

ICR WATER USERS ASSOCIATION
Review of Best Mgmt Practices

		Rating Categories				
		Applicability	Low Cost rating	Desirability	Overall Rating	Viable Alternative
Description	Action Required by ICRWUA					
I PUBLIC EDUCATION PROGRAM	Twice/yr communication bill insert/website/newsletter/etc re water conservation info & how to obtain	10	8	3	21	Yes
	Provide free written info re water conservation (pamphlets, brochures, etc) available to customers at Business office & on request	10	8	3	21	Yes
II ADDITIONAL BEST MANAGEMENT PRACTICES						
Category 1: Public Awareness/Public Relations						
1.1 Local Messaging Program	Local campaign promoting conservation- with advertising (radio, tv etc) utilizing promo materials	3	2	1	6	No
1.2 Special Events/Programs & Community Presentations	Attend & Staff local events -garden shows, etc with conservation materials & info	3	6	2	11	Maybe
1.3 Market Surveys to Identify Information Needs/Assess Success of Messages	Survey customers, gather info; use survey to improve conservation activities & plan future activities	5	2	2	9	No
Category 2: Conservation Education & Training						
2.1 Adult Education & Training Programs	Provide workshops, speaker's bureau, target homeowners, landscape professionals & non residential users	10	8	3	21	Yes
2.2 Youth Conservation Education Program	Work with schools in service area to promote understanding of water resources/conservation	3	7	2	12	Maybe
2.3 New Homeowner Landscape Information	Make low water use landscape info packets available to all new owners/notify existing HO of availability	10	8	3	21	Yes
2.4 Xeriscape Deomonstration Garden	Install & maintain demo garden-available to public with info & signage	5	6	3	14	Yes

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2.5	Distribution Plan for Water Conservation Materials	Develop two-yr plan with goals, timetables, tracking mechanism- replaced with other measure from categories 1-7	4	4	1	9	No
Category 3: Outreach Services							
3.1	Residential Audit Program	Conduct audits or provide kits for self audit. Offered to all homes withing service area	9	5	3	17	Yes
3.2	Landscape Consultaions (Residential /Non-Residential)	Focus on areas with greatest potential for savings, onsite consultation with suggestions	9	5	2	16	Yes
3.3	Water Budgeting Program	To non-residential users- using application rates in ADWR's 3rd mgmt plan	2	5	2	9	No
3.4	Residential Interior Retrofit Program	Offer rebates or low cost fixtures to residents of homes built prior to 1990 UPC	7	6	3	16	Yes
3.5	Non-Residential Interior Retrofit Program	Same os Residential program- only for non-residential customers	1	6	2	9	No
3.6	Customer High Water-Use Inquiry Resolution	Follow up on high water use complaints- Onsite visit with follow-up and records	7	7	2	16	Yes
3.7	Customer High Water Use Notification	Contact high users via phone, email, inperson- notifying of available services	7	4	2	13	Maybe
3.8	Water Wast Investigations and Information	Contact/assist citizens with water waste complaints - onsite visit with follow-up and records	6	4	2	12	Maybe
Category 4: Physical System Evaluation and Improvement							
4.1	Leak Detection Program	Implement systematic evaluation of distribution system to identify & repair leaks	5	2	2	9	No
4.2	Meter Repair & Replacement Program	Implement program to systematically assess meters in service area	9	7	3	19	Yes
4.3	Comprehensive Water System Audit Program	Conduct systematic audit of distribution system to identify & quantify water losses (1yr program only) Must select other measures in subsequent yrs.	6	2	1	9	No

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Category 5. Ordinances/Conditions of Service/Tariffs					
5.1 Low Water Use Landscaping Requirement for Residential, Multi-family, Non-residential, and/or Common Areas	1	1	1	3	No
5.2 Water Tampering/Water Waste Ordinances	1	1	1	3	No
5.3 Plumbing Code Requirements	1	1	1	3	No
5.4 Limitation on Water Features	1	1	1	3	No
5.5 Ordinances for Model Homes in New Residential Developments	1	1	1	3	No
5.6 Graywater Ordinances	1	1	1	3	No
5.7 Requirements for Car Wash Water Recycling	1	1	1	3	No
5.8 Landscape Watering Restrictions	1	1	1	3	No
5.9 Requirements for Hot Water Recirculation Devices	1	1	1	3	No
5.10 Retrofit on Resale	1	1	1	3	No
5.11 Landscape Water Use Efficiency Standars for Non-residential Users	1	1	1	3	No
5.12 Conservation Tariff					

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5.13 Requiring a Water Use Plan		1	1	1	3	No
Category 6: Rebates/Incentives						
A: Incentives Indoors						
6.1 Toilet Rebate Program (to owners of pre 1990 UPC homes to use a ULF toilet)	Offer rebate incentive	7	7	3	17	Yes
6.2 High Efficiency Flush Toilet Rebate Program	Offer rebate incentive	5	6	3	14	Yes
6.3 Toilet Replacement Program	Offer incentive to replace with ULF or HEF toilets	4	7	3	14	Yes
6.4 Indoor Water Fixture Replacement/Rebate/Incentive Program	Incentives to replace shower heads, toilet flappers etc	7	7	3	17	Yes
6.5 Rebate for Hot Water Recirculating Systems/Instant Hot Water Systems	Offer incentives to residential/non-residential users	3	5	2	10	Maybe
6.6 Water Efficient Appliance Rebate/Incentive Program	Offer incentives for acquisition of water efficient appliances	2	5	2	9	No
B: Incentives (Outdoor)						
6.7 Graywater Retrofit Rebate/Incentives	Offer incentives for onsite graywater feature w education	1	7	1	9	No
6.8 Water Harvesting Retrofit	Offer incentives for installation of water harvest systems	1	7	1	9	No
6.9 Landscape Conversion Rebate/Incentive	Offer incentives to replace existing landscape with xeriscape	1	6	1	8	No

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6.10	Rebate/Incentive for Installing Xeriscapes in New Landscapes	Offer incentives for new landscaping	1	6	1	8	No
C: Non-Residential							
6.1	Commercial and Industrial Program	Implement conservation program with incentives for high use comm'l customers	1	5	1	7	No
6.1	Large Landscape Conservation Program	Provide support/incentives for large comm'l customers	1	6	1	8	No
6.1	No/Low interest loans for implementing BMPs	Offer assistance to customers wishing to invest in projects reducing use	1	5	1	7	No
Category 7: Research/Innovation Program							
7.1	Implementation of an Emerging Technology	Provide documentation supporting innovation and results	1	5	1	7	No
7.2	Initiating Applied Research	Document participation/involvement/analysis and results	1	5	1	7	No
7.3	Evaluation of New and Emerging Technologies and Practices	Document participation/involvement/analysis and results	1	3	1	5	No
7.4	Conducting a Quantitative Analysis (of conservation measure)	Documentation of analysis and results	1	4	1	6	No
7.5	Implementation of Smart Irrigation Technology	Describe project, efficiencies and results	1	3	1	5	No
7.6	Development of Industry Partnerships	Describe partnership, objectives and efforts	1	6	1	8	No

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7.7 Providing Financial Support or in-Kind Services for Development of New Conservation Technologies and Products	Provide documentation, analysis and results	1	6	1	8	No
7.8 Piloting a New Initiative, Project or Program	submit documentation with results	1	7	1	9	No