

APPENDIX C

CITY OF FULLERTON BEST MANAGEMENT PRACTICES RETAIL WATER AGENCY REPORT FILING

Reported as of 11/

Water Supply & Reuse

Reporting Unit:

City of Fullerton

Year:

2001**Water Supply Source Information****Supply Source Name****Quantity (AF) Supplied****Supply Type**

Groundwater

23914.1

Groundwater

MWD

7704.9

Imported

Total AF: 31619

Reported as of 11/

Accounts & Water Use

Reporting Unit Name:
City of Fullerton

Submitted to
 CUWCC
02/19/2003

Year:
2001

A. Service Area Population Information:

1. Total service area population 128500

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	24424	13998	0	0
2. Multi-Family	1945	5470	0	0
3. Commercial	1954	5890	0	0
4. Industrial	136	3442	0	0
5. Institutional	239	611	0	0
6. Dedicated Irrigation	269	1031	0	0
7. Recycled Water	0	0	0	0
8. Other	399	47	0	0
9. Unaccounted	NA	1130	NA	0
Total	29366	31619	0	0

Metered**Unmetered**

Reported as of 11/

Reported as of 11/

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

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2001

A. Implementation

- | | |
|---|------------|
| 1. Based on your signed MOU date, 01/02/1996, your Agency STRATEGY DUE DATE is: | 01/01/1998 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

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

Indoor Survey:

- | | | |
|---|----|----|
| 3. Check for leaks, including toilets, faucets and meter checks | no | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | no | no |
| 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 | no | no |

Outdoor Survey:

- | | | |
|--|----|------|
| 6. Check irrigation system and timers | no | no |
| 7. Review or develop customer irrigation schedule | no | no |
| 8. Measure landscaped area (Recommended but not required for surveys) | no | no |
| 9. Measure total irrigable area (Recommended but not required for surveys) | no | no |
| 10. Which measurement method is typically used (Recommended but not required for surveys) | | None |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | no | no |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? | no | no |
| a. If yes, in what form are surveys tracked? | | None |

b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001****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? no

3. Estimated percent of single-family households with low-flow showerheads: 68%

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: 60%

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

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? 7/1/1995

b. Describe your targeting/ marketing strategy.

Low-flow showerheads at the Engineering office and through special events such as the annual street market (Fullerton Market).

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
---	-------------	----------

2. Number of low-flow showerheads distributed:	43	0
--	----	---

3. Number of toilet-displacement devices distributed:	10	0
---	----	---

4. Number of toilet flappers distributed:	0	0
---	---	---

5. Number of faucet aerators distributed:	0	0
---	---	---

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? Manual Activity

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

The City keeps a written record of low flow showerheads and toilet tumblers.

C. Low-Flow Device Distribution Expenditures**This Year****Next Year**

1. Budgeted Expenditures	0	0
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

The low flow showerheads and toilet tummies are provided by the Metropolitan Water District.

Reported as of 11/

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001****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) 30489
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 31619
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.96
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? no
6. Does your agency operate a system leak detection program? no
 - a. If yes, describe the leak detection program:

B. Survey Data

1. Total number of miles of distribution system line. 400
2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

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

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2001

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? no
 - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
 - b. Describe the feasibility study:
2. Number of CII accounts with mixed-use meters. 2017
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	0	0
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/

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2001

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 269 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|--|-----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy? | |
| b. Description of marketing / targeting strategy: | |
| 2. Number of Surveys Offered. | 0 |
| 3. Number of Surveys Completed. | 0 |
| 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? | no |
| a. If YES, describe below: | |

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? | no |

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates			0
b. Loans			0
c. Grants			0
5. Do you provide landscape water use efficiency information to new customers and customers changing services?			yes
a. If YES, describe below:			
Landscape literature is available at City Hall.			
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?			no
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	3200	3200
2. Actual Expenditures	3200	

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

Landscape conservation program spending consists of articles in City newsletter.

Reported as of 11/

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2001

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.

Edison provides rebates.

2. Does your agency offer rebates for high-efficiency washers? no

3. What is the level of the rebate?

4. Number of rebates awarded.

B. Rebate 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/

BMP 07: Public Information Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001****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.

The City distributes conservation literature at a number of public venues, including the annual street fair market, City Hall, and through the monthly newsletter.

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	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	12
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	yes	2
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	9600	9600
2. Actual Expenditures	9600	

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/

BMP 08: School Education Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001****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	56	4052	0
Grades 4th-6th	yes	24	1998	0
Grades 7th-8th	yes	36	2312	0
High School	yes	0	0	0

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

4. When did your Agency begin implementing this program? 1/1/1989

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	12000	12000
2. Actual Expenditures	11935	

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/

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001****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? | no |
|---|----|

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	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	no	no	no
f. Evaluation of all water-using apparatus and processes			
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

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

Fullerton participates on Metropolitan Water District's rebate program. We have included the number of rebates but not the associated dollar amounts or acre/feet. These are tracked by MWD.

Reported as of 11/

BMP 09a: CII ULFT Water Savings

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001**

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

Yes

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.

Although this program is available in the Fullerton service area, this program is not actively marketed.

2. How does your agency advertise this program? Check all that apply.

Other print media

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

Literature is available at Fullerton City Hall. The program is not actively marketed.

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

no

Yes

0

4.	CII Subsector	Number of Toilets Replaced				
		Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
a.	Offices	0	0	0	0	0
b.	Retail / Wholesale	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	0	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 distribution with customer co-payment

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

No

a. If yes, check all that
apply.7. Participant tracking and
follow-up.

No follow-up

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	1
b. Inadequate payback	1
c. Inadequate ULFT performance	1
d. Lack of funding	1
e. American's with Disabilities Act	1
f. Permitting	1
g. Other. Please describe in B. 9.	5

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

Fullerton participates in the regional program sponsored
by the Municipal Water District of Orange County and
the Metropolitan Water District. Fullerton does not
actively market this program.

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?

See 9 above

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0

d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

Reported as of 11/

BMP 11: Conservation Pricing

Reporting Unit:
City of Fullerton

BMP Form
Status:
100% Complete

Year:
2001

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

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$10222496
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2080000

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$3063366
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$228800

3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$1665070
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$83200

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$332156
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$26000

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$533733
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$39520

6. Other

a. Water Rate Structure	Uniform
-------------------------	---------

- b. Sewer Rate Structure Uniform
- c. Total Revenue from Volumetric Rates \$24172
- d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue \$94120
Sources

B. Conservation Pricing Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	35200
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

Revenues above include 25% Sanitation Fund surcharge

Reported as of 11/

BMP 12: Conservation Coordinator

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001****A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
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? 10%
 - b. Coordinator's Name John Carlson
 - c. Coordinator's Title Water System Manager
 - d. Coordinator's Experience and Number of Years 4 years with City; 1 year as Conservation Coordinator
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1997
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	9000	9500
2. Actual Expenditures	9000	

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/

BMP 13: Water Waste Prohibition

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001****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:

Ordinance 2436-Fullerton Municipal Code Section 12.04.090 -- No person, firm, or corporation shall waste, cause, permit, or allow to be wasted, any water in any cooling system

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 Fullerton

None

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 no

2. Describe measures that prohibit water uses listed above:

This ordinance is part of the Fullerton Municipal Code. The City reviews new construction and tenant improvement plans for potential water efficiency violations.

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. no

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. no

ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no

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. no

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? no

C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2001****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	144	43
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	1654	85
Total	1798	128

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

Fullerton participates in a region wide ULFT rebate program for both SF & MF. The Municipal Water District of Orange County administers the program on our behalf. MWDOC contracts with a vendor to market the program and facilitate the rebate process for our customers. The "other program is a distribution program for SF and MF that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULFT's to our customers. These ULFT's are free to the customer.

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

See #6 above.

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	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/

Water Supply & Reuse

Reporting Unit:

City of Fullerton

Year:

2002**Water Supply Source Information****Supply Source Name****Quantity (AF) Supplied****Supply Type**

Groundwater

23988.4

Groundwater

MWD

8589.2

Imported

Total AF: 32577.6

Reported as of 11/

Accounts & Water Use

Reporting Unit Name:
City of Fullerton

Submitted to
 CUWCC
02/19/2003

Year:
2002

A. Service Area Population Information:

1. Total service area population 128500

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	24424	14756	0	0
2. Multi-Family	1945	5501	0	0
3. Commercial	1954	5892	0	0
4. Industrial	136	3660	0	0
5. Institutional	239	720	0	0
6. Dedicated Irrigation	269	1047	0	0
7. Recycled Water	0	0	0	0
8. Other	399	47	0	0
9. Unaccounted	NA	955	NA	0
Total	29366	32578	0	0

Metered**Unmetered**

Reported as of 11/

Reported as of 11/

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

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2002

A. Implementation

- | | |
|---|------------|
| 1. Based on your signed MOU date, 01/02/1996, your Agency STRATEGY DUE DATE is: | 01/01/1998 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

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

Indoor Survey:

- | | | |
|---|----|----|
| 3. Check for leaks, including toilets, faucets and meter checks | no | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | no | no |
| 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 | no | no |

Outdoor Survey:

- | | | |
|--|----|------|
| 6. Check irrigation system and timers | no | no |
| 7. Review or develop customer irrigation schedule | no | no |
| 8. Measure landscaped area (Recommended but not required for surveys) | no | no |
| 9. Measure total irrigable area (Recommended but not required for surveys) | no | no |
| 10. Which measurement method is typically used (Recommended but not required for surveys) | | None |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | no | no |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? | no | no |
| a. If yes, in what form are surveys tracked? | | None |

b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2002****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? no

3. Estimated percent of single-family households with low-flow showerheads: 68%

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: 60%

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

B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? no

a. If YES, when did your agency begin implementing this strategy? 7/1/1995

b. Describe your targeting/ marketing strategy.

Low flush showerheads at the Engineering office and through special events such as the annual street market (Fullerton Market).

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

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

The City keeps a written record of low flow showerheads and toilet tumblers.

C. Low-Flow Device Distribution Expenditures**This Year****Next Year**

1. Budgeted Expenditures	0	0
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

The lowflow showerheads and toilet tummies are provided by the Metropolitan Water District.

Reported as of 11/

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2002****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) 31623
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 32578
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.97
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? no
6. Does your agency operate a system leak detection program? no
 - a. If yes, describe the leak detection program:

B. Survey Data

1. Total number of miles of distribution system line. 400
2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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

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

BMP Form Status:
100% Complete

Year:
2002

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

- | | |
|--|------|
| <p>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?</p> <p style="padding-left: 80px;">a. If YES, when was the feasibility study conducted?
(mm/dd/yy)</p> <p style="padding-left: 40px;">b. Describe the feasibility study:</p> | no |
| <p>2. Number of CII accounts with mixed-use meters.</p> | 2017 |
| <p>3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period.</p> | 0 |

C. Meter Retrofit Program Expenditures

This Year Next Year

- | | | |
|--------------------------|---|---|
| 1. Budgeted Expenditures | 0 | 0 |
| 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/

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2002

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 269 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|--|-----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy? | |
| b. Description of marketing / targeting strategy: | |
| 2. Number of Surveys Offered. | 0 |
| 3. Number of Surveys Completed. | 0 |
| 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? | no |
| a. If YES, describe below: | |

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? | no |

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates			0
b. Loans			0
c. Grants			0
5. Do you provide landscape water use efficiency information to new customers and customers changing services?			No

a. If YES, describe below:

Landscape literature is available at City Hall.

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?	no
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	3200	3200
2. Actual Expenditures	3200	

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/

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2002

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.

Edison provides rebates

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

3. What is the level of the rebate? 100

4. Number of rebates awarded. 40

B. Rebate 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

Agency rebates provided by MWD.

Reported as of 11/

BMP 07: Public Information Programs

Reporting Unit:

City of Fullerton

BMP Form Status:

100% Complete

Year:

2002**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.

The City distributes conservation literature at a number of public venues, including the annual street fair market, City Hall, and through the monthly newsletter.

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	no	
b. Public Service Announcement	no	
c. Bill Inserts / Newsletters / Brochures	yes	12
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	1
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	yes	2
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	9600	9600
2. Actual Expenditures	9600	

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/

BMP 08: School Education Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2002****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	53	4437	0
Grades 4th-6th	yes	35	3407	0
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

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

4. When did your Agency begin implementing this program? 1/1/1989

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	12000	12000
2. Actual Expenditures	11766	

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/

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2002****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? | no |
|---|----|

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	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	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	6	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	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. | 0 |
| 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	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

Fullerton participates in Metropolitan Water District's rebate program. We have included the number of rebates but not the associated dollar amounts or acre/feet. These are not tracked by MWD.

Reported as of 11/

BMP 09a: CII ULFT Water Savings

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2002**

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.

Although this program is available in the Fullerton service area, this program is not actively marketed.

2. How does your agency advertise this program? Other print media
 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.

Literature is available at Fullerton City Hall. The program is not actively marketed.

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.) no
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? No
3. What is the total number of customer accounts participating in the program during the last year ? 1

4.	CII Subsector	Number of Toilets Replaced				
		Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
a.	Offices	0	0	0	0	0
b.	Retail / Wholesale	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	0	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 distribution with customer co-payment

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

No

a. If yes, check all that
apply.7. Participant tracking and
follow-up.

No follow-up

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	1
b. Inadequate payback	1
c. Inadequate ULFT performance	1
d. Lack of funding	1
e. American's with Disabilities Act	1
f. Permitting	1
g. Other. Please describe in B. 9.	5

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

Fullerton participates in the regional program
sponsored by the Municipal Water District of Orange
County and the Metropolitan Water District. Fullerton
does not actively market this program

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?

See 9 above

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0

d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

Reported as of 11/

BMP 11: Conservation Pricing

Reporting Unit:
City of Fullerton

BMP Form
 Status:
100% Complete

Year:
2002

A. Implementation

Rate Structure Data Volumetric Rates for Water Service by Customer Class

1. Residential

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$11335075
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2120000

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$3033055
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$233200

3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$1736228
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$84800

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$368086
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$26500

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Increasing Block
c. Total Revenue from Volumetric Rates	\$621247
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$40280

6. Other

a. Water Rate Structure	Uniform
-------------------------	---------

- b. Sewer Rate Structure Uniform
- c. Total Revenue from Volumetric Rates \$17870
- d. Total Revenue from Non-Volumetric
Charges, Fees and other Revenue \$95930
Sources

B. Conservation Pricing Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	35200	35200
2. Actual Expenditures	19078	

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

Numbers above include 25% sanitation fee surcharge.

Reported as of 11/

BMP 12: Conservation Coordinator

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2002****A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
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? 10%
 - b. Coordinator's Name John Carlson
 - c. Coordinator's Title Water System Manager
 - d. Coordinator's Experience and Number of Years 5 years with City; 2 years as Conservation Coordinator
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1997
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	9500	10000
2. Actual Expenditures	9500	

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/

BMP 13: Water Waste Prohibition

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2002****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:

Cordinance 2436-Fullerton Municipal Code Section 12.04.090-No person, firm, or corporation shall waste, cause, permit, or allow to be wasted, any water in any cooling system.

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 Fullerton

None

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 no

2. Describe measures that prohibit water uses listed above:

This ordinance is part of the Fullerton Municipal Code. The City reviews new construction and tenant improvement plans for potential water effeciency violations.

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. no

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. no

ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no

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. no

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? no

C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2002****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	201	54
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	1526	349
Total	1727	403

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

Fullerton participates in a region wide ULFT rebate program for both SF & MF. The Municipal Water District of ORange County administers the program on your behalf. MWDOC contracts with a vendor to market the program and facilitate the rebate process for our customers. The "other" program is a distribuion program that MWDOC administers on our behalf. They contract with a seperate vendor that facilitates the distribution of ULFT's to our customers. These ULFT's are free to the customer.

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

See #6 above

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	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/

Water Supply & Reuse

Reporting Unit:

City of Fullerton

Year:

2003**Water Supply Source Information**

Supply Source Name

Quantity (AF) Supplied

Supply Type

Total AF:

Reported as of 11/

Accounts & Water Use

Reporting Unit Name:
City of Fullerton

Submitted to
 CUWCC
12/01/2004

Year:
2003

A. Service Area Population Information:

1. Total service area population 129000

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	24550	14262	0	0
2. Multi-Family	1940	5190	0	0
3. Commercial	1934	5765	0	0
4. Industrial	134	3489	0	0
5. Institutional	242	719	0	0
6. Dedicated Irrigation	275	1140	0	0
7. Recycled Water	0	0	0	0
8. Other	442	64	0	0
9. Unaccounted	NA	0	NA	0
Total	29517	30629	0	0

Metered**Unmetered**

Reported as of 11/

Reported as of 11/

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

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2003

A. Implementation

- | | |
|---|------------|
| 1. Based on your signed MOU date, 01/02/1996, your Agency STRATEGY DUE DATE is: | 01/01/1998 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

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

Indoor Survey:

- | | | |
|---|----|----|
| 3. Check for leaks, including toilets, faucets and meter checks | no | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | no | no |
| 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 | no | no |

Outdoor Survey:

- | | | |
|--|----|-------|
| 6. Check irrigation system and timers | no | no |
| 7. Review or develop customer irrigation schedule | no | no |
| 8. Measure landscaped area (Recommended but not required for surveys) | no | no |
| 9. Measure total irrigable area (Recommended but not required for surveys) | no | no |
| 10. Which measurement method is typically used (Recommended but not required for surveys) | | Other |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | no | no |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? | no | no |
| a. If yes, in what form are surveys tracked? | | None |

b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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: 91.7%

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: 79.9%

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

In 2000, MWDOC and MET conducted the OC Saturation Survey and found county wide low flow showerhead saturation rates of 66.9% in single-family and 59.8% in multifamily dwelling units. Saturation rates provided above represent linear extrapolations of saturation survey results for 02-03 and 03-04.

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? 07/01/1995

b. Describe your targeting/ marketing strategy.

Low flow showerheads are distributed at the Engineering office and through special events such as the annual street market (Fullerton Market).

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	2	0
3. Number of toilet-displacement devices distributed:	1	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
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?		Manual Activity
b. If yes, describe your tracking and distribution system :		

City keeps written records of low-flush shower heads and toilet tummies.

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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) 30681
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 31522
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.97
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? no
6. Does your agency operate a system leak detection program? no
 - a. If yes, describe the leak detection program:

B. Survey Data

1. Total number of miles of distribution system line. 495
2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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

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

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

- | | |
|--|------|
| <p>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?</p> <p style="padding-left: 80px;">a. If YES, when was the feasibility study conducted?
(mm/dd/yy)</p> <p style="padding-left: 40px;">b. Describe the feasibility study:</p> | no |
| <p>2. Number of CII accounts with mixed-use meters.</p> | 2310 |
| <p>3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period.</p> | 0 |

C. Meter Retrofit Program Expenditures

This Year Next Year

- | | | |
|--------------------------|---|---|
| 1. Budgeted Expenditures | 0 | 0 |
| 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/

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2003

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 126 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|--|----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy? | |
| b. Description of marketing / targeting strategy: | |
| 2. Number of Surveys Offered. | 0 |
| 3. Number of Surveys Completed. | 0 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | no |
| b. Distribution Uniformity Analysis | no |
| c. Review / Develop Irrigation Schedules | no |
| d. Measure Landscape Area | no |
| e. Measure Total Irrigable Area | no |
| f. Provide Customer Report / Information | no |
| 5. Do you track survey offers and results? | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

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? | no |

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	0	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?

No

a. If YES, describe below:

6. Do you have irrigated landscaping at your facilities?

no

a. If yes, is it water-efficient?

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

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	0	7000
2. Actual Expenditures	0	

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

The meters listed above are under budget as part Municipal Water district of Orange County's Landscape Certification Program. This has been a two-year effort covering 2003 & 2004. Included in the program is an informal survey process. Since it is informal, under B above, #2 & #3 are listed as zero, while the components of the informal process are marked as yes in #4

Reported as of 11/

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Fullerton

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.

Edison, in conjunction with MWD, offers rebate application marketing material at point of purchase. The customer calls an 800 number and receives the rebate application.

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

3. What is the level of the rebate? 100

4. Number of rebates awarded. 196

B. Rebate 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/

BMP 07: Public Information Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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.

The City distributes conservation literature at a number of public venues, including the annual street fair market, City Hall, and through the monthly newsletter.

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	no	0
b. Public Service Announcement	no	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	1
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	yes	1
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	16000	16000
2. Actual Expenditures	16000	

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/

BMP 08: School Education Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**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	4625	3
Grades 4th-6th	yes	44	3772	2
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

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

4. When did your Agency begin implementing this program? 01/01/1989

B. School Education Program Expenditures

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

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/

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2003****A. Implementation**

- | | |
|--|-----|
| 1. Has your agency identified and ranked COMMERCIAL customers according to use? | no |
| 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? | no |
|---|----|

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	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	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	173	17820
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	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. | 3.64 |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. | 32.75 |

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	21346	

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/

BMP 09a: CII ULFT Water Savings

Reporting Unit: **City of Fullerton** 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
CII ULFT Study subsector targeting

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

We found CII sectors and sub sectors most effective because we were able to version our marketing efforts appropriately.

2. How does your agency advertise this program? Other print media
Direct letter
Bill insert
Newsletter
Web page
Newspapers
Trade publications
Trade shows and events
Telemarketing
 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.

For the purposes of this program, Trade Allies have proven to be the most effective overall marketing tool, as well as the most effective per dollar expended. Trade Allies include plumbers, distributors, retail home improvement stores and product manufacturers.

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 ? 1

CII Number of Toilets Replaced

Subsector

4.	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
a. Offices	0	0	0	0	0
b. Retail / Wholesale	0	0	0	0	0
c. Hotels	22	0	0	0	0
d. Health	0	0	0	0	0
e. Industrial	0	0	0	0	0
f. Schools: K to 12	0	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.

Rebate or voucher

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

Yes

a. If yes, check all that apply.

Consultant

7. Participant tracking and follow-up.

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 | 1 |
| b. Inadequate payback | 3 |
| c. Inadequate ULFT performance | 2 |
| d. Lack of funding | 5 |
| e. American's with Disabilities Act | 0 |
| f. Permitting | 0 |

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.

Customers are generally more willing to participate in the program if the cost of the retrofit is in balance with the amount of the rebate, and the projected water savings is significant. Resistance occurs if the out-of-pocket expense for the retrofit is too costly and the rebate amount is too low.

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?

Either Metropolitan or its Agencies to provide this response.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

a. Wholesale agency contribution	1320
b. State agency contribution	0
c. Federal agency contribution	0
d. Other contribution	0
e. Total	1320

D. Comments

Reported as of 11/

BMP 11: Conservation Pricing

Reporting Unit:
City of Fullerton

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	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$10987205
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$212000

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$2658781
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$233200

3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$1385058
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$84800

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$340997
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$26500

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$593042
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$40280

6. Other

a. Water Rate Structure	Uniform
-------------------------	---------

- b. Sewer Rate Structure Uniform
 - c. Total Revenue from Volumetric Rates \$135384
 - d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue \$95930
- Sources

B. Conservation Pricing Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	35200	35200
2. Actual Expenditures	35200	

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/

BMP 12: Conservation Coordinator

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2003****A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
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? 10%
 - b. Coordinator's Name John Carlson
 - c. Coordinator's Title Water System Manager
 - d. Coordinator's Experience and Number of Years 6 years with the City; 3 year as Conservation Coordinator
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1997
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

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

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/

BMP 13: Water Waste Prohibition

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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:

Cordinance 2436-Fullerton Municipal Code Section 12.04.090-No person, firm, or corporation shall waste, cause, permit, or allow to be wasted, any water in any cooling system.

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 Fullerton

None

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 | no |

2. Describe measures that prohibit water uses listed above:

This ordinance is part of the Fullerton Municipal Code. The City reviews new construction and tenant improvement plans for potential water efficiency violations.

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. | no |
| 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. | no |
| ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. | no |
| 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. | no |

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? no

C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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	168	196
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	1520	329
Total	1688	525

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

The City of Fullerton participates in a region wide ULET rebate program for both SF & MF. MWDOC administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULET's to our customers.

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

The City of Fullerton participates in a region wide ULET rebate program for both SF & MF. MWDOC administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULET's to our customers.

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	7000	7000
2. Actual Expenditures	7000	

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/

Water Supply & Reuse

Reporting Unit:

City of Fullerton

Year:

2004**Water Supply Source Information**

Supply Source Name

Quantity (AF) Supplied

Supply Type

Total AF:

Reported as of 11/

Accounts & Water Use

Reporting Unit Name:
City of Fullerton

Submitted to
 CUWCC
12/01/2004

Year:
2004

A. Service Area Population Information:

1. Total service area population 134000

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	25426	14680	0	0
2. Multi-Family	1937	5175	0	0
3. Commercial	1950	6062	0	0
4. Industrial	135	3845	0	0
5. Institutional	254	727	0	0
6. Dedicated Irrigation	424	1323	0	0
7. Recycled Water	0	0	0	0
8. Other	699	98	0	0
9. Unaccounted	NA	0	NA	0
Total	30825	31910	0	0

Metered**Unmetered**

Reported as of 11/

Reported as of 11/

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

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2004

A. Implementation

- | | |
|---|------------|
| 1. Based on your signed MOU date, 01/02/1996, your Agency STRATEGY DUE DATE is: | 01/01/1998 |
| 2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |
| 3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys? | no |
| a. If YES, when was it implemented? | |

B. Water Survey Data

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

Indoor Survey:

- | | | |
|---|----|----|
| 3. Check for leaks, including toilets, faucets and meter checks | no | no |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | no | no |
| 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 | no | no |

Outdoor Survey:

- | | | |
|--|----|-------|
| 6. Check irrigation system and timers | no | no |
| 7. Review or develop customer irrigation schedule | no | no |
| 8. Measure landscaped area (Recommended but not required for surveys) | no | no |
| 9. Measure total irrigable area (Recommended but not required for surveys) | no | no |
| 10. Which measurement method is typically used (Recommended but not required for surveys) | | Other |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | no | no |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? | no | no |
| a. If yes, in what form are surveys tracked? | | None |

b. Describe how your agency tracks this information.

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 02: Residential Plumbing Retrofit

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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: 100%

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: 86.6%

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

In 2000, MWDOC and MET conducted the OC Saturation Survey and found county wide low flow showerhead saturation rates of 66.9% in single-family and 59.8% in multifamily dwelling units. Saturation rates provided above represent linear extrapolations of saturation survey results for 02-03 and 03-04.

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? 07/01/1995

b. Describe your targeting/ marketing strategy.

Low flow showerheads are distributed at the Engineering office and through special events such as the annual street market (Fullerton Market).

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	2	0
3. Number of toilet-displacement devices distributed:	1	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	0
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?		Manual Activity
b. If yes, describe your tracking and distribution system :		

City keeps written records of low-flush shower heads and toilet tummies.

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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) 31929
 - b. Determine other system verifiable uses (AF) 0
 - c. Determine total supply into the system (AF) 33352
 - d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.96
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? no
6. Does your agency operate a system leak detection program? no
 - a. If yes, describe the leak detection program:

B. Survey Data

1. Total number of miles of distribution system line. 504
2. Number of miles of distribution system line surveyed. 0

C. System Audit / Leak Detection Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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

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

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

- | | |
|--|------|
| <p>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?</p> <p>a. If YES, when was the feasibility study conducted?
(mm/dd/yy)</p> <p>b. Describe the feasibility study:</p> | no |
| <p>2. Number of CII accounts with mixed-use meters.</p> | 2339 |
| <p>3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period.</p> | 0 |

C. Meter Retrofit Program Expenditures

This Year Next Year

- | | | |
|--------------------------|---|---|
| 1. Budgeted Expenditures | 0 | 0 |
| 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/

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:
City of Fullerton

BMP Form Status:
100% Complete

Year:
2004

A. Water Use Budgets

- | | |
|--|-----|
| 1. Number of Dedicated Irrigation Meter Accounts: | 126 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|--|----|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | no |
| a. If YES, when did your agency begin implementing this strategy? | |
| b. Description of marketing / targeting strategy: | |
| 2. Number of Surveys Offered. | 0 |
| 3. Number of Surveys Completed. | 0 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | no |
| b. Distribution Uniformity Analysis | no |
| c. Review / Develop Irrigation Schedules | no |
| d. Measure Landscape Area | no |
| e. Measure Total Irrigable Area | no |
| f. Provide Customer Report / Information | no |
| 5. Do you track survey offers and results? | no |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | no |
| a. If YES, describe below: | |

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? | no |

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
a. Rebates	0	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?

No

a. If YES, describe below:

6. Do you have irrigated landscaping at your facilities?

no

a. If yes, is it water-efficient?

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

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	0	7000
2. Actual Expenditures	0	

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

The meters listed above are under budget as part Municipal Water district of Orange County's Landscape Certification Program. This has been a two-year effort covering 2003 & 2004. Included in the program is an informal survey process. Since it is informal, under B above, #2 & #3 are listed as zero, while the components of the informal process are marked as yes in #4

Reported as of 11/

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Fullerton

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.

Edison, in conjunction with MWD, offers rebate application marketing material at point of purchase. The customer calls an 800 number and receives the rebate application.

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

3. What is the level of the rebate? 100

4. Number of rebates awarded. 369

B. Rebate 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/

BMP 07: Public Information Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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.

The City distributes conservation literature at a number of public venues, including the annual street fair market, City Hall, and through the monthly bill insert.

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	no	0
b. Public Service Announcement	no	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	1
f. Special Events, Media Events	yes	1
g. Speaker's Bureau	yes	1
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	16000	16000
2. Actual Expenditures	16000	

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/

BMP 08: School Education Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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	19	1940	3
Grades 4th-6th	yes	19	1106	2
Grades 7th-8th	no	0	0	0
High School	no	0	0	0

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

4. When did your Agency begin implementing this program? 01/01/1989

B. School Education Program Expenditures

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

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/

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2004****A. Implementation**

- | | |
|--|-----|
| 1. Has your agency identified and ranked COMMERCIAL customers according to use? | no |
| 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? | no |
|---|----|

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	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	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	no	no	no

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	92	10450
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	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.	1.97
8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991.	17.75

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	12356	

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/

BMP 09a: CII ULFT Water Savings

Reporting Unit: **City of Fullerton** 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. CII Sector or subsector
CII ULFT Study subsector targeting

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

We found CII sectors and sub sectors most effective because we were able to version our marketing efforts appropriately.

2. How does your agency advertise this program? Other print media
 Check all that apply. Direct letter
Bill insert
Newsletter
Web page
Newspapers
Trade publications
Trade shows and events
Telemarketing

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

For the purposes of this program, Trade Allies have proven to be the most effective overall marketing tool, as well as the most effective per dollar expended. Trade Allies include plumbers, distributors, retail home improvement stores and product manufacturers.

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 ? 0

CII Number of Toilets Replaced

Subsector

4.	Standard Gravity Tank	Air Assisted	Valve Floor Mount	Valve Wall Mount	Type Not Specified
a. Offices	0	0	0	0	0
b. Retail / Wholesale	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	0	0	0	0	0
g. Eating	0	0	0	0	0
h. Government	0	0	0	0	0
i. Churches	0	0	0	0	0
j. Other	0	0	0	0	0

5. Program design.

Rebate or voucher

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

Yes

a. If yes, check all that apply.

Consultant

7. Participant tracking and follow-up.

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 | 1 |
| b. Inadequate payback | 3 |
| c. Inadequate ULFT performance | 2 |
| d. Lack of funding | 5 |
| e. American's with Disabilities Act | 0 |
| f. Permitting | 0 |

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.

Customers are generally more willing to participate in the program if the cost of the retrofit is in balance with the amount of the rebate, and the projected water savings is significant. Resistance occurs if the out-of-pocket expense for the retrofit is too costly and the rebate amount is too low.

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?

Either Metropolitan or its Agencies to provide this response.

C. Conservation Program Expenditures for CII ULFT

1. CII ULFT Program: Annual Budget & Expenditure Data

	Budgeted	Actual Expenditure
a. Labor	0	0
b. Materials	0	0
c. Marketing & Advertising	0	0
d. Administration & Overhead	0	0
e. Outside Services	0	0
f. Total	0	0

2. CII ULFT Program: Annual Cost Sharing

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

D. Comments

Reported as of 11/

BMP 11: Conservation Pricing

Reporting Unit:
City of Fullerton

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	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$11858512
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$21200

2. Commercial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$2998013
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$233200

3. Industrial

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$1648640
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$84800

4. Institutional / Government

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$370883
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$26500

5. Irrigation

a. Water Rate Structure	Uniform
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$726793
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$40280

6. Other

a. Water Rate Structure	Uniform
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b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$172523
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$95930

B. Conservation Pricing Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	35200	35200
2. Actual Expenditures	35200	

C. "At Least As Effective As"

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

BMP 12: Conservation Coordinator

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****2004****A. Implementation**

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? no
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? 10%
 - b. Coordinator's Name David Schickling
 - c. Coordinator's Title Water System Manager
 - d. Coordinator's Experience and Number of Years 11 months with the City; 11 months as Conservation Coordinator
 - e. Date Coordinator's position was created (mm/dd/yyyy) 7/1/1997
6. Number of conservation staff, including Conservation Coordinator. 1

B. Conservation Staff Program Expenditures

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

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/

BMP 13: Water Waste Prohibition

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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:

Cordinance 2436-Fullerton Municipal Code Section 12.04.090-No person, firm, or corporation shall waste, cause, permit, or allow to be wasted, any water in any cooling system.

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 Fullerton

None

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 no

2. Describe measures that prohibit water uses listed above:

This ordinance is part of the Fullerton Municipal Code. The City reviews new construction and tenant improvement plans for potential water efficiency violations.

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. no
- 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. no
- ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no
- 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. no

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? no

C. Water Waste Prohibition Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	0	0
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/

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:

BMP Form Status:

Year:

City of Fullerton**100% Complete****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?	yes	yes

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate	64	17
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	881	1149
Total	945	1166

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

The City of Fullerton participates in a region wide ULET rebate program for both SF & MF. MWDOC administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULET's to our customers.

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

The City of Fullerton participates in a region wide ULET rebate program for both SF & MF. MWDOC administers the program on our behalf. They contract with a vendor to market the program and facilitate the rebate process for our customers. The "other" program is a distribution program that MWDOC administers on our behalf. They contract with a separate vendor that facilitates the distribution of ULET's to our customers.

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	7000	7000
2. Actual Expenditures	7000	

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