Reporting Unit:
City of Santa Rosa

INSTRUCTIONS: Exhibit 1 allows Signatories to credit BMP activity completed prior to 1998 against BMP coverage requirements. To obtain credit for this past activity you must complete the information summarized below. Choose a year and click "Go" to ADD or EDIT BMP activity data for that specific year. If you do not enter previous BMP activity, the system will have no way to calculate credit toward coverage requirements for this activity.

A. Number of RESIDENTIAL Water Use Surveys by Year						
Year	No. Single-Family Surveys		No. Multi-Family Surveys			
1991	0		0			
1992	0		0			
1993	0		0			
1994	630		0			
1995	1556		9			
1996	1740		67			
1997	3355		6			
1998	2763		1			
Total	10044		83			

B. Number of LANDSCAPE Surveys Completed by Year		
Year	Surveys Receiving Follow-up	Surveys Not Receiving Follow-up
1991	0	0
1992	0	0
1993	0	0
1994	0	0
1995	0	0
1996	0	0
1997	0	0
1998	0	0
Total	0	0

C. Number of CII Surveys Completed by Year						
Year	Commercial		Industrial		Institutional	
	Follow-Up	No Follow-Up	Follow-Up	No Follow-Up	Follow-Up	No Follow-Up
1991	0	0	0	0	0	0
1992	0	0	0	0	0	0
1993	0	0	0	0	0	0
1994	0	0	0	0	0	0
1995	6	6	0	0	0	0
1996	18	18	0	0	0	0
1997	0	0	0	0	0	0
1998	6	0	0	0	0	0

Total	30	24	0	0	0	0
D. Estimated WATER SAVINGS (AF/Yr) from CII Programs by Year						
Year	Site Verified			Site Not Verified		
1991	0			0		
1992	0			0		
1993	0			0		
1994	37.37			0		
1995	9			0		
1996	25.56			0		
1997	106.57			0		
1998	67.91			0		
Total	244			0		

E. (Part I) Historical CII Ultra-Low-Flush Toilet Installations by CII Sector by Year							
Year	Auto	Food	Health	Hotel	Manuf'g	Membership	Multi-Use
1991	0	0	0	0	0	0	0
1992	0	0	0	0	0	0	0
1993	0	0	0	0	0	0	0
1994	9	3	45	0	7	0	11
1995	0	3	11	0	3	0	7
1996	9	3	19	58	14	0	5
1997	2	3	144	538	19	0	5
1998	5	1	22	245	3	0	2
Total	25	13	241	841	46	0	30

E. (Part II) Historical CII Ultra-Low-Flush Toilet Installations by CII Sector by Year							
Year	Office	Religious	Restaurant	Retail	School	Wholesale	Unknown
1991	0	0	0	0	0	0	0
1992	0	0	0	0	0	0	0
1993	0	0	0	0	0	0	0
1994	8	8	31	43	0	4	176
1995	3	2	7	5	0	1	45
1996	5	0	16	9	2	0	96
1997	7	30	7	45	18	6	160
1998	6	40	8	11	58	10	216
Total	29	80	69	113	78	21	693

F. Number of Residential ULFT Rebates / Installations by Year:		
Year	Single-Family	Multi-Family
1991	0	0
1992	0	0
1993	0	0
1994	976	386
1995	2075	1022
1996	2076	1899
1997	4701	3264
1998	3884	1346

Total	13712	7917
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