

Arizona Department of Water Resources  
 Non-Per Capita Conservation Program  
**Provider Profile – Phoenix AMA 4<sup>th</sup> Management Plan**

**1. Provider Contact Information**

Municipal Provider  City or Town  Private Water Co.  Irrigation District

Right Number

Active Management Area

Contact Name

Contact Title

Mailing Address

Telephone

Email

**2. Water Use and Service Area Characteristics for Year 20\_\_\_\_**

**A. Major Water Uses/Losses**

- 1 Deliveries to individually metered residential users (i.e. single family residences)
- 2 Deliveries to master-metered multi-family users
- 3 Deliveries to master-metered mobile home parks (if known)
- 4 Deliveries to non-residential users
- 5 Lost and unaccounted for water
- 6 Other water uses or losses in your service area. Please specify.

	Amount (acre-feet)	% of Total Water Delivered
<b>Total</b>		

**B. Residential Water Uses**

- 1 Total individually metered single-family residential connections
- 2 Total master-metered residential service connections
- 3 Percent of homes built prior to 1994. *(Note: Low flow plumbing fixtures were required in Arizona after January 1, 1994)*
- 4 Describe any other residential characteristics related to water use in your service area. *(Examples: older system, residential lot size, predominant landscape type, proportion of undeveloped land, retiree vs. family developments)*

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**4. Public Education Program**

This requirement includes communicating to customers at least twice per year about water conservation and distributing free written conservation information to customers.

**A. Communication Channel(s)**

*A communication channel is the method by which messages are provided, (e.g. newsletter, water bill or bill insert, website, brochure, letters, etc.). Providers may use one communication channel or a combination of channels to communicate with their customers.*

List your communication channel(s) and describe them as follows:

- 1 If a communication channel has been implemented, briefly describe efforts made to implement it and reasons for continuing or discontinuing it.
- 2 If a new communication channel is being implemented, describe your plans for implementation and the rationale for selecting this communication channel.
- 3 Indicate or estimate the number of customers you currently reach or will reach.

*Note: You may attach additional information, descriptions, or materials if desired*


**B. Written Materials Provided Free to Customers**

*Providers are encouraged to distribute water conservation information at locations such as libraries, chambers of commerce, new model homes, etc. in addition to their offices to reach current and new customers.*

List the titles of and/or describe the written materials and include the following information:

1. Where/how the materials are distributed
2. Where and how customers obtain or will obtain the free written information
3. The system for sending information to customers on request
4. The number of customers currently reached or who will be reached


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**5. Best Management Practices (BMPs)**

**A. Check (√) your tier as indicated in section 2D (2)**

- Tier 1 - Providers must choose at least 3 BMP points
- Tier 2 - Providers must choose at least 8 BMP points
- Tier 3 - Providers must choose at least 15 BMP points

Check (√) the appropriate column to indicate whether a BMP is currently being implemented or will be implemented over the course of the next year. Check (√) the appropriate column to indicate the BMPs you wish the Department to review as part of your NPCCP requirement.

Currently Implemented	Will be Implemented	For Review by ADWR	<b>Best Management Practices (BMPs)</b>	
			<b>Category 1. Public Awareness/Public Relations</b>	
			1.1	Local or Regional Conservation Campaign (1 point)
			1.2	Special Events/Programs and Community Presentations (1 point)
			1.3	Market Surveys to Identify Customer Information Needs or Assess the Success of Conservation Messages (2 points)
			1.4	Distribution Plan for Water Conservation Materials (1 point)
			<b>Category 2. Conservation Education and Training</b>	
			2.1	Adult Education or Training Program (1 point)
			2.2	Youth Education Program (1 point)
			2.3	New Homeowner Landscape Information (1 point)
			2.4	Xeriscape Demonstration Garden (1 point)
			<b>Category 3. Outreach Services</b>	
			3.1	Residential Audit Program (1 point)
			3.2	Landscape Consultations (Residential or Non-Residential) (1 point)
			3.3	Water Budgeting Program (1 point)
			3.4	Customer High Water Use Inquiry Resolution (1 point)
			3.5	Customer High Water Use Notification (1 point)
			3.6	Water Waste Investigations and Information (1 point)
			<b>Category 4. Physical System Evaluation and Improvement</b>	
			4.1	Distribution System Leak Detection Program (2 points)
			4.2	Meter Repair or Replacement Program (2 points)
			4.3	Approved Comprehensive Water System Audit Program (3 points)
			4.4	Installation of Advanced Metering Infrastructure (AMI) (2 points)
			<b>Category 5. Ordinances/Conditions of Service/Tariffs</b>	
			5.1	Low-Water-Use Landscaping Requirements (1 point)
			5.2	Water Tampering/Water Waste Ordinances (1 point)
			5.3	Plumbing Requirements Stricter than Current Arizona Code (1 point)
			5.4	Limitations on Water Features (fountains, waterfalls, ponds and other artificial water structures) (1 point)
			5.5	Requirement for Water-efficient Landscapes in Model Homes (1 point)
			5.6	Requirements for Graywater or Rainwater Systems (1 point)
			5.7	Conservation Requirements for Car Washes (1 point)
			5.8	Landscape Watering Restrictions (1 point)
			5.9	Requirements for Water-efficient Hot Water Devices or Systems (1 point)
			5.10	Retrofit on Resale (1 point)
			5.11	Landscape Water Use Efficiency Standards for Non-residential Customers (1 point)
			5.12	Requiring a Water Use Plan for Non-residential Users (1 point)
			<b>Category 6. Rebates/Incentives</b>	
			6.1	Customer Assistance Program (1 point)
			6.2	Toilet Rebate or Incentive Program (1 point)
			6.3	Smart Irrigation Technology Rebate or Incentive Program (1 point)
			6.4	Rebate for Water-efficient Hot Water Devices or Systems (1 point)

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			6.5	Water-Efficient Appliance Rebate or Incentive Program (2 points)
			6.6	Graywater Retrofit Rebate or Incentive Program (1 point)
			6.7	Rainwater Harvesting Retrofit Rebate or Incentive Program (1 point)
			6.8	Landscape Conversion Rebate or Incentive Program (2 points)
			6.9	Installing Xeriscapes in New Landscapes Rebate or Incentive Program (1 point)
			6.10	Commercial and Industrial Rebate or Incentive Program (1 point)
			6.11	Toilet Rebate or Incentive Program (1 point)
			6.12	Smart Irrigation Technology Rebate or Incentive Program (1 point)
			6.13	Water-Efficient Appliance Rebate or Incentive Program (1 point)
			6.14	Graywater Retrofit Rebate or Incentive Program (1 point)
			6.15	Rainwater Harvesting Retrofit Rebate or Incentive Program (1 point)
			6.16	Landscape Conversion Rebate or Incentive Program (2 points)
			6.17	Installing Xeriscapes in New Landscapes Rebate or Incentive Program (1 point)
			6.18	Large Landscape Conservation Program (1 point)
			6.19	No or Low Interest Loans for Implementing Water Conservation Measures (1 point)
			<b>Category 7. Research/Innovation Program</b>	
			7.1	Participation in Industry or Regional Partnerships for Water Conservation (1 point)
			7.2	Research of a New Technology or Technique (1 point)
			7.3	Pilot Plan Development for New Technology or Technique (1 point)
			7.4	Piloting a New Technology or Technique (1 point)
			7.5	Evaluation of New or Emerging Technologies and Practices (1 point)
			7.6	Analyzing a Best Management Practice (BMP) for Actual Water Savings (1 point)
			7.7	Implementation of Smart Irrigation Technology (1 point)

**B. BMP Description**

For each BMP you wish the Department to evaluate as part of your NPCCP requirement, describe the relevance to your service area/and or water use patterns and explain how implementation will lead to increased water use efficiencies. If your conservation strategy involves multiple selected BMPs that apply to a single characteristic of your service area and/or water use patterns and will, if implemented together, lead to increased water use efficiencies, a single description will suffice.

<b>BMP</b>	<p><b>Relevance to your Service Area/and or Water Use Patterns and How Implementation will Lead to Increased Water Use Efficiencies</b></p> <p>A BMP is appropriate for a service area if one or more of the following indicators applies:</p> <ul style="list-style-type: none"> <li>■ it is applicable to a large portion of customers</li> <li>■ it is directed towards the highest water users or water use categories</li> <li>■ it can be utilized by customers in the service area</li> <li>■ it will improve an existing water conservation effort</li> <li>■ it will reduce or eliminate excessive water use or water waste.</li> </ul>

