



ARIZONA DEPARTMENT OF WATER RESOURCES <b>Modified Non-Per Capita Conservation Program (Modified NPCCP)</b> <b>Suggestions for Matching Service Area Characteristics with Best Management Practices (BMPs)</b>	1. Public Awareness/PR	2. Education/ Training	3. Outreach Services	4. Physical System	5. Ordinances/Conditions of Service/Tariffs	6. Rebates/Incentives	7. Research/Innovation
	1.1 Messaging program 1.2 Events/programs/presentations 1.3 Market surveys 2.1 Adult education and training 2.2 Youth conservation education 2.3 New homeowner education 2.4 Xeriscape demonstration garden 2.5 Distribution plan for materials 3.1 Residential audit program 3.2 Landscape consultations 3.3 Water budgeting program 3.4 Residential interior retrofits 3.5 Non-residential interior retrofits 3.6 High water use inquiry resolution 3.7 High water use notification 3.8 Water waste investigations 4.1 Leak detection program 4.2 Meter repair/replacement 4.3 Water system audit 5.1 Low water use landscaping 5.2 Water tampering/water waste 5.3 Plumbing code requirements 5.4 Limit water intensive landscaping 5.5 Model home intensive landscaping 5.6 Gray water/water harvesting 5.7 Car wash water recycling 5.8 Landscape watering restrictions 5.9 Hot water recirculation devices 5.10 Retrofit on resale 5.11 Landscape water-use standards (non-res.) 5.12 Conservation tariff (PWC) 6.1 Toilet rebate 6.2 High efficiency toilet rebate 6.3 Toilet replacement 6.4 Indoor water fixtures 6.5 Hot water systems 6.6 Water efficient appliances 6.7 Graywater retrofit 6.8 Water harvesting retrofit 6.9 Landscape conversion 6.10 Xeriscape new landscapes 6.11 Commercial and industrial program 6.12 Large landscape conservation 6.13 Non-res. no/low interest loans 7.1 Implement emerging technology 7.2 Conduct applied research 7.3 Evaluate new approaches 7.4 Analyse for water savings 7.5 Implement smart irrigation 7.6 Develop industry partnerships 7.7 Support new technologies 7.8 Pilot new project/program						
Service Area Characteristics							
Frequent incidence of customer high water use complaints.							
Frequent incidence of spikes in customer water use.							
Higher than desired system leaks.							
Unexplained system losses.							
Higher than desired amounts of lost and unaccounted for water.							
Objective to maintain low rates of lost and unaccounted for water.							
Little or no access to water reclamation facilities.							
Need or desire to explore new water conservation approaches.							
Need or desire to evaluate and/or redesign existing program.							
Need or desire to quantify actual water savings associated with measures.							
Provider is developing a new conservation program; wants to assess needs.							
Provider has a mature conservation program; wants to revise.							
Provider has a mature service area with significant redevelopment.							

*BMP May be Suitable to the Service Area Characteristic or Water Use Pattern*

Note: This matrix, developed during the stakeholder process for the Modified Non-Per Capita Conservation Program, is presented to assist municipal providers in selecting BMPs that are best suited for their water service areas. It is not necessarily comprehensive; municipal water providers may identify and present other ways to justify their selection of certain BMPs. For additional information, please refer to the following documents: *BMPs Applicable to All Service Areas* and *Required Public Education Program and BMPs in the Modified NPCCP*.

1. % = percentage: a high percentage or proportion of the total amount of water served.  
2. e.g. parks, HOA common areas, golf courses, school fields.

**Modified Non-Per Capita Conservation Program (Modified NPCCP)**

**Suggestions for Matching Service Area Characteristics with Best Management Practices (BMPs)**

**Service Area Characteristics**

**1. Public Awareness/PR**

**2. Education/ Training**

**3. Outreach Services**

**4. Physical System**

**5. Ordinances/Conditions of Service/Tariffs**

**6. Rebates/Incentives**

**7. Research/Innovation**

- 1.1 Messaging program
- 1.2 Events/programs/presentations
- 1.3 Market surveys
- 2.1 Adult education and training
- 2.2 Youth conservation education
- 2.3 New homeowner education
- 2.4 Xeriscape demonstration garden
- 2.5 Distribution plan for materials
- 3.1 Residential audit program
- 3.2 Landscape consultations
- 3.3 Water budgeting program
- 3.4 Residential interior retrofits
- 3.5 Non-residential interior retrofits
- 3.6 High water use inquiry retrofits
- 3.7 High water use inquiry resolution
- 3.8 Water waste notification
- 4.1 Leak detection investigations
- 4.2 Meter repair/replacement
- 4.3 Water system audit
- 5.1 Low water use landscaping
- 5.2 Water tampering/water waste
- 5.3 Plumbing code requirements
- 5.4 Limit water requirements
- 5.5 Model home intensive landscaping
- 5.6 Gray water/water harvesting
- 5.7 Car wash water recycling
- 5.8 Landscape watering restrictions
- 5.9 Hot water recirculation devices
- 5.10 Retrofit on resale
- 5.11 Landscape water-use standards (non-res.)
- 5.12 Conservation tariff (PWC)
- 5.13 Water use plans
- 6.1 Toilet rebate
- 6.2 High efficiency toilet rebate
- 6.3 Toilet replacement
- 6.4 Indoor water fixtures
- 6.5 Hot water systems
- 6.6 Water efficient appliances
- 6.7 Graywater retrofits
- 6.8 Water harvesting retrofits
- 6.9 Landscape conversion
- 6.10 Xeriscape conversion
- 6.11 Commercial and industrial program
- 6.12 Large landscape conservation
- 6.13 Non-res. no/low interest loans
- 7.1 Implement emerging technology
- 7.2 Conduct applied research
- 7.3 Evaluate new approaches
- 7.4 Analyse for water savings
- 7.5 Implement smart irrigation
- 7.6 Develop industry partnerships
- 7.7 Support new technologies
- 7.8 Pilot new project/program

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