



APPENDIX 5C NON-PER CAPITA CONSERVATION PROGRAM BEST MANAGEMENT PRACTICES

A large municipal water provider regulated under the Non-per Capita Conservation Program (NPCCP) must implement a basic public information program plus three or more required water conservation best management practices, depending on the provider's tier. A best management practice (BMP) is a measure that results in reduced water consumption or increased water use efficiency. The number of BMPs a water provider must implement is based on the provider's tier which is determined by the provider's size as defined by its total number of water service connections. All providers regulated under the NPCCP must implement a Basic Public Information Program (Section I) and select their additional required BMPs from Section II below.

At any time while regulated under the NPCCP, a provider may choose to discontinue implementation of a selected BMP (other than the required Basic Public Information Program) and implement a substitute BMP instead. The substitute BMP must be on the list of approved BMPs in Section II of this appendix, and the provider must determine that the substitute BMP is reasonably relevant to its existing service area characteristics or water use patterns. A provider that substitutes a BMP must notify the Director of the substitution in its next Conservation Efforts Report (CER).

The Director may modify the list to include additional BMPs pursuant to the procedure set forth in Section III of this appendix. A copy of the most recent list of additional BMPs shall be posted on the ADWR's website and shall be on file with ADWR.

I. Public Education Program (Required of all providers)

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.
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.
3. The provider shall develop and implement a distribution plan to effectively deliver its water conservation materials and programs. The provider must submit documentation with its CER that describes the following:
 - the goals and objectives for the distribution of materials;
 - a description of the conservation materials to be distributed;



- how the materials will be distributed (libraries, landscape architects, nurseries, realtors, master gardeners, etc.);
- how the materials or programs will be marketed (post cards, water bill inserts, messages on water bills, on-hold phone messages, e-mail messages, public events, workshops, provider website, newsletters, local publications, etc.);
- a timetable for distribution; and
- a mechanism for tracking the distribution of materials.

II. Additional Best Management Practices (BMPs)

Tier	Service Connections	Required number of BMP points/year
1	TBD	TBD (must be from X or more categories)
2	TBD	TBD (must be from X or more categories)
3	TBD	TBD (must be from X or more categories)
4	TBD	TBD (must be from X or more categories)

Note: For more information on the TBD items above, refer to the [7/28/2020 Municipal Subgroup Meeting material](#).

Category 1: Education and Public Awareness

BMPs in this category are designed to raise awareness of the need for water conservation or to educate and/or train a specific audience on water conservation practices.

Point(s) Value	Description	Implementation and Reporting Requirements
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 providers must submit documentation with their CER that describes the campaign, the methods of advertising media utilized, how many customers it reached, and the results.



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, provide or present information about water conservation, and informs the public about the programs and resources.

To receive credit for this measure providers must record how many events they participated in, how many people attended each event, and a description of each event in their CER.

1.3 Adult Education and/or Training

1 point

The water provider implements an education and/or training program for adults within the provider's service area that includes active personal participation. Examples include regularly scheduled workshops and/or education programs for homeowners or trainings and/or education programs for landscape professionals or non-residential water users.

To receive credit for this measure providers must state in their CER, the number and type of trainings and/or education programs held and the number of attendees per training and/or education program.

1.4 Youth Education

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 providers must state in their CER the number and type of education programs and the number of participants per education program.



1.5 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 and/or literature about low-water-use plants and/or water-efficient landscape practices.	To receive credit for this measure, a provider must state in its CER a description of the demonstration garden and the interpretive signage and/or literature available at the garden.
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1.6 Industry and/or Regional Partnerships

2 points	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.
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Category 2: Targeted Outreach and Consultation

BMPs in this category are designed to develop a relationship between customers and their water providers. These BMPs should increase a provider’s involvement with its customers through outreach and/or consultation related to water conservation.

Point(s) Value	Description	Implementation and Reporting Requirements
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2.1 New Homeowner Outreach

1 point	The provider provides low-water-use landscape information to all owners of newly constructed homes and existing homes (resale), either when the new homeowner calls to set up their service or through a phone call initiated by the provider. If the new homeowner requests physical copies of the information the provider shall distribute the material through mail, email, or delivery.	The number of phone calls, emails, mailings, and deliveries regarding low-water-use landscape information must be recorded and noted in the provider’s CER.
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2.2 Residential Audit and Landscape Consultation

1 point	The water provider offers an audit and/or landscape consultation program to all residential customers within the provider’s service area. The audit and/or landscape consultation can be guided over the	The number of audits and/or landscape consultations provided must be recorded and noted in the provider’s CER. Additionally, actual water savings one year pre- and post-audit and/or landscape
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phone or conducted in-person by the provider or designated representative. The audit and/or landscape consultation may include indoor components (e.g., toilets, faucets, showerheads, etc.), outdoor components (e.g., irrigation system, pool, plant selection, etc.), or both. Audits and/or landscape consultations 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. The individual providing the audit and/or landscape consultation shall provide either on-site written or verbal suggestions and provide a follow-up visit or interview.

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.

2.3 Non-Residential Audit and Landscape Consultation

1 point

The water provider offers an audit and/or landscape consultation program to all non-residential customers within the provider's service area. The audit and/or landscape consultation can be guided over the phone or conducted in-person by the provider or designated representative. The audit and/or landscape consultation may include indoor components (e.g., toilets, faucets, showerheads, etc.), outdoor components (e.g., irrigation system, pool, plant selection, etc.), or both. Audits and/or landscape consultations 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. The individual providing the audit and/or landscape consultation shall provide either on-site written or verbal suggestions and provide a follow-up visit or interview.

The number of audits and/or landscape consultations provided must be recorded and noted in the provider's CER. Additionally, actual water savings one year pre- and post-audit and/or 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.



2.4 Residential Water Budget

1 point

The water provider offers assistance in developing a monthly or annual water budget to one or more residential customers. The water budget shall establish target amounts for outdoor water 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 Fifth 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.

2.5 Non-Residential Water Budget

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 water 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 Fifth 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.

2.6 Customer High Water-Use Inquiry Resolution

1 point

The water provider designs and implements a program to assist customers who inquire about water bills increases or high-water usage.

The provider must follow up on every customer inquiry and record the number of customers assisted and the type of assistance provided



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. and report this information in its CER.

2.7 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.

Category 3: Physical System Evaluation and Improvement

BMPs in this category are designed to reduce water loss by evaluating water distribution systems for leaks and/or malfunctioning equipment and implementing plans to correct the issues.

**Point(s)
Value**

Description

**Implementation and Reporting
Requirements**

3.1 Distribution System Leak Detection and Mitigation

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 service area is likely to yield the highest water savings.

A description of the program and its results must be noted in the provider's CER.

3.2 Meter Repair or Replacement

2 points

The water provider implements a program to systematically assess the meters or submeters in its 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.

3.3 Advanced Metering Infrastructure (AMI) Installation

2 points

The provider or designated representative plans, installs, and monitors advanced metering infrastructure (AMI) throughout its service area. Providers may also

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



retrofit advanced meter reading (AMR) to AMI.	until the AMI system is fully installed, whichever is less.
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3.4 Advanced Metering Infrastructure (AMI) Maintenance

1 point	The water provider or designated representative maintains the physical AMI system.	The total number of AMI units currently operational must be recorded in the provider's CER.
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3.5 Approved Comprehensive Water System Audit Program

3 points	The 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 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 or meter repair or 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.
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Category 4: Provider Level Requirements

BMPs in this category are designed to reduce water use within the provider's service area by implementing ordinances or tariffs. Ordinances apply to cities and towns and tariffs apply to private water companies regulated by the Arizona Corporation Commission (ACC). A provider that is not part of a municipality can receive credit if it works with local or county jurisdictions to implement a new ordinance.

Note: BMPs that are part of curtailment tariffs for private water utilities do not qualify for the NPCCP because they are only implemented as a response to water shortage or potential water shortage, and do not apply at all times.

Point(s) Value	Description	Implementation and Reporting Requirements
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4.1 Low-Water-Use Landscape 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.	The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.
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4.2 Water Tampering and/or Water Waste Prohibition

1 point

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

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.3 Plumbing Requirements

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.

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.4 Water Feature Limitations

1 point

Residential or non-residential properties have limitations on or water conservation requirements for water features (fountains, waterfalls, ponds, and other artificial water structures).

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.5 Water-Efficient Model Home Landscape Requirements

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.

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.6 Graywater or Rainwater System Requirements

1 point

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

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.7 Water Intensive Commercial User Requirements

1 point

Water intensive commercial users are required to recycle water where feasible and must implement additional measures to increase water use efficiency and reduce water consumption. Examples of additional measures include using

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.



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.

4.8 Landscape Watering Restrictions

1 point

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

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.9 Water-Efficient Hot Water Device or System Requirements

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.

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.10 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.

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.11 Non-Residential Landscape Water-Use Efficiency Standards

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.

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.



4.12 Non-Residential Water-Use Plan Requirement

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.

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.13 Conservation Rate Structure

1 point

The water provider implements a rate structure that incentivizes customers to conserve more water and/or use water more efficiently.

The provider must submit with its CER, a reference to the specific requirement and a description of enforcement and/or follow-up actions related to the requirement.

4.14 Enforcement or Audit of Requirements

1 point

The provider has an enforcement or audit program to routinely investigate compliance with the conditions or requirements in place.

The provider must submit with its CER, a description of the compliance or audit program which includes how many investigations were conducted, the number of violations, and the enforcement and/or follow-up actions for each violation.



Category 5: Residential Conservation Incentives

BMPs in this category are designed to encourage residential water users to reduce water-use through no interest or low interest loans, financial rebates, and other incentives.

Point(s) Value	Description	Implementation and Reporting Requirements
5.1 Residential Customer Assistance		
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.
5.2 Residential Toilet Incentive		
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 at least as efficient as EPA's WaterSense standards.	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.
5.3 Residential Smart Irrigation Technology Incentive		
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 technology, and actual water savings one year pre- and post-rebate per technology must be reported in the provider's CER.
5.4 Residential Water-Efficient Appliance Incentive		
1 point	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, hot water device).	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.
5.5 Residential Graywater Incentive		
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	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.



with educational material on the benefits of using graywater.

5.6 Residential Rainwater Harvesting Incentive

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.

5.7 Residential Landscape Conversion Incentive

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. 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.

5.8 Residential Xeriscape in New Landscapes Incentive

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.

5.9 Residential Pool Cover and/or Removal Incentive

1 point

The water provider offers residential customers a rebate or incentive for the purchase of a pool cover to reduce water loss through evaporation, and/or the provider offers residential customers a rebate or incentive for the removal of their pool.

Record the number of rebates/incentives provided and water savings in the provider's CER.



Category 6: Non-Residential Conservation Incentives

BMPs in this category are designed to encourage non-residential water users to reduce water-use through no interest or low interest loans, financial rebates, and other incentives.

Point(s) Value	Description	Implementation and Reporting Requirements
6.1 Non-Residential Customer Assistance		
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.
6.2 Commercial and Industrial Customer Incentive		
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.
6.3 Non-Residential Toilet and/or Urinal Incentive		
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 and/or urinals that are at least as efficient as EPA's WaterSense standards.	The number of toilets and/or urinals rebated, the total amount rebated, and actual water savings one year pre- and post-rebate must be reported in the provider's CER.
6.4 Non-Residential Smart Irrigation Technology Incentive		
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.



6.5 Non-Residential Water-Efficient Appliance Incentive

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.

6.6 Non-Residential Graywater Incentive

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 educational material 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 Non-Residential Rainwater Harvesting Incentive

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.

6.8 Non-Residential Landscape Conversion Incentive

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. 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 Non-Residential Xeriscape in New Landscapes Incentive

1 point

The water provider offers nonresidential customers in its service area installing new landscapes a financial rebate or

The type and number of rebates provided, and total amount rebated per type must be reported in the provider's CER.



incentive for installing a xeriscape landscape.

6.10 Non-Residential Large Landscape Incentive

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.

Category 7: Research, Analysis, and Innovation

BMPs in this category are designed to encourage water providers to conduct systematic evaluations of conservation measures already implemented, research and implement state-of-the-art water conservation technologies and techniques, and/or develop or try new technologies and techniques.

**Point(s)
Value**

Description

**Implementation and Reporting
Requirements**

7.1 Market Surveys and/or Focus Groups

2 points

The water provider conducts a market survey and/or focus group to be used to improve the water provider's current water conservation activities or to plan future activities. The survey and/or focus group 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 and/or focus group, data collection methods, analysis of results, and how the results were communicated. Credit for this BMP is limited to once every five years.

7.2 Research of a New Technology and/or Technique

2 points

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.

7.3 Pilot Plan Development for a New Technology and/or Technique

2 points

The provider plans, contributes financial support, or provides in-kind services for the plan development for a pilot of a new technology or

The provider must submit with its CER documentation that details the pilot plan, including but not limited to the timeline for implementation, the



technique that will enhance their conservation program decision making and development, improve water efficiency, or result in water savings.

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.

7.4 Piloting a New Technology and/or Technique

2 points

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.

7.5 Evaluation of a New or Emerging Technology and/or Technique

2 points

The provider conducts, contributes financial support, or provides in-kind services for conducting an evaluation of a new technology and/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.



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

2 points

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.

III. Procedure for Adding a Best Management Practice to the List of Additional Best Management Practices

1. A large municipal provider may apply to the Director to add a Best Management Practice to the list of additional Best Management Practices set forth in Section II of this Appendix.
2. Upon receipt of an application submitted pursuant to paragraph 1 above, the Director shall review the application and may request additional information from the applicant. The Director may seek information from other sources as deemed necessary to determine if the Best Management Practice should be added to the list.
3. If the Director approves the application, the Director shall add the Best Management Practice to the list of additional Best Management Practices set forth in Section II of this Appendix, post the modified list of additional Best Management Practices on ADWR's web site and file the modified list within ADWR's active management area office.
4. The Director may add a Best Management Practice to the list of additional Best Management Practices set forth in Section II of this Appendix