

4th Management Plan Provider Profile- Tucson and Prescott AMAs

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 1 BMP
- Tier 2 - Providers must choose at least 5 BMPs
- Tier 3 - Providers must choose at least 10 BMPs

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 BMP(s) you wish the Department to review as part of your NPCCP requirements.

Currently Implemented	Will be Implemented	For Review by ADWR	Best Management Practices (BMPs)	
			Category 1. Public Awareness/Public Relations	
			1.1	Local and/or regional messaging program
			1.2	Special events/programs and community presentations
			1.3	Market surveys
			1.4	Distribution plan for water conservation materials
			Category 2. Conservation Education and Training	
			2.1	Adult education and training programs
			2.2	Youth conservation education programs
			2.3	New homeowner landscape information
			2.4	Xeriscape demonstration garden
			Category 3. Outreach Services	
			3.1	Residential audit program
			3.2	Landscape consultations (residential and/or non-res.)
			3.3	Water budgeting program (non-residential)
			3.4	Residential interior retrofit programs
			3.5	Non-residential interior retrofit programs
			3.6	Customer high water use inquiry resolution
			3.7	Customer high water use notification
			3.8	Water waste investigation and information
			Category 4. Physical System Evaluation and Improvement	
			4.1	Leak detection program
			4.2	Meter repair and/or replacement program
			4.3	Comprehensive water system audit program
			Category 5. Ordinances/Conditions of Service/Tariffs	
			5.1	Low water use landscaping requirements
			5.2	Water tampering/water waste ordinances
			5.3	Plumbing code requirements
			5.4	Limitations on water features and/or landscaping
			5.5	Requirement for water efficient landscapes in model homes
			5.6	Requirements for graywater or rainwater systems
			5.7	Conservation requirements for car washes
			5.8	Landscape watering restrictions (time of day, etc.)
			5.9	Requirements for water efficient hot water devices
			5.10	Retrofit on resale
			5.11	Irrigation efficiency standards for non-residential users
			5.12	Requiring a water use plan for Non-residential users
			Category 6. Rebates/Incentives	
			6.1	Toilet rebate (residential)
			6.2	High efficiency flush toilet rebate (residential)
			6.3	Toilet replacement (residential)
			6.4	Indoor water fixture replacement/rebate/incentive (residential)
			6.5	Rebate for water efficient hot water devices
			6.6	Water efficient appliances rebate/incentive
			6.7	Gray water retrofit/rebate/incentive
			6.8	Rainwater harvesting retrofit rebate/incentive
			6.9	Landscape conversion rebate/incentive
			6.10	Xeriscape installation rebate in new landscapes

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			6.11	Commercial and industrial rebate or incentive program
			6.12	Large landscape conversion program (non-residential)
			6.13	No/low interest loans (non-residential)
Category 7. Research/Innovation Program				
			7.1	Implement an emerging technology
			7.2	Applied research to enhance decision-making
			7.3	Evaluate new and emerging technologies and practices
			7.4	Conduct quantitative analysis of a conservation measure
			7.5	Implement smart irrigation technology
			7.6	Develop industry partnerships to save water
			7.7	Develop new technologies and products
			7.8	Pilot a new initiative, project, or program

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.

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

6. Rate Structure

Please attach a copy of your current rate structure.

Please return Completed Form to:

Arizona Department of Water Resources
 Water Planning and Permitting Division
 1110 W. Washington St. Suite 310
 Phoenix, AZ 85007