

DRAFT APPENDIX 5C (Last modified: 4/2/2021)
NON-PER CAPITA CONSERVATION PROGRAM
BEST MANAGEMENT PRACTICES

The Non-Per Capita Conservation Program (NPCCP) is a conservation program for large water providers. Large undesignated providers shall be regulated under the NPCCP and shall submit a provider profile to ADWR by July 1, 2024. Large designated providers may elect to be regulated under the NPCCP by submitting a provider profile. See 5-605 for more information.

All providers regulated under the NPCCP must implement a Public Engagement Program (Section I) and select their additional required best management practices (BMPs) from Section II below. A 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 service connections.

Private water companies may establish an agreement with a municipality or local government within their service area to collaborate on the implementation of BMPs by one or both entities in order to comply with the NPCCP. This collaboration would then be referred to as the "water provider" or "provider" for the purposes of complying with BMPs. Private water companies participating in such an agreement must describe in their Conservation Efforts Report (CER) which entity is responsible for the implementation and management of each BMP in addition to the other reporting requirements for each BMP. This does not prohibit private water companies from participating in the NPCCP independently.

At any time while regulated under the NPCCP, a water provider may choose to discontinue implementation of a selected BMP (other than the required Public Engagement 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 water provider that substitutes a BMP must notify the Director of the substitution in its next 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 Engagement Program (Required of all providers)

All large municipal providers regulated under the NPCCP are required to implement a Public Engagement Program that includes the following components:

1. At least four times a year, water providers 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. Customer communication channels shall include the provider's website and two or more of the following: water bills, paper newsletters, e-newsletters, group email blasts, social media platforms, postcards, print newspapers, or other print pieces or other digital mediums.

Implementation and Reporting Requirement: Water providers must submit with their CER whether each listed channel was utilized and how frequently each communication channel was utilized.

2. Water providers 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. Providers are encouraged to distribute water conservation information at other locations (e.g., libraries, chamber of commerce, town hall, etc.) and on their websites.

Implementation and Reporting Requirement: Water providers must submit with their CER a list of the free written information on water conservation that was made available to customers during the reporting year.

3. Water providers shall develop and implement a distribution plan to effectively deliver water conservation materials and programs.

Implementation and Reporting Requirement: Water providers must submit with their CER:

- a. the goals and objectives for the distribution of materials;
- b. a description of the conservation materials to be distributed;
- c. how the materials will be distributed (libraries, landscape architects, nurseries, realtors, master gardeners, etc.);
- d. 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.);
- e. a timetable for distribution; and
- f. a mechanism for tracking the distribution of materials.

II. Additional Best Management Practices (BMPs)

Tier	Service Connections	Required Number of BMP Points/Year
1	0 – 1,000	3 points (from 2 or more categories)
2	1,001 – 5,000	5 points (from 3 or more categories)
3	5,001 – 30,000	10 points (from 4 or more categories)
4	30,001 +	20 points (from 5 or more categories)

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	Water providers actively participate 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.).	Water providers must submit documentation with their CER that states the name of the campaign, a brief description, the amount of money contributed or in-kind services offered, the campaign's methods of advertising media utilized, and marketing analytics that measure reach.
1.2 Special Events, Programs, and Community Presentations		
1 point	Water providers provide speakers, conduct tours for the public, or participate in community events to display, provide or present information about water conservation, and inform the public about the programs and resources.	Water providers must record how many events they participated in, how many people attended each event, and a brief description of each event in their CER.
1.3 Residential Adult Education and/or Training Program		
1 point	Water providers implement an education and/or training program for adults within their service area that includes active personal participation. Examples include regularly scheduled workshops and/or education programs for homeowners.	Water 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 Non-Residential Adult Education and/or Training Program

1 point

Water providers implement an education and/or training program for adults within their service area that includes active personal participation. The education and/or training program must be led by a qualified water provider staff or by a consultant or external individual with expertise. Examples include regularly scheduled workshops and/or education programs for landscape professionals or non-residential water users.

Water 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.

1.5 Youth Education

1 point

Water providers work with schools in their 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.

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

1.6 Xeriscape Demonstration Garden

1 point

Water providers install and maintain a low-water-use or water-efficient demonstration garden. The garden must meet the following criteria:

1. Be available to the public
2. Include interpretive signage and/or literature about low-water-use plants and/or water-efficient landscape practices
3. Maintain natural pruning practices, within safety constraints
4. Utilize and maintain efficient irrigation system(s) and practices and/or use passive rainwater harvesting

Water providers must verify in their CER that the xeriscape demonstration garden meets all the required criteria and state the location of the garden and its approximate size.

1.7 Industry and/or Regional Partnerships

2 points

Water providers contribute financial support or in-kind services and actively participate in an industry or

Water providers must submit with their CER a description of the partnership, program objectives,

regional partnership that implements a collaborative program designed to increase water use efficiency or reduce water consumption.

annual accomplishments, ongoing and future efforts, and whether they contributed financial support or in-kind services.

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	Reporting Requirements
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2.1 New Homeowner Outreach

1 point	<p>Water providers provide low-water-use landscape information and information about available rebates and/or incentives 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 or email initiated by the provider. If a new homeowner requests physical copies of the information the provider shall distribute the material through mail, email, or delivery.</p>	<p>Water providers must submit with their CER the number of newly constructed homes and existing homes that were notified of low-water-use landscape materials and/or available rebates and/or incentives.</p>
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2.2 Residential Audit and Landscape Consultation

1 point	<p>Water providers offer an audit and/or landscape consultation program to all residential customers within their service area. The audit and/or landscape consultation may include indoor components, outdoor components, or both. The audit and/or landscape consultation may be performed by the provider or designated representative via phone call, email, video chat, or in-person. A residential audit and/or landscape consultation must include at least three of the following:</p> <ol style="list-style-type: none"> 1. Indoor water use (e.g., toilets, faucets, showerheads, etc.) 2. Outdoor water use (e.g., hose bibs, irrigation system, pool/spa, water features, plant selection, turf conversion options, etc.) 3. Leak check and detection assistance at the water meter 	<p>Water providers must submit with their CER:</p> <ol style="list-style-type: none"> 1. The total number of audits and/or landscape consultations 2. The number of each type of audit (indoor, outdoor, or both) 3. How each audit and/or landscape consultation was performed (phone call, email, video chat, or in-person) 4. Which three components were included in the audit and/or landscape consultation (indoor outdoor, leak check, an/or review of water consumption), if available 5. Actual water savings one year pre- and post-audit and/or landscape consultation, if available
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4. Review with the resident their overall water consumption patterns for the home
 The individual providing the audit and/or landscape consultation shall provide either on-site written or verbal suggestions and/or provide a follow-up visit or interview.

2.3 Non-Residential Audit and Landscape Consultation

1 point

Water providers offer an audit and/or landscape consultation program to all non-residential customers within their service area. The audit and/or landscape consultation may include indoor components, outdoor components, or both. The audit and/or landscape consultation may be performed by the provider or designated representative via phone call, email, video chat, or in-person. A non-residential audit and/or landscape consultation must include at least three of the following:

1. Indoor water use (e.g., toilets, faucets, showerheads, etc.)
2. Outdoor water use (e.g., hose bibs, irrigation system, pool/spa, water features, plant selection, turf conversion options, etc.)
3. Leak check and detection assistance at the water meter
4. Review with the non-residential customer or contractor their overall water consumption patterns

The individual providing the audit and/or landscape consultation shall provide either on-site written or verbal suggestions and/or provide a follow-up visit or interview.

Water providers must submit with their CER:

1. The total number of audits and/or landscape consultations
2. The number of each type of audit (indoor, outdoor, or both)
3. How each audit and/or landscape consultation was performed (phone call, email, video chat, or in-person)
4. Which three components were included in the audit and/or landscape consultation (indoor outdoor, leak check, an/or review of water consumption), if available
5. Actual water savings one year pre- and post-audit and/or landscape consultation, if available

2.4 Residential Water Budget

1 point

Water providers offer a water budgeting program to residential customers within their service area. The water budget shall establish target amounts for outdoor water use and may include indoor water use.

Water providers must submit with their CER the number of individual budgets provided and whether they included indoor, outdoor, or both components. The methodology for

These targets 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. Water budgets must be broken down by month and be delivered either in print, through an online portal, or by email.

creating budgets must be made available upon request.

2.5 Non-Residential Water Budget

1 point

Water providers offer a water budgeting program to one or more nonresidential water-using groups (e.g., homeowner associations, industries, commercial properties, government facilities, parks, schools, etc.) or to apartment complexes within their service area. The water budget shall establish target amounts for outdoor water use and may include indoor water use. These targets 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 targets should be commensurate with state-of-the-art water efficiency standards found elsewhere in the body of water conservation literature. Water budgets must be broken down by month and be delivered either in print, through an online portal, or by email.

Water providers must submit with their CER the number of individual budgets provided and whether they included indoor, outdoor, or both components. The number of non-residential customers that received budgets must also be recorded, if available. The methodology for creating budgets must be made available upon request.

2.6 Customer High Water-Use Inquiry Resolution

1 point

Water providers design and implement a program to assist customers who inquire about water bills increases or 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. Water providers must follow up on all customer inquiries, as appropriate.

Water providers must submit with their CER the number of customers assisted and the type of assistance provided.

2.7 Customer High Water-Use Notification

1 point

Water providers develop a program to identify customers with high water usage and contact them by phone, 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.

Water providers must submit with their CER the number of notifications sent.

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

Water providers implement a systematic evaluation of their water distribution system to identify and fix leaks. Providers must implement this program throughout their service area unless they can demonstrate that targeting certain portions of their service area is likely to yield the highest water savings.

Water providers must submit with their CER:

1. The number of leaks identified
2. The number of leaks repaired
3. Miles of distribution system surveyed

A description of the distribution system leak detection and mitigation program that the provider followed must be made available to ADWR upon request.

3.2 Meter Repair or Replacement

2 points

Water providers implement a program to systematically assess the meters or submeters in their service area to identify malfunctioning meters and to repair or replace them.

Water providers must submit with their CER a description of the program including the replacement cycle of meters and the number of meters repaired or replaced each year.

3.3 Advanced Metering Infrastructure (AMI) Installation

2 points

Water providers or designated representatives plan and install advanced metering infrastructure (AMI) throughout the service area. Providers may also retrofit automatic meter reading (AMR) to AMI.

Water providers must submit with their CER the number of units installed and/or retrofitted per year. Providers can receive credit for this measure a maximum of 5 years or until the AMI system is fully installed, whichever is less.

3.4 Advanced Metering Infrastructure (AMI) Maintenance and Utilization

2 points	Water providers or designated representatives maintain the physical AMI system and related software. Providers shall utilize the AMI data to provide services such as high water consumption alerts.	Water providers must submit with their CER the total number of AMI units currently operational, the total number of AMI units that were repaired or replaced, and a list of services utilizing AMI data.
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3.5 Approved Comprehensive Water System Audit Program

3 points	Water providers conduct a systematic water loss or non-revenue water audit following an established methodology and utilizing best loss control techniques (such as those defined in the American Water Works Association). 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.	Water providers must submit with their CER the water loss or non-revenue water number. If the provider utilized an established criterion, the name of the criteria must be reported in the CER, otherwise report in-house methodology. A summary of the audit findings must be made available upon request. 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, providers must report in their CER how audit findings are being addressed.
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Category 4: Sustainable Water Governance

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.	Water providers must submit with their CER the requirement’s ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.
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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.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

4.3 Plumbing Requirements

1 point

Plumbing requirements for new residential or non-residential properties incorporate water-efficiency standards that meet or exceed those specified by the EPA WaterSense Program.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

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).

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

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.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

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.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

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 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.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

4.8 Landscape Watering Restrictions

1 point

The watering of landscapes is restricted to certain times of day specific days of the week, limited after a rainfall, or changed depending on seasons, etc.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

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.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

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 after the sale.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

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.

Water providers must submit with their CER the requirement's ordinance number and a link to the digital municipal code where the ordinance can be found. It must be noted if the requirement is new, was updated, or remained unchanged for the reporting year. It must also be noted if the requirement is reviewed for compliance, enforcement, or both.

4.12 Conservation Rate Structure

1 point

Water providers implement a rate structure that incentivizes customers to conserve more water and/or use water more efficiently.

Water providers must submit with their CER a description of how the rate structure promotes efficient use of water or increased conservation of water.

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

Water providers offer residential customers in their 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.

Water providers must submit with their CER 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.

5.2 Residential Toilet Incentive

1 point

Water providers offer residential customers in their service area a

Water providers must submit with their CER the number of toilets

financial rebate or other incentive for the purchase and installation of toilets that are at least as efficient as EPA's WaterSense standards.

rebated, the total amount rebated, and actual water savings one year pre- and post-rebate.

5.3 Residential Smart Irrigation Technology Incentive

1 point

Water providers offer residential customers in their 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.). The technology must be at least as efficient as EPA's WaterSense standards.

Water providers must submit with their CER documentation that the technology meets or exceeds WaterSense standards (only if not WaterSense labeled), 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.

5.4 Residential Water-Efficient Appliance Incentive

1 point

Water providers offer residential customers in their 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 technology must be at least as efficient as EPA's WaterSense standards.

Water providers must submit with their CER documentation that technology meets or exceeds WaterSense standards (only if not WaterSense labeled), 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.

5.5 Residential Graywater Incentive

1 point

Water providers offer residential customers in their 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.

Water providers must submit with their CER the type and number of retrofits rebated, total amount rebated, and actual water savings one year pre- and post-rebate.

5.6 Residential Rainwater Harvesting Incentive

1 point

Water providers offer residential customers in their 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.

Water providers must submit with their CER the type and number of rebates provided, total amount rebated per type, and actual water savings one year pre- and post-rebate.

5.7 Residential Xeriscape Installation and/or Conversion Incentive

<p>2 points</p>	<p>Water providers offer residential customers in their service area a financial rebate or other incentive for the conversion of water-intensive landscape to xeriscape and/or for installing a xeriscape landscape in new residential construction. Examples include replacing grass with xeriscape or converting a high-water-use landscape to a landscape exclusively using plants on the Low Water-Use Plant List.</p>	<p>Water providers must submit with their CER 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.</p>
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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
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6.1 Commercial and Industrial Customer Incentive

<p>1 point</p>	<p>Water providers identify commercial and industrial customers in their service area with significant 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.).</p>	<p>Water providers must submit with their CER a description of the program and actual water savings pre- and post-project.</p>
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6.2 Non-Residential Toilet and/or Urinal Incentive

<p>1 point</p>	<p>Water providers offer non-residential customers in their 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.</p>	<p>Water providers must submit with their CER the number of toilets and/or urinals rebated, the total amount rebated, and actual water savings one year pre- and post-rebate.</p>
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6.3 Non-Residential Smart Irrigation Technology Incentive

<p>1 point</p>	<p>Water providers offer non-residential customers in their service area a financial rebate or other incentive for the purchase and installation of smart irrigation technology (e.g. irrigation</p>	<p>Water providers must submit with their CER documentation that technology meets or exceeds WaterSense standards (only if not WaterSense labeled), the number</p>
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	controllers, nozzles, flow sensors, etc.). The technology must be at least as efficient as EPA's WaterSense standards.	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.
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6.4 Non-Residential Water-Efficient Appliance Incentive

1 point	Water providers offer non-residential customers in their service area a financial rebate or other incentive for the purchase and installation of water efficient appliances (e.g. clothes washer). The appliance must be at least as efficient as EPA's WaterSense standards.	Water providers must submit with their CER documentation that technology meets or exceeds WaterSense standards (only if not WaterSense labeled), 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.
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6.5 Non-Residential Graywater Incentive

1 point	Water providers offer non-residential customers in their 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.	Water providers must submit with their CER the type and number of retrofits rebated, total amount rebated, and actual water savings one year pre- and post-rebate.
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6.6 Non-Residential Rainwater Harvesting Incentive

1 point	Water providers offer non-residential customers in their 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.	Water providers must submit with their CER 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.
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6.7 Non-Residential Xeriscape Installation and/or Conversion Incentive

2 points	Water providers offer non-residential customers in their service area a financial rebate or other incentive for the conversion of water-intensive landscape to xeriscape and/or for installing a xeriscape landscape in new non-residential construction. Examples include replacing grass with xeriscape or converting a high-water-use landscape to a landscape	Water providers must submit with their CER 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.
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exclusively using plants on the [Low Water-Use Plant List](#).

Category 7: Planning

BMPs in this category are related to planning and long-term sustainability of water supply.

Point(s) Value	Description	Implementation and Reporting Requirements
7.1 Land Use Planning and Water Utility Coordination and Communication		
1 point	<p>Water providers collaborate and communicate with community land use planners within their service area. Both the local land use planning/platting entity (land use authority) and the water provider each designate a contact person for collaboration. In addition, an elected representative or senior management staff of the land use authority is identified as overseeing the collaboration between the land use planning and water provider functions; alternatively, a subcommittee of the local use authority is assigned responsibility for overseeing the collaboration of the land use planning and water provider functions. The meetings should be used to collaborate on water and land use planning, share data, and develop projects or scenario planning for their shared jurisdiction. This partnership implements a collaborative program designed to increase water use efficiency or reduce water consumption within the water provider's and land use authority's service areas.</p>	<p>Water providers must submit with their CER documentation explaining the collaboration between the land use planning staff and water provider staff which could include the type of projects and/or scenario planning that have been developed, the type of data collection and/or sharing that is occurring, and/or other activities that have transpired with this collaboration.</p>
7.2 Staff Education or Training		
1 point	<p>Staff from the water provider attend an education or training program that expands staff knowledge and resources for integrated land use planning and water management. Qualifying educational events include workshops, trainings, or conference sessions for which continuing education credits are offered.</p>	<p>Water providers must submit with their CER the number of staff who participated in an educational or training program about integrated land use planning and water management and a description of each educational or training program attended.</p>

7.3 Non-Residential Water-Use Plan

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 or 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
8. Consideration of land use planning best management practices to promote demand management, water efficiency, and water conservation

Water providers must submit with their CER a copy of their Non-Residential Water-Use Plan. It should be clear which five (or more) elements listed in BMP 7.3 are included in the plan.

7.4 Integrated Long-Range Planning

1 point

Water providers work with local governments to ensure that long-range planning activities take water resource availability and sustainability into account, in at least three of the following ways:

1. Local governments include a water element and cover water considerations in their General Plan in at least three of the following ways:
 - a. Requirements of Ariz. Rev. Stat. § 9-461.05(D): (a) The known legally and physically available

Water providers must submit with their CER copies of their local plans highlighting how they take long-range planning, water resources, and sustainability into account.

surface water, groundwater and effluent supplies. (b) The demand for water that will result from future growth projected in the county plan, added to existing uses. (c) An analysis of how the demand for water that will result from future growth projected in the comprehensive plan will be served by the water supplies identified in subdivision (a) of this paragraph or a plan to obtain additional necessary water supplies

- b. Calculating water use by land use type in zoning maps and proposed zoning changes
 - c. Prioritization of water-efficient land use forms, such as mixed-use development, infill development, compact development, smaller lots, turf restrictions or limits, or increased building density
 - d. Use of zoning tools, such as an overlay zone, to protect areas for groundwater recharge, water quality, or stormwater infiltration
 - e. Policies to encourage water-efficient development, such as development incentives, water budgets, or revised annexation policies sensitive to water availability and service infrastructure
 - f. If a private water company, must review and comment or otherwise participate in the General Plan development and implementation of a water element for local jurisdictions within their service area
2. Providers work with local governments to ensure their Capital Improvement Plans are consistent with provider Conservation, Drought, or Adequacy Plans; and/or with any other water related planning

- activities conducted by the provider
- 3. Providers work with local governments to prioritize water resources sustainability and resiliency in Sustainability Plans, Resilience Plans, or Climate Action Plans
- 4. Providers work with local governments to provide strategies for securing their water resources within Hazard Mitigation Plans and comment on how the plan could be implemented within their service area
- 5. Providers create a One Water Plan or Integrated Water Resources Management Plan to holistically consider management of potable water, wastewater, and stormwater
- 6. Provider may propose to ADWR other long-range planning strategies to be considered

7.5 Conservation-Oriented Development

1 point

- Water providers incentivize developers to design advanced water efficiency and water management considerations into new buildings or subdivisions, in at least one of the following ways:
- 1. Green building standards such as Leadership in Energy and Environmental Design (LEED) or International Green Construction Code (IgCC)
 - 2. EPA WaterSense Labeled Homes
 - 3. Low water use model or demonstration homes
 - 4. Low impact development and green infrastructure design for stormwater management or rainwater harvesting
 - 5. Low water use land uses such as mixed-use development, infill development, compact development, cluster development, smaller lots, turf restrictions or limits, or increased building density

Water providers must submit with their CER a description of how developers are taking water management considerations into new building design and/or associated incentive programs encouraging developers to do so.

6. Developer incentives for water conservation and efficiency such as density bonuses or infill incentives
7. Water budgets by lot or land use type
8. New construction ordinances for water efficiency
9. Low water use landscaping requirements or irrigation efficiency requirements
10. Prioritize water uses for public areas within the provider's service area in case of shortage/drought by methods such as by creating an implementation plan to establish separate irrigation system zones in parks and other public landscaped areas in the service area where, if necessary, water can be cut back (e.g. turf) versus areas where water should be maintained (trees)
11. Providers may propose to ADWR other conservation-oriented development strategies to be considered

Category 8: 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
8.1 Market Surveys and/or Focus Groups		
2 points	Water providers conduct a professional market survey and/or focus group to be used to improve their 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 effectiveness of conservation messages or programs.	Water providers must submit with their CER 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. This document shall be made available for public distribution.

8.2 Research of a New Technology and/or Technique

2 points

Water providers research, contribute financial support, or provide 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.

Water providers must submit with their CER documentation that describes the research objectives, methods, and results. Additionally, providers must provide their 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.

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

2 points

Water providers contribute financial support or provide 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.

Water providers must submit with their 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, providers must provide their 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.

8.4 Piloting a New Technology and/or Technique

2 points

Water providers contribute 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.

Water providers must submit with their CER documentation 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, providers must provide their 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.

8.5 Quantitative Evaluation of Actual Water Savings of an Existing Best Management Practice (BMP) or of a New or Emerging Technology or Practice

2 points

Water providers or subject matter experts engaged by a provider conduct a quantitative analysis of an existing BMP or a new or emerging technology or practice that yields results regarding actual water savings. The evaluation should state the effectiveness of the practice or technology, volume of water savings, and should discuss potential for larger-scale implementation.

Water providers must submit with their CER documentation that shows the methodology of the analysis, the actual water savings, a discussion of the effectiveness of the practice or technology, and a discussion of the potential for larger-scale implementation. This documentation shall be made available for public distribution.

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