

5th Management Plans Municipal Subgroup

January 7, 2020



Agenda

- I. Welcome
- II. Overview of Municipal Non-Per Capita Conservation Program
- III. Discussion of Individual Best Management Practices (BMPs)
- IV. Review of Stakeholder Proposals for the 5th Management Plans
Municipal BMPs
- V. Closing Remarks



Non-Per Capita Conservation Program

- * BMP Program for Large Providers
- * Default option for non-designated large providers
 - * Designated providers may elect to be regulated under this program

Total number of service connections (includes both residential and non-residential)	Required number of Best Management Practices points
Tier 1 - 5,000 or fewer connections	3
Tier 2 - 5,001 to 30,000 connections	8
Tier 3 - Over 30,000 connections	15



BMP Categories

1. Public Awareness/Public Relations
2. Conservation Education and Training
3. Outreach Services
4. Physical System Evaluation and Improvement
5. Ordinances/Conditions of Service/Tariffs
6. Rebates/Incentives
7. Research/Innovation Program



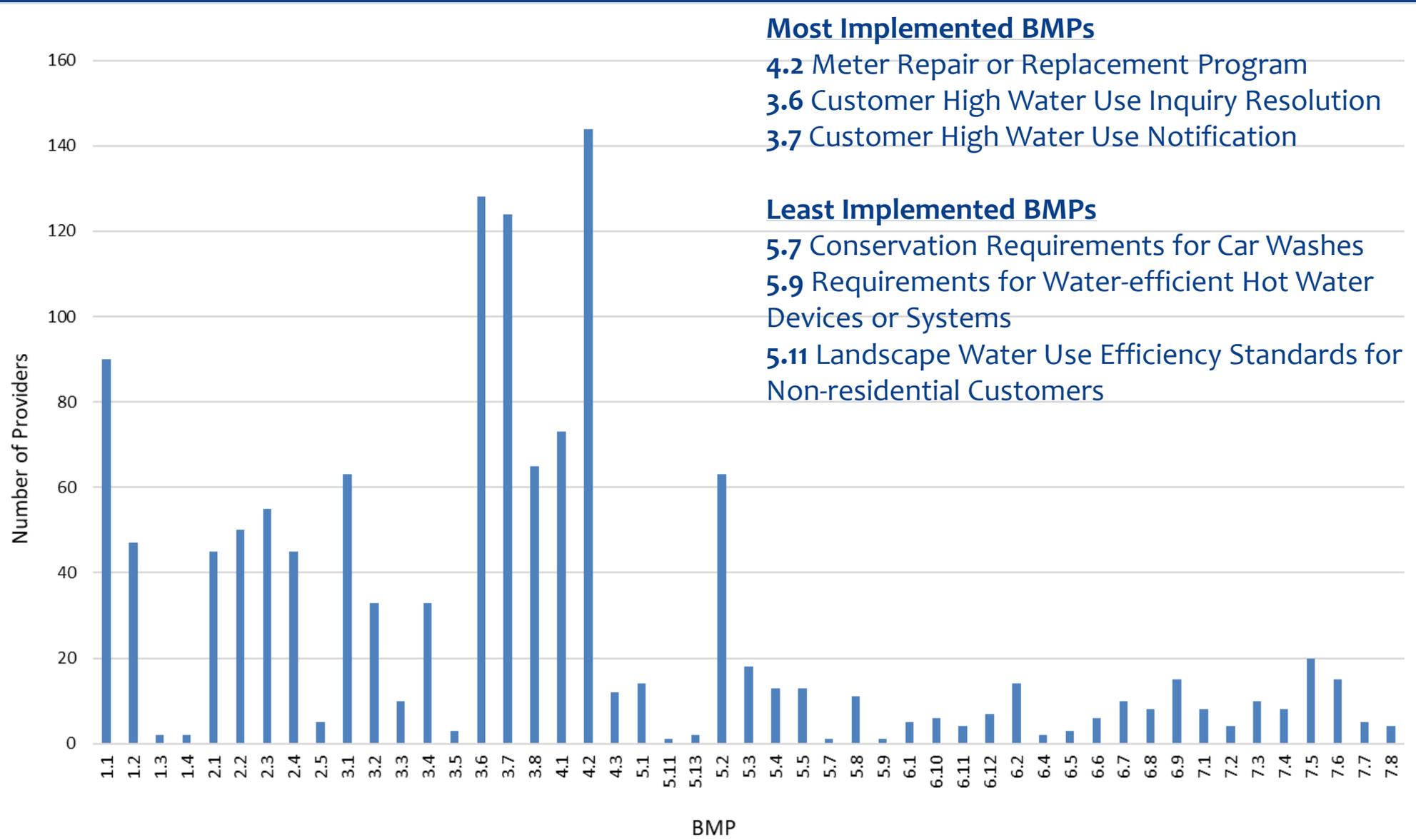
Basic Public Information Program

All large municipal providers regulated under the NPCCP are required to implement a basic public information program that includes the following components:

1. At least twice a year, the water provider shall communicate to customers the importance of water conservation and notify them of the water conservation materials and programs available from the provider and how they may obtain the materials or more information. Channels through which this information is communicated to customers shall include one or more of the following: water bill inserts messages on water bills, provider website, post cards, newsletters or print pieces.
2. The water provider shall make available to customers free written information on water conservation (e.g. pamphlets, brochures, fact sheets, etc.). The information shall be available in the provider's office, sent to customers on request or provided online for customers who prefer this method. The provider is encouraged to distribute water conservation information at other locations (e.g., libraries, chamber of commerce, town hall, etc.) and on their websites.



Municipal BMPs Implemented 2015 - 2018





Category 1: Public Awareness/Public Relations

1.1 Local or Regional Conservation Campaign (1 point)

The water provider actively participates in an advertising or social marketing campaign to raise awareness of the need for water conservation and to encourage the efficient use of water. The campaign must reach local or regional customers using methods such as traditional media (television, radio or print), websites, social media, and promotional materials (e.g., brochures, vehicle wraps, bookmarks, magnets, etc.). To receive credit for this measure, the provider must submit documentation with its CER that describes the campaign and results.

Stakeholder Proposal: Limit up to three points

1.2 Special Events/Programs and Community Presentations (1 point)

The water provider provides speakers, conducts tours for the public, or participates in community events to display, provides or presents information about water conservation and informs the public about the programs and resources. To receive credit for this measure, a provider must participate in at least three events per year and record the number of events and a description of each event in its CER.

1.3 Market Surveys to Identify Customer Information Needs or Assess the Success of Conservation Messages (2 points)

The water provider conducts a market survey to be used to improve the water provider's current water conservation activities or to plan future activities. The survey is designed to gather data regarding customers' information needs, program preferences, or responses to conservation messages. The provider must submit documentation with its CER stating the objectives of the survey, data collection methods, analysis of results, and how the results were communicated. Credit for this BMP is limited to once every five years.

1.4 Distribution Plan for Water Conservation Materials (1 point)

The water provider develops and implements a two-year distribution plan to effectively market its water conservation materials and programs. The provider must submit documentation with its CER that describes the following: (1) the goals and objectives for the distribution of materials over a two-year period, beginning the year following plan development, (2) a description of the conservation materials to be distributed, (3) how the materials will be distributed (libraries, landscape architects, nurseries, realtors, master gardeners, etc.), (4) how the materials or programs will be marketed (water bill inserts, on-hold phone messages, e-mail messages, public events, workshops, websites, local publications, etc.), (5) a timetable for distribution; and, (6) a mechanism for tracking the distribution of materials. Credit for this BMP is limited to only one year. In subsequent years, the provider must replace this BMP with another BMP from categories 1 through 7 that is appropriate for its service area.

Stakeholder Proposal: New BMP "Targeted Messaging Plan" to replace this BMP (in detail on slide 22)



Category 2: Conservation Education and Training

2.1 Adult Education or Training Program (1 point)

The water provider implements an education or training program for adults within the provider's service area that includes active personal participation. Examples include regularly scheduled workshops for homeowners or training programs for landscape professionals or non-residential water users. To receive credit for this measure, a provider must state in its CER the number and type of trainings or education programs and the number of attendees per training or education program.

Stakeholder Proposals:

- **Split this BMP into Residential and Non-residential Adult Education or Training Programs**
- **Limit up to three points**

2.2 Youth Education Program (1 point)

The water provider works with schools in its service area to provide or support programming that increases students' understanding of water resources and promotes water conservation. Examples of youth education programs include teacher trainings, classroom presentations, educational materials, assembly programs, water festivals, and guided field trips. To receive credit for this measure, a provider must state in its CER the number and type of education programs and the number of participants per education program.

Stakeholder Proposal: Limit up to three points

2.3 New Homeowner Landscape Information (1 point)

The water provider distributes low-water-use landscape information packets to all owners of newly constructed homes, either through direct distribution (mail or delivery), delivery by the home builder or online distribution if requested by the homeowner. The provider also notifies all new owners of existing homes (resale) that information on low-water-use landscaping is available and must provide such information on request. The number of notifications sent, and packets mailed must be recorded and noted in the provider's CER.

2.4 Xeriscape Demonstration Garden (1 point)

The water provider installs and maintains a low-water-use or water-efficient demonstration garden. The garden must be available to the public and include interpretive signage or literature about low-water-use plants or water-efficient landscape practices.



Category 3: Outreach Services

3.1 Residential Audit Program (1 point)

The water provider offers an audit program to all residential customers within the provider's service area. The audit can be either a self-audit (provider offers self-audit kits) or conducted by the provider or designated representative. The audit may include indoor components (e.g., toilets, faucets, showerheads, etc.), outdoor components (e.g., irrigation system, pool, water feature, etc.), or both. Audits conducted by the provider may include a meter check and written material about how to read the meter and use it to determine if there is a leak. Self-audit kits shall include written instructions on how to conduct an audit and how to read the meter and use it to determine if there is a leak. The number of audits or self-audit kits provided must be recorded and noted in the provider's CER. Additionally, actual water savings one year pre- and post-audit must be recorded in the provider's CER. If unavailable, estimated water savings can be substituted for actual savings, but must be noted as estimated in the provider's CER.

Stakeholder Proposal: Combine this BMP with "Landscape Consultations" (below) and split by residential and non-residential into the following two BMPs: "Residential Audit and Landscape Consultation Program" and "Non-residential Audit and Landscape Consultation Program"

3.2 Landscape Consultations (Residential or Non-Residential) (1 point)

The water provider or a designated representative offers landscape consultation services to residential or non-residential customers located in those portions of the provider's service area with the greatest potential for savings. Examples of services include an evaluation of the irrigation system, controller, plant selection and turf conversion possibilities, as well as providing information about other related services or programs (e.g. rebates, educational materials, workshops). The consultation may include a meter check and instructions on how to read the meter and use it to determine if there is a leak. The individual providing the consultation shall provide either on-site written or verbal suggestions, and provide a follow-up visit or interview. Landscape consultations must be recorded and noted in the provider's CER. Additionally, actual water savings one year pre- and post-landscape consultation must be recorded in the provider's CER. If unavailable, estimated water savings can be substituted for actual savings, but must be noted as estimated in the provider's CER.

Stakeholder Proposal: Increase points because program requires a great deal of effort which includes follow up visits/communication and has high potential to save water



Category 3: Outreach Services (cont.)

3.3 Water Budgeting Program (1 point)

The water provider offers assistance in developing a monthly or annual water budget to one or more non-residential water-using groups (e.g., homeowner associations, industries, commercial properties, government facilities, parks, schools, etc.) or to apartment complexes. The water budget shall establish target amounts for outdoor use and may include indoor water use that reflect efficient water use/application rates. These rates should meet or exceed water-use efficiencies required for similar uses as described in the Fourth Management Plan. If they are not addressed in the plan, water-use rates should be commensurate with state-of-the-art water efficiency standards found elsewhere in the body of water conservation literature. The number of budgets provided and whether they included indoor, outdoor, or both components must be recorded and noted in the provider's CER.

Stakeholder Proposals:

- ***Split this BMP between Residential and Non-residential***
- ***Limit up to three points***

3.4 Customer High Water Use Inquiry Resolution (1 point)

The water provider designs and implements a program to assist customers who inquire about increases in their water bills or about high-water usage. The program may include a site inspection to discover the cause of a water bill increase and a meter check to inform the customer on how to read the meter and check for leaks. The provider must follow up on every customer inquiry and record the number of customers assisted and the type of assistance provided and report this information in its CER.

3.5 Customer High Water Use Notification (1 point)

The water provider develops a program to identify customers with high water usage and contacts them by telephone, email, door hanger, mail, text, or in-person. The notification must include information on provider services that could benefit the customer, such as audits, educational materials, or rebate programs. The number of notifications sent must be recorded and noted in the provider's CER.

3.6 Water Waste Investigations and Information (1 point)

The water provider designs and implements a program to investigate water waste complaints and assist citizens in preventing water waste. An investigation may include a site inspection and some type of follow-up action, such as customer education to prevent water waste or a letter explaining enforcement (if applicable). The provider must follow-up on every water waste complaint and record the number of complaints and follow-up activities in its CER.



Category 4: Physical System Evaluation and Improvement

4.1 Distribution System Leak Detection Program (2 points)

The water provider implements a systematic evaluation of its water distribution system to identify and fix leaks. The provider must implement this program throughout its service area unless the provider can demonstrate that targeting certain portions of its water service area is likely to yield the highest water savings potential. A description of the program and its results must be noted in the provider's CER.

4.2 Meter Repair or Replacement Program (2 points)

The water provider implements a program to systematically assess the meters or submeters in its water service area to identify malfunctioning meters and to repair or replace them. The number of meters repaired or replaced each year must be noted in the provider's CER.

4.3 Approved Comprehensive Water System Audit Program (3 points)

The water provider conducts a systematic water loss or non-revenue water audit following an established methodology and utilizing best loss control techniques. The audit program may include a review of the water provider's water distribution system, systems control equipment, and water records to identify and quantify water losses and shall develop a plan for corrective measures. The audit can be a precursor to a leak detection program or meter repair/replacement program. The provider must submit documentation with its CER that describes the audit, its objectives, methods, and results. Credit for this BMP is limited to only one year unless the provider can provide justification for an ongoing or multi-year program. In subsequent years, the provider must replace this BMP with another BMP from categories 1 through 7 that is appropriate for its service area.

4.4 Installation of Advanced Metering Infrastructure (AMI) (2 points)

The water provider or designated representative (e.g. contractual work overseen by water provider) plans, installs, and monitors advanced metering infrastructure (AMI) throughout its service area. Providers may also retrofit advanced meter reading (AMR) to an AMI system. The number of units installed and/or retrofitted per year must be reported in the provider's CER. The water provider can receive credit for this measure a maximum of 5 years or until the AMI system is fully installed, whichever is less.



Category 5: Ordinances/Conditions of Service/Tariffs

5.1 Low-Water-Use Landscaping Requirements (1 point)

Single-family, multi-family, non-residential facilities or common areas are either required to include low-water-use landscapes in all or part of their property or have limitations on water-intensive landscaping or turf.

5.2 Water Tampering/Water Waste Ordinances (1 point)

Water waste or water tampering are prohibited on residential or non-residential properties.

5.3 Plumbing Requirements Stricter than Current Arizona Code (1 point)

Plumbing requirements for new residential or non-residential properties are stricter than those currently in the Arizona code or include restrictions not currently in the Arizona code.

5.4 Limitations on Water Features (fountains, waterfalls, ponds and other artificial water structures) (1 point)

Residential or non-residential properties have limitations on or water conservation requirements for water features.

5.5 Requirement for Water-efficient Landscapes in Model Homes (1 point)

Landscaping at model homes in new residential developments is required to be water-efficient, is limited as to the size of water-intensive landscaped areas or requires water-intensive landscaping to be used for functional areas only.

5.6 Requirements for Graywater or Rainwater Systems (1 point)

Residential or non-residential facilities are required to have on-site plumbing or systems for collecting and utilizing graywater or rainwater.

5.7 Conservation Requirements for Car Washes (1 point)

Commercial car washes are required to recycle water and to implement additional measures to increase water use efficiency and reduce water consumption. Examples of additional measures include using low flow nozzles, repairing leaks, watering landscape with reclaimed water, installing low-water-use landscapes or using automatic shut-off valves on hoses and faucets.



Category 5: Ordinances/Conditions of Service/Tariffs (cont.)

5.8 Landscape Watering Restrictions (1 point)

The watering of landscapes is restricted to certain times of day. (This may be seasonal.)

5.9 Requirements for Water-efficient Hot Water Devices or Systems (1 point)

Water-efficient plumbing design, “on-demand” hot water recirculation devices or other devices or designs for providing hot water efficiently are required in new residential and/or non-residential buildings.

5.10 Retrofit on Resale (1 point)

Owners of single-family homes, multi-family home complexes or non-residential facilities are required to replace or retrofit all indoor plumbing fixtures (e.g., toilets, showerheads, faucets) that do not conform to current water efficiency standards. This could be implemented by the seller prior to sale or by the buyer subsequent to the sale.

5.11 Landscape Water Use Efficiency Standards for Non-residential Customers (1 point)

New or rehabilitated non-residential facility landscaping of a particular size is required to meet specified standards for maximum water allowance, plant selection, irrigation design, grading or other components that result in improved landscape water use efficiency.

5.12 Requiring a Water Use Plan for Non-residential Users (1 point)

All new commercial, industrial, and institutional customers with projected annual water use of 10 acre feet (AF) or more per year are required to submit a water use plan that identifies all anticipated water uses by the customer and the water efficiency measures associated with the uses. The water use plan must include at least five of the following: (1) Statement of water efficiency policy, (2) Water conservation education/training for employees, (3) Identification of on-site recycling and reuse strategies, (4) Total cooling capacity and operating total dissolved solids or conductivity for cooling towers, (5) Identification of best available technologies used for process, cooling, and domestic water uses, (6) Landscape watering system distribution uniformity and landscape water budget, (7) Total annual water budget for the facility.



Category 6: Residential Rebates/Incentives

6.1 Customer Assistance Program (1 point)

The water provider offers residential customers in its service area free services or no interest or low-interest loans to repair inefficient equipment or leaks. Repairs include replacing parts, performing maintenance, or installing new fixtures. The number of customers assisted, type of repair (part replacement, maintenance, or replacement), and actual water savings one year pre- and post-repair per type must be reported in the provider's CER.

6.2 Toilet Rebate or Incentive Program (1 point)

The water provider offers residential customers in its service area a financial rebate or other incentive for the purchase and installation of toilets that are more efficient and use 1.6 gallons of water per flush or less. The number of toilets rebated, the total amount rebated, and actual water savings one year pre- and post-rebate must be reported in the provider's CER.

6.3 Smart Irrigation Technology Rebate or Incentive Program (1 point)

The water provider offers residential customers in its service area a financial rebate or other incentive for the purchase and installation of smart irrigation technology (e.g. irrigation controllers, nozzles, flow sensors, etc.). Documentation of the technology's benefits, the number and type of technology rebated, the total amount rebated per type of technology, and actual water savings one year pre- and post-rebate per type of technology must be reported in the provider's CER.

6.4 Rebate for Water-efficient Hot Water Devices or Systems (1 point)

The water provider shall offer a financial rebate or incentive to single-family or multi-family customers for water-efficient plumbing design, "on-demand" hot water recirculation devices, or other devices or designs for providing hot water efficiently. A description of the program and its results must be noted in the provider's CER.

Stakeholder Proposal: Remove this BMP because underperform in saving water compared to outdoor use or other indoor rebates



Category 6: Residential Rebates/Incentives (cont.)

6.5 Water-Efficient Appliance Rebate or Incentive Program (2 points)

The water provider offers residential customers in its service area a financial rebate or other incentive for the purchase and installation of water efficient appliances (e.g. clothes washer). The type and number of appliances rebated, the total amount rebated per type of appliance, and actual water savings one year pre- and post-rebate per appliance must be reported in the provider's CER.

Stakeholder Proposal: Reduce BMP points to 1

6.6 Graywater Retrofit Rebate or Incentive Program (1 point)

The water provider offers residential customers in its service area a financial rebate or other incentive for the installation of graywater systems, fixtures, or retrofits along with related educational material that includes information on the benefits of using graywater. The type and number of retrofits rebated, total amount rebated, and actual water savings one year pre- and post-rebate must be reported in the provider's CER.

6.7 Rainwater Harvesting Retrofit Rebate or Incentive Program (1 point)

The water provider offers residential customers in its service area a financial rebate or other incentive for the installation of active or passive rainwater harvesting systems (e.g. gutters, downspouts, landscape designs, containers, etc.) along with information about water-harvesting techniques. The type and number of rebates provided, total amount rebated per type, and actual water savings one year pre- and post-rebate must be reported in the provider's CER.

6.8 Landscape Conversion Rebate or Incentive Program (2 points)

The water provider offers residential customers in its service area a financial rebate or other incentive for the conversion of landscape to reduce water usage. Examples include replacing grass with xeriscape or converting a high-water-use landscape to a low-water-use landscape. Educational information about landscape conversions must be provided to customers. The type and number of rebates provided, total amount rebated per type, square feet of grass removed (if applicable), and actual water savings one year pre- and post-rebate per type of rebate must be reported in the provider's CER.

6.9 Installing Xeriscapes in New Landscapes Rebate or Incentive Program (1 point)

The water provider offers residential customers in its service area installing new landscapes a financial rebate or incentive for installing a xeriscape landscape. The type and number of rebates provided and total amount rebated per type must be reported in the provider's CER.

Stakeholder Proposal: Remove this BMP because most new home landscapes are xeriscapes and an additional incentive is not needed



Category 6: Non-residential Rebates/Incentives

6.10 Commercial and Industrial Rebate or Incentive Program (1 point)

The water provider identifies commercial and industrial customers in its service area with the highest conservation potential and implements a water conservation program and/or rebate or incentive program for those customers. The program may include replacements, retrofits, and audits and may focus on outdoor use (irrigation, water features, pools, etc.) or indoor use (machinery, bathrooms, cooling towers, etc.). A description of the program and actual water savings pre- and post-project must be noted in the provider's CER.

6.11 Toilet Rebate or Incentive Program (1 point)

The water provider offers non-residential customers in its service area a financial rebate or other incentive for the purchase and installation of toilets that are more efficient and use 1.6 gallons of water per flush or less. The number of toilets rebated, the total amount rebated, and actual water savings one year pre- and post-rebate must be reported in the provider's CER.

6.12 Smart Irrigation Technology Rebate or Incentive Program (1 point)

The water provider offers non-residential customers in its service area a financial rebate or other incentive for the purchase and installation of smart irrigation technology (e.g. irrigation controllers, nozzles, flow sensors, etc.). Documentation of the technology's benefits, the number and type of technology rebated, the total amount rebated per type of technology, and actual water savings one year pre- and post-rebate per type of technology must be reported in the provider's CER.

6.13 Water-Efficient Appliance Rebate or Incentive Program (1 point)

The water provider offers non-residential customers in its service area a financial rebate or other incentive for the purchase and installation of water efficient appliances (e.g. clothes washer). The type and number of appliances rebated, the total amount rebated per type of appliance, and actual water savings one year pre- and post-rebate per appliance must be reported in the provider's CER.

6.14 Graywater Retrofit Rebate or Incentive Program (1 point)

The water provider offers non-residential customers in its service area a financial rebate or other incentive for the installation of graywater systems, fixtures, or retrofits along with related educational material that includes information on the benefits of using graywater. The type and number of retrofits rebated, total amount rebated, and actual water savings one year pre- and post-rebate must be reported in the provider's CER.



Category 6: Non-residential Rebates/Incentives (cont.)

6.15 Rainwater Harvesting Retrofit Rebate or Incentive Program (1 point)

The water provider offers non-residential customers in its service area a financial rebate or other incentive for the installation of active or passive rainwater harvesting systems (e.g. gutters, downspouts, landscape designs, containers, etc.) along with information about water-harvesting techniques. The type and number of rebates provided, total amount rebated per type, and actual water savings one year pre- and post-rebate per type of rebate must be reported in the provider's CER.

6.16 Landscape Conversion Rebate or Incentive Program (2 points)

The water provider offers non-residential customers in its service area a financial rebate or other incentive for the conversion of landscape to reduce water usage. Examples include replacing grass with xeriscape or converting a high-water-use landscape to a low-water-use landscape. Educational information about landscape conversions must be provided to customers. The type and number of rebates provided, total amount rebated per type, square feet of grass removed (if applicable), and actual water savings one year pre- and post-rebate per type of rebate must be reported in the provider's CER.

6.17 Installing Xeriscapes in New Landscapes Rebate or Incentive Program (1 point)

The water provider offers nonresidential customers in its service area installing new landscapes a financial rebate or incentive for installing a xeriscape landscape. The type and number of rebates provided and total amount rebated per type must be reported in the provider's CER.

6.18 Large Landscape Conservation Program (1 point)

The water provider implements a program to provide non-residential customers with support and incentives to improve their landscape water use efficiency. A description of the program and its results must be noted in the provider's CER.

6.19 No or Low Interest Loans for Implementing Water Conservation Measures (1 point)

The water provider offers assistance to customers wishing to invest in projects intended to reduce existing water use or bring new uses in at high efficiency rates. A description of the program and its results must be noted in the provider's CER.



Category 7: Research/Innovation Program

7.1 Participation in Industry or Regional Partnerships for Water Conservation (1 point)

The provider contributes financial support or in-kind services and actively participates in an industry or regional partnership that implements a collaborative program designed to increase water use efficiency or reduce water consumption. The provider must describe the partnership, program objectives, ongoing and future efforts, and submit the information in its CER.

Stakeholder Proposal: Increase BMP points

7.2 Research of a New Technology or Technique (1 point)

The provider researches, contributes financial support, or provides in-kind services for the research of a new technology or technique that will enhance their conservation program decision making and development, improve water efficiency or result in water savings. The provider must submit with its CER documentation that describes the research objectives, methods, and results. Additionally, the provider must provide its involvement and methods of support and any other participatory party's involvement and methods of support. This documentation shall be made available for public distribution.

Stakeholder Proposal: Increase BMP points

7.3 Pilot Plan Development for New Technology or Technique (1 point)

The provider plans, contributes financial support, or provides in-kind services for the plan development for a pilot of a new technology or technique that will enhance their conservation program decision making and development, improve water efficiency, or result in water savings. The provider must submit with its CER documentation that details the pilot plan, including but not limited to the timeline for implementation, the projected cost of the project, the customers selected (residential, non-residential, the water provider, etc.), the desired outcomes, the proposed methods of analysis, and any anticipated challenges. Additionally, the provider must provide its involvement and methods of support and any other participatory party's involvement and methods of support. This documentation shall be made available for public distribution.

Stakeholder Proposal: Increase BMP points



Category 7: Research/Innovation Program (cont.)

7.4 Piloting a New Technology or Technique (1 point)

The provider pilots, contributes financial support, or provides in-kind services for piloting a new technology or technique that will enhance their conservation program decision making and development, improve water efficiency, or result in water savings. The provider must submit documentation with its CER that includes the pilot program tracking information, including but not limited to the actual timeline of implementation, the actual cost of the pilot, the actual customers selected, the actual method of analysis, and any challenges that occurred and how they were mitigated. Additionally, the provider must provide its involvement and methods of support and any other participatory party's involvement and methods of support. This documentation shall be made available for public distribution.

Stakeholder Proposal: Increase BMP points

7.5 Evaluation of New or Emerging Technologies and Practices (1 point)

The provider conducts, contributes financial support, or provides in-kind services for conducting an evaluation of a new technology or technique that will enhance their conservation program decision making and development, improve water efficiency, or result in water savings. The provider must submit documentation with its CER that details the evaluation, including but not limited to the methods used to conduct the evaluation, the results of the evaluation, final conclusions of the evaluation, and any missing information that may be useful in future analysis. Additionally, the provider must provide its involvement and methods of support and any other participatory party's involvement and methods of support. This documentation shall be made available for public distribution.

Stakeholder Proposal: Increase BMP points



Category 7: Research/Innovation Program (cont.)

7.6 Analyzing a Best Management Practice (BMP) for Actual Water Savings (1 point)

The provider conducts a quantitative analysis of a BMP that yields results regarding actual water savings. The provider must submit documentation with its CER stating the objectives, methods used to conduct the analysis, and the results of the investigation. This documentation shall be made available for public distribution. Credit for this BMP is limited to only one year unless the provider can offer justification for an ongoing or multi-year program. In subsequent years, the provider must analyze a different BMP to receive credit.

Stakeholder Proposal: Increase BMP points

7.7 Implementation of Smart Irrigation Technology (1 point)

The provider installs smart irrigation technology and submits documentation with its CER describing the project location, implementation methods and estimates of irrigation efficiency.

Stakeholder Proposal: Increase BMP points



Stakeholder Proposals for Municipal BMPs

Replace 1.4 Distribution Plan for Water Conservation Materials with new BMP “Targeted Messaging Plan”

The water provider develops and implements a targeted messaging plan or campaign to effectively reach customers with specific water conservation and efficiency messaging based on known characteristics about the household or landscape, water use analytics, previous program participation, survey information, or other sources of information. The plan or campaign should include the following:

- * Characteristic targeted (e.g. high-water-use, no rebates, commercial, etc.)
- * Date range(s) of message
- * Number of candidates selected to receive the message
- * Desired outcome (e.g. apply for a rebate, attend a workshop, etc.)
- * Number of candidates that completed the desired outcome, if appropriate
- * Whether or not the metric will be repeated
- * Additional notes

To receive credit for this measure, a provider must complete at least two targeted message campaigns per year and report the above information in the CER.



Stakeholder Proposals for Municipal BMPs

Replace 1.4 Distribution Plan for Water Conservation Materials with new BMP “Targeted Messaging Plan”

The water provider develops and implements a targeted messaging plan or campaign to effectively reach customers with specific water conservation and efficiency messaging based on known characteristics about the household or landscape, water use analytics, previous program participation, survey information, or other sources of information. The plan or campaign should include the following:

- * Characteristic targeted (e.g. high-water-use, no rebates, commercial, etc.)
- * Date range(s) of message
- * Number of candidates selected to receive the message
- * Desired outcome (e.g. apply for a rebate, attend a workshop, etc.)
- * Number of candidates that completed the desired outcome, if appropriate
- * Whether or not the metric will be repeated
- * Additional notes

To receive credit for this measure, a provider must complete at least two targeted message campaigns per year and report the above information in the CER.

Additional Stakeholder Proposals for Municipal BMPs

- * Rebate programs (at two points per program) may need maximum number of points allowable or some other limitation.
- * Structure the CER report to streamline data gathering, make sure the BMP language works with the CER.
- * Find common ground for more granular data gathering and incorporation into the CER, specifically what information should be gathered to promote Arizona's conservation efforts.
- * Change Provider Profile application requirement from every 3 years to 5 years unless the provider has a substantial change in their demographics.



Conservation Efforts Report (CER)

- * Is there a way to make the reporting requirements more useful or effective?
 - * Increasing Quantitative Data Requirements
 - * Improving Data Quality
 - * Access to Compiled Data



MPWG Subgroups

{ All meeting info is available at new.azwater.gov/5MP }

Work Group

MPWG

📅 3/19/2020

Subgroup

Ag

📅 3/3/2020

Muni

📅 TBD

Industrial

📅 TBD

Safe-Yield
Technical

📅 2/4/2020

Breakout

Turf

📅 1/23/2020



Upcoming:
Public Hearing for the Phoenix AMA 4th Management Plan
February 10, 2020 at 1pm in 3175

managementplans@azwater.gov

Management Plans Work Group:
new.azwater.gov/5MP

Full Text of Management Plans:
new.azwater.gov/ama/management-plans

