



California Urban Water Conservation Council

Best Management Practices Database/Interface Update Request for Proposals

January 5, 2010

The California Urban Water Conservation Council (CUWCC) requests proposals from qualified vendors to replace its existing Best Management Practices (BMP) online reporting system: <http://bmp.cuwcc.org>. This project is anticipated to commence March 1, 2010 and conclude by August 31, 2010.

Proposals are due no later than 4:00 PM on Monday, February 1, 2010. Six (6) bound and sealed proposals are also required along with an electronic version sent via e-mail to: beth@cuwcc.org. Proposals received after said date and time will be returned unopened. Submit your proposal to:

Beth Ernsberger, Database/Website Manager
California Urban Water Conservation Council
716 10th Street, Suite 200
Sacramento, CA 95814

Questions concerning proposal content, format and scope should be sent by email to:

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SECTION A. PURPOSE AND SCHEDULE

A.1. PURPOSE OF REQUEST FOR PROPOSAL

The CUWCC's FileMaker Pro database-backed website allows California water suppliers to record their progress on implementation of Best Management Practices (BMP) programs. Biennial BMP reporting is a requirement of signing the CUWCC's *Memorandum of Understanding Regarding Water Conservation in California (MOU)*.

The CUWCC needs a robust web based BMP system to facilitate the data submission and reporting practices that are an increasingly important part of everyday business. An upgrade is imperative to support the reliable, fast and easy access to this critical data. The current performance and usability of the existing system drastically discourages active use and can hinder or even prevent users from being able to report their data in a reasonable, timely manner during periods of high-use.

The current BMP reporting system is experiencing problems related to scalability and usability. There are many tedious manual processes involved in the submission of data, creation of reports, and content management. The website interface has a dated look and feel. Additionally, as the original MOU 10-year time period expired in 2008, new BMPs were defined by the CUWCC and must be applied in the new system.

This project is a long term investment with the following required business results:

- **Encourage and simplify data submission for users** by implementing an intuitive and visually pleasing interface
- **Greatly reduce training and customer support demands on internal staff resources** by improving the overall user experience through implementation of current website development best practices
- **Automate manual processes** that are currently handled by internal staff resources
- **Automation of repetitive tasks** for both the users and admin
- **Improve Reporting Capabilities and Value of Submitted Data** by adding easy to use reporting functions that are user customizable and can be saved and even set to run, send or notify automatically
- **Increase submission rates** by improving the overall user experience and using techniques such as automated multi-phase reminders prior to, on and after the deadline (for example, 30 day/14 day/7 day/3 day/1 day reminders prior). Also, use automated reminders that can be helpful to ensure final reports are submitted since they frequently are accidentally not submitted.
- **Improve the Site Performance, Scalability, and Reliability** by utilizing a more robust enterprise level programming language/framework and database that would cut page load times.
- **Complete Rebuild of entire database** since all BMP calculations are changing due to 10 year cycle (end of life).

To allow for the level of control desired, a fully customizable system is to be developed that would be maintained through a robust web based admin and would allow report forms to be managed (created/updated/removed) with control over details including calculations, validation, field/form dependencies, and etc.

The purpose of this Request for Proposals (RFP) is to identify the vendor who can provide the best total combination of software, design and support services at a reasonable cost. To that end, the CUWCC is interested in evaluating the costs and benefits of proposals based on the requirements as specified herein.

A.2. RFP SCHEDULE AND DEADLINES

January 5, 2010	Release and distribution of RFP
January 15, 2010	Deadline for vendors to submit written questions and/or non mandatory notice of intent
January 22, 2010	Questions with written answers provided to all interested vendors
February 1, 2010, 4:00 pm PST	Deadline for submitting proposals
February 8, 2010	Finalists notified
February 15, 2010 to February 17, 2009	Finalist interviews
February 22, 2010	Vendor selected
March 1, 2010	Vendor signed

The CUWCC does not guarantee the above schedule and reserves the right to modify this schedule to best meet its needs.

A.3. DEFINITION OF TERMS

This RFP uses a variety of terms in specially defined ways. This terminology includes business and project terms that are required to understand this RFP. These definitions are provided in Appendix A. Industry standard information technology terms are not included.

A.4. REFERENCE MATERIAL

- CUWCC Website: <http://www.cuwcc.org>
- CUWCC BMP Website: <http://bmp.cuwcc.org>
Username: cuwcc demo
Password: demo
- Memorandum Of Understanding (MOU): <http://www.cuwcc.org/mou-main-page.aspx>
- BMP Report Form Mockups: <http://research.pirnie.com/CUWCC/>
- BMP Frequently Asked Questions (FAQs) (provides useful background information on the current system): <http://bmp.cuwcc.org/bmp/help/faq.lasso>

SECTION B. SCOPE OF WORK

B.1. BACKGROUND

B.1.a. California Urban Water Conservation Council

The Mission of the California Urban Water Conservation Council (Council) is to increase efficient water use statewide through partnerships among urban water agencies, public interest organizations, and private entities, and to integrate urban water conservation Best Management Practices (BMPs) into the planning and management of California's water resources. The Council was created by the *Memorandum of Understanding Regarding Urban Water Conservation in California (MOU)*, first signed in 1991 by a group of urban water suppliers, environmental interest groups, and other interested parties. Since 1991 over 200 urban water suppliers across California have signed the MOU.

Water suppliers signing the MOU agree to develop and implement comprehensive conservation programs using sound economic criteria. In 1997, the MOU was organized into 14 BMPs addressing residential, commercial, industrial, landscape, system loss and leak detection, education, public information, and pricing conservation practices. The BMPs were reorganized and updated again in 2008 to take advantage of advances in technology and methodologies, remove redundant language, and make reporting and tracking requirements more efficient. These changes became effective July 1, 2009.

The Council's 14 BMPs are now organized into five (5) BMP categories. Two categories, Utility Operations and Education, are "Foundational BMPs", because they are considered to be essential water conservation activities by any utility and are adopted for implementation by all signatories to the MOU as ongoing practices with no time limits. The remaining BMPs are "Programmatic BMPs" and are organized into Residential, Commercial, Industrial, and Institutional (CII), and Landscape categories.

The criteria for program implementation are contained in Exhibit 1 of the MOU, a copy of which is available through the Council's website (<http://www.cuwcc.org/mou-main-page.aspx>). Compliance with the MOU water savings goals can be accomplished in one of three ways:

1. Accomplishing the specific measures as listed in each **BMP**;
2. Accomplishing a set of measures which achieves equal or greater water savings than full BMP implementation, referred to as the **Flex Track Menu**; or
3. Accomplishing set water savings goals as measured in gallons per capita per day (**GPCD**) consumption.

Options one and two above, the specific measures in the BMPs and additional measures found in the Flex Track Menus, are intended to be associated by means of comparing and evaluating their potential water savings.

B.1.b. BMP Reporting System Overview

The BMP reporting system was created in 1997 to allow member agencies to file BMP reports electronically, rather than in paper format. This system was developed in FileMaker Pro and utilizes .Lasso code for the web interface.

To date, this reporting system remains the only source of consistent information in California on the implementation of water conservation programs. The data collected from each individual water supplier is aggregated automatically into statewide totals, and the data is further evaluated for water savings potential. All data is publicly viewable online.

This BMP system is used by many local, state and federal agencies for setting target and implementation goals related to water conservation. The numerous uses of the database, outside of the CUWCC, include:

- Bulletin 160, State Water Plan. Department of Water Resources (DWR) staff used the data from the database to estimate statewide water savings achieved by the BMPs, as well as to estimate how much conservation could still be achieved.
- Urban Water Management Plans. The Water Code allows water suppliers that have signed the MOU to substitute their BMP Reports for the Demand Management Measures Section required under Code Section 10631 to be filed with DWR.
- U.S. Bureau of Reclamation (USBR) Urban Contractor Annual Updates. USBR contracts with the CUWCC to allow its Urban Water Contractors to file Annual Updates to their Water Management plans via the BMP reporting website.
- Integrated Energy Policy Report. California Energy Commission (CEC) staff used the data from the database to translate BMP savings into kWh and therms saved and to estimate how much more energy could be saved in California by conserving water and at what cost.
- Water Action Plan. California Public Utilities Commission (CPUC) staff used the BMP database to compare the conservation activities of private investor-owned companies with public water agencies and to estimate how much conservation could be achieved by private water company actions.
- Water Rights Proceedings. The State Water Resources Control Board (SWRCB) has examined BMP reporting data for water agencies applying for water rights permits or for changes to their existing water rights allocations. This data has been used to determine the “sufficiency” of water conservation activities.
- Conservation Research. The BMP Reporting database is used by academic researchers, consulting firms, and groups such as the Pacific Institute to ascertain how much conservation is being reported in California.

B.1.c. BMP Database Revision Committee

Following the 2008 revisions of the BMPs, an advisory committee was created to provide input on the basic report form designs. The resulting question templates can be found in Appendix B. Report form mockups developed from these templates are posted here: <http://research.pirnie.com/CUWCC/>. The Committee will be available after the RFP is awarded to provide feedback and usability testing.

B.2. GENERAL FUNCTIONALITY AND KEY FEATURES

B.2.a. Program Planning

Council members previously used an Excel-based program planning tool, (BMP Coverage Calculator: <http://www.cuwcc.org/WorkArea/showcontent.aspx?id=10476>), which allowed agencies to map out the “calculable” BMP (formerly BMPs 1, 2, 4, 5, 9, and 14) program activities on an annual basis in order to achieve the 10-year goals of the MOU. As the BMP requirements have changed, the computations in the Coverage Calculator need to be updated to enable agencies to plan for the next 10 years. The new planning tool shall incorporate a comparison of the water savings in the BMP and Flex Track compliance options. In place of an Excel spreadsheet, these calculations will be integrated into the BMP Reporting system to ensure agency MOU compliance is accurately represented.

B.2.b. Initial Data Entry

The reporting system should walk the user through the required step of entering baseline year data and then they can move on to update their profile, enter BMP activity history, or proceed to view or enter reporting data.

1. **Base Year Data:** Required to be filed first before any other report form can be submitted. The base year is applicable only to **Retail** reporting units. Base Year data is used to calculate BMP and Flex Track activity goals and GPCD consumption metrics for retail agencies. Newly adopted California legislation as well as the MOU requires multi-year data to be used in evaluating a 'Base Year' for use in the GPCD compliance approach. Multi-year water use data can be imported from the existing database, or by use of standardized GPCD excel files referenced in B.2.d below.
2. **Signatory/Reporting Unit Profile (update/add/disable accounts):**
 - User prompts to suggest updating information
 - Users can change the Reporting Unit address (requires approval)
 - Users can change own contact information and password
 - If user is the Final Approver, they can create new Entry-Only accounts and disable existing accounts.
3. **BMP Activity History:** Provides for capture of historical information to allow signatories to receive credit for BMP activity completed prior to membership. Not required to be filed. These will be automatically populated for the existing database users from the 2008 database outputs.

B.2.c. Annual Report Form Functionality

The report forms are pre-defined each year in the system by the administrator and cannot be changed by the users. Two report forms apply to multiple BMPs:

- **Water Supply and Reuse:** Identifies and quantifies the water supplies for the reporting unit.
- **Accounts and Water Use:** Identifies the customer accounts and water deliveries for the reporting unit.

For each year of the reporting period, there will be one report form for each BMP. BMP report forms may differ for Retail and Wholesale reporting units. As noted previously, the system must also have the ability to report on the Flex Track compliance option. The user may select Flex Track for any of the Programmatic BMPs when reporting. The vendor may suggest preferable methods for the user to select and report on this option.

Key Report Form Features:

- User must complete required fields on the report form.
- Completeness of each report form is displayed as a percentage.
- Only users with a reporting account can complete a BMP report form.
- User can complete the reports in any order.
- Ability to toggle between years and BMPs when filling out reports.
- As appropriate (such as for BMP Reports), format shows reporting data from prior reporting year.
- As appropriate (such as for BMP Reports), comparison column reflects difference between numbers reported for previous and current year.
- Inline report form validation that is contextually sensitive versus dumping error messages at top of page
- Ability to upload standardized Excel files, from which data will be saved automatically into corresponding database fields.

- Ability to easily save work; the system should also automatically save at regular intervals to prevent any loss of work. Users of the system should be able to easily save progress and return to the place they left off to continue their submission.
- When user saves the report form, a status report is provided telling the user which fields are not completed.
- Automated QA/QC at report form fill-out stage. Provide validation on field data thresholds/ranges to reduce bad data entry and incorrect reporting.
- Reports must have the ability to export reports as PDF or CSV files.
- Reports should be printer friendly or should have a printer friendly view
- A shortcut to print all reports at once must be included on report list view.
- Ability to easily scroll through 10 years worth of report data.
- Read-only access for USBR Administrators.
- Ability to indicate report review by USBR offices, with resulting e-mail notifications.
- Reporting Administrator must have the ability to edit and test the queries directly.
- Version control for reports is necessary. As BMP language is amended in the future, each BMP report should have a version corresponding with a particular reporting year.
- Flex Track:
 - o Include a list of programs from the Flex Track Menus: <http://www.cuwcc.org/resource-center/mou/flex-track-menu.aspx>. The measures in this list will have default values for useful life, quantity, and decay rate
 - o Allow the user to enter information on pilot programs, including agency values for useful life, quantity, and decay rate.
 - o Enable agency to enter information about their savings and how they calculated the savings result.
 - o Ability to upload and integrate data from standardized pilot program Excel spreadsheet.
- Report form submission:
 - o Only a user with Final Approver account status can submit the final report form to the CUWCC.
 - o Two conditions are necessary before the Final Approver can submit a report:
 1. User must have submitted the Base Year report form.
 2. The report form must be 100% complete.
 - o Final submission dialog is an agreement of data completeness.
 - o The report form status will display submittal date.
 - o The system will send an e-mail message to the CUWCC stating user has submitted this BMP report.
 - o Users should be able to submit one report form at a time or all report forms at once for each year.
 - o Shortcut to submit all reports at once must be included on report list view. This can only be used if ALL reports are at 100% complete status.
 - o Data modification is locked out upon final submission. User can view but not edit the data.
 - o If an error is found, then the Final Approver should have the ability to easily click a contextual link that would launch a simple automated notification to the CUWCC.



third tracking mechanism required in the reporting system is the GPCD compliance option: <http://www.cuwcc.org/resource-center/mou/GPCD-option.aspx>. This approach is currently envisioned as a third party Excel-based spreadsheet which is resident on water agency hardware, and uploaded into the database as part of the reporting function.

B.2.d. Water Savings Tracking

A water savings tracking mechanism must be built into the system to calculate reporting unit savings, statewide aggregate savings and savings by hydrologic regions.

- Capture past/present data.

- Store savings based on their default calculations.
- Calculate Unit based savings.
- Aggregate reporting unit data with complex calculations to create future water savings projections.
- Example reports
 - o BMP water savings report
 - o Water savings by reporting unit
 - o Water savings by region
 - o AB 1420 Significant Water Savings

B.2.e. Summary Reporting

Utilizing the reported data and water savings calculations, the reporting system will summarize water agency activities in a variety of ways, including:

- BMP Compliance Reports (both BMP Traditional and Flex Track)
- AB 1420 Compliance Reports (<http://www.water.ca.gov/wateruseefficiency/finance/>)
- USBR Contractor Compliance Reports
- Program Device Reports (by reporting unit and aggregate)
- User Dashboard
 - o Status of report form completion/submission
 - o Custom reports
 - Basic – simple filtering and adding data
 - Advanced – user defined queries
 - o User saved reports

B.3. REQUIREMENTS

The new reporting system must be designed with the overall goal of increasing and encouraging consistent usage by intended users by improving the overall user experience with improved navigation, an updated interface that utilizes best practices and improved system speed. It must be designed for scalability to accommodate further growth of the system and data while remaining efficient.

The completed project must produce the following detailed improvements:

- Utilize a standardized programming language/framework/methodology that allows CUWCC to easily find resources to maintain the system. Currently, envisioning Microsoft .NET 2.0+ because CMS utilizes this language and this would simplify vendor management/selection, any potential system integration, and maintenance.
 - o New hosting solution - Move to a more standardized software and hardware environment
 - o Implement the system with the .NET Framework and SQL Server in a Microsoft Windows operating system environment.
 - o Allow flexibility for integration with other systems
 - o Provide a well documented code base
 - o Allow programmer level control over the DB and application code for internal or external modification by any programmer CUWCC decides to utilize
- Utilize activity reports to identify issues with the system and improve it proactively.
- Automate the following processes:
 - o Reminders - Multi-phase Email reminder system for data submission deadlines
 - o Edit Organization Info - Enter details into database and add ability to manage
 - o Setup reporting units
 - o Create user accounts
 - o Update user information as necessary

- o Send password reminders
- o Update report forms and summary reports per BMP revisions

Client Interface:

- Address all current system challenges (detailed previously).
- Consistent with the look and feel of the main CUWCC website.
- Compatible with current versions of commonly used Internet browsers.
- High-speed upload/download response times for both low and high speed computers.
- The contractor must use best practices for the navigation style and content placement.
- XHTML/CSS 2.0+ based code and design are recommended.
- Ability to easily scroll through all available report data easily and not send user to pages that lose ability to navigate/scroll.
- Secure, password-protected login from the website Home page.
- Password reminders available for users.
- Email notifications upon account events
- Reporting features:
 - o Integration of all previously outlined reporting functionality.
 - o Automated upload/integration
 - Design and creation of Excel spreadsheets for required data to be uploaded as a separate file (i.e., Water loss, per capita calculations, etc.)
 - Custom Report Queries - configurable reports for end users through a report builder interface and include ability to save reports, plus programmer level control for administrator.
 - o Trend Data Reports
 - o Graphical reports
- Include existing site content:
 - o Frequently Asked Questions (updated as appropriate by vendor and CUWCC)
 - o Memorandum of Understanding Content
- Contact page – allow users to call, email, or preferably ask a quick question using a simple form.
- Public interface:
 - o Submitted agency BMP Reports and Compliance Reports are to be viewable by the public in read-only format, see example: http://bmp.cuwcc.org/bmp/read_only/list.lasso
 - o Summary reports: http://bmp.cuwcc.org/bmp/summary_reports.lasso
- Usage metrics should be implemented and tracked for CUWCC to promote and inform key stakeholders and other interested parties of this project's quantifiable success.

Administrative Interface: Administrators must be provided with the ability to manage all aspects of the system including the following:

- Report Form Management
 - o Define Report Forms (fields)
 - o Maintain Report Forms (fields)
 - o Modify complex field algorithms and rules
- Create and maintain signatory and reporting units
- User Management
 - o Manage user profiles
 - Ability to mark a utility as exempt for a specific year and track receipt of written notice
 - o Manage user access
- Report Functions
 - o Define Reports
 - o Maintain Reports
 - o Create new versions of existing reports with version control
- Manage Frequently Asked Questions (FAQs) in order for system to automatically format the frequently asked content according to current website best practices.

SECTION C. DELIVERABLES AND CONTRACT CONCLUSION

C.1. ESTIMATED DELIVERABLES

- Deliverable Discovery documents
 - o Site analysis
 - Must demonstrate understanding of MOU reporting and tracking system
 - o Goals and objectives definition
 - Based on client interviews
 - Summarize departmental and organizational challenges, needs, goals, etc.
 - o Research
 - Understand CUWCC vision as it translates to the web
 - o Audience segmentation/Personas
 - Identify the target audience profiles
 - o Information Architecture
 - Arrive at a more effective site architecture (i.e. site map) that fulfills the audience segmentation, pathway requirements, and overall service goals/objectives
 - o Creative Brief
 - Document any brand/style guidelines to be followed for creative design aspects.
 - o Technical Brief
 - Document technical requirements to identify hardware, software, programming and other technical requirements.
- Product requirements and specification documents
 - o Define necessary objectives and what the project is ultimately supposed to do
 - o Define how to meet the objectives
 - o Describe the process
 - o Wireframe the reporting interface/reports/and other areas that would benefit from visual representation.
- Structure/Content Development
 - o Design Site Interface
 - Reporting Interface and Individual Reports
 - Client facing Interface
 - Administrator Interface
 - o Create site structure
 - o Content strategy
 - o Audit existing content
 - o Messaging development
- Engineering
 - o Develop a revised database schema
 - o Develop report form submission system
 - o Develop user and admin based reporting system
 - o Develop system admin
 - o Develop email notifications system
 - o Implement and populate database (map existing db fields to new db fields)
 - o Verification of existing Reports in new system
 - o Perform Load Testing
 - o Performance review report
- Quality Assurance Validation
 - o Must generate use cases and validate those use cases.
- Documentation
 - o Database schema
 - o Client user manual
 - o Administrator user manual

- o Software documentation
- Training
 - o Administrator functions
- Source Code
 - o All source code needed to build and deploy the project
- Deployment
 - o Coordinated deployment
 - o Implement site metrics tracking
- Post launch review
- Post launch support

C.2. CONTRACT CONCLUSION

CUWCC proposes a six (6) month implementation with a target date of August 31st, 2010 for use of the system in production. The vendor should propose an implementation schedule that takes into account the CUWCC's target date for production use and is based on a realistic assessment of the amount and sequence of work to be done and the time required. Contract conclusion will be marked by completion of all deliverables to the satisfaction of the CUWCC.

SECTION D. Budget

The total amount budgeted for this project is not to exceed \$199,000. Please break down proposed budget in a manner similar to the Estimated Deliverables listed in Section C, plus software licensing costs. Formulation of the Water Loss and GPCD Excel spreadsheets and the costs for the hosting solution are not envisioned as part of this proposed budget. This budget may be amended in the future.

All prices quoted in the vendor's Proposal shall be firm and fixed for 90 days following the deadline for RFP submissions, or until the Contract is negotiated and signed which establishes future pricing, whichever comes first.

CUWCC prefers that separate costs be quoted for all items in the proposed solution, including fees for licenses, maintenance, support, consultation, training, customizations, etc. However, the vendor may also present alternatives to itemized costs, such as bundled pricing, if such pricing would be advantageous to the CUWCC.

In presenting software license fees, the vendor should

- Explain all factors that could affect licensing fees.
- Make clear what type of license is offered for each price (perpetual, annual, named user, concurrent user, installed copies, etc.)
- Indicate which Product versions, Operating Platform(s), and machine classes are included for each price.
- Indicate whether a Product is for "server" or "client" as appropriate.
- Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, etc.).

:

SECTION E. REQUESTED INFORMATION AND PROPOSAL FORMAT

Proposals should include the information outlined in this section. Our ability to interpret and apply your proposal to these questions will factor into our final decision.

1. Describe in detail the firm's proposal to address the requirements outlined in this RFP, including details such as technologies to be used.
2. Provide a comprehensive timeline for each phase of the database design, including meetings with CUWCC staff, redesign, development, draft presentation, and implementation.
3. Provide a brief history and profile of the firm and its experience providing services for organizations similar to ours. Provide a list of the firm's clients comparable to our organization; include contact name, telephone number, website location, services provided and length of service.
4. Describe the project process and methodology including sample deliverables from past projects of similar size and scope. Document examples of the firm's experience in designing/developing each of the project requirements.
5. List the project team (including programmers and designers) and short biographies of each team member. If using freelancers or outside resources please indicate them as such; we reserve the right to approve/disapprove of selected resources. Indicate how many full time staff your firm employs.
6. All proposals must include a hosting solution, whether that solution is provided by the company or a 3rd party service provider. Please detail the cost structure, hosting platform, uptime statistics, location of the server, data backup and integrity plan, etc. Clearly identify additional costs incurred with a change in hosting site.
7. Please provide an unsigned copy of your standard service contract for our review and any additional stipulations of which we should be aware.
8. Describe the fee structure and how the organization will be charged (See Section D. Budget). Also include the firm's plan for post-deployment maintenance, support and upgrades including hourly rates for services.
9. Include a letter accepting the CUWCC's standard agreement terms and conditions (contained in Appendix B) or noting any exceptions to them.
10. All proposals must be sealed and submitted on or before 4:00 p.m., Monday, February 1st, 2010 to:

Beth Ernsberger, Database/Website Manager
California Urban Water Conservation Council
716 10th Street, Suite 200
Sacramento, CA 95814

The Council reserves the right to reject any and all proposals submitted by Consultants. The Council does not guarantee any work to any Consultant by the issuance of this Request for Proposal (RFP). The Council reserves the right: to reject grant money offers; to perform the work without the use of Consultants; and/or to not operate the project in any manner. Consultants that prepare and submit proposals to this RFP should have the understanding that no work and contract may result from this RFP process. The Council reserves the right to reject any and all alternate procedures suggested by Consultants submitting proposals. The Council is not liable for any costs or work performed by Consultants in submitting proposals to this RFP.

Appendix A

DEFINITIONS

Best Management Practices (BMPs): The traditional approach for achieving the water savings goals of the Council's MOU. A BMP is a policy, program, practice, rule, regulation or ordinance or the use of devices, equipment or facilities which meets either of the following criteria:

- An established and generally accepted practice among water suppliers that results in more efficient use or conservation of water;
- A practice for which sufficient data are available from existing water conservation projects to indicate that significant conservation or conservation related benefits can be achieved; that the practice is technically and economically reasonable and not environmentally or socially unacceptable; and that the practice is not otherwise unreasonable for most water suppliers to carry out.

(Current BMPs: <http://www.cuwcc.org/bmps.aspx>, Pre-2009 BMPs: <http://www.cuwcc.org/bmps-archive.aspx>)

Flex Track Menu: A set of water conservation measures which achieves equal or greater water savings than full BMP implementation. (<http://www.cuwcc.org/resource-center/mou/flex-track-menu.aspx>)
This is one of three compliance options for meeting the goals of the Council's MOU.

GPCD: Gallons per capita per day water consumption. An 18% GPCD reduction by 2018 for a water agency is one of three compliance options for meeting the goals of the Council's MOU.
(<http://www.cuwcc.org/resource-center/mou/GPCD-option.aspx>)

Memorandum of Understanding (MOU): An agreement to increase efficient water use statewide through partnerships among urban water agencies, public interest organizations, and private entities. Those signing the MOU pledge to develop and implement comprehensive conservation Best Management Practices (BMPs). (<http://www.cuwcc.org/mou-main-page.aspx>)

Reporting Period: For Council members, report forms are currently submitted on a biennial basis (every two years). Information is reported for each year and the system is set up for fiscal year reporting. Submitted report forms are due by December of the last year of the current reporting period (extra time is allowed for agencies on a calendar year).

For USBR Contractors, report forms are submitted every year, with a due date of March 31st of the year following the reporting year.

Reporting Units: A reporting unit is a division of a water agency that reports on BMPs. In most cases, the reporting unit and the water agency are the same entity. In two cases, an agency may have more than one reporting unit:

1. Investor-owned utilities that have a reporting unit for each service area.
2. Agencies with both retail and wholesale responsibilities have a reporting unit for each.

Reporting Unit Accounts: Personnel at water agencies are assigned individual passwords, with differing levels of accessibility according to their role at the agency.

- Edit-only – Reporting unit may have multiple accounts Edit-only accounts, allowing entry, edit, save functionality.
- Final Approver - Reporting unit has **one** designated Final Approver account, submits all final reports to the CUWCC.

Signatory: A water supplier that has signed the Council's MOU; a CUWCC member agency.

Appendix B

STANDARD TERMS AND CONDITIONS

I. SCOPE OF SERVICES

Contractor agrees to perform the Scope of Services and conform to the schedule and term to be developed upon Contractor selection. Unless modified in writing and agreed by the parties hereto, the duties of Contractor shall not be construed to exceed those services specifically set forth in this Agreement.

II. COMPENSATION

The California Urban Water Conservation Council (Council) agrees to pay for the services defined in Article I in accordance with the compensation, payment and total cost provisions set forth in Exhibit II. Payment to Contractor will be made within 15 days after receipt of invoice and approval of billing. If payment is not made within 30 days of receipt of invoice, interest on the unpaid balance will accrue beginning on the 31st day at the rate of 1.0 percent per month.

III. RESPONSIBILITY

Contractor is employed to render a professional service only, and any payments made by the Council are compensation solely for such services. Contractor shall follow the best practices and standards of its profession in making findings, and providing professional advice and recommendations.

IV. INDEMNIFICATION

Contractor agrees to indemnify, defend and hold the Council, its officers, agents, employees and representatives, harmless from and against any liability arising out of the negligence of Contractor or its representatives in the performance of duties under the Agreement, or failure of Contractor to comply with all applicable laws, regulations and employer requirements. The Council agrees to indemnify Contractor against any liability arising out of the negligence of the Council or its representatives.

V. INSURANCE

Contractor shall maintain during the life of the Agreement the following minimum insurance:

- a) Comprehensive general liability insurance, including personal injury liability, blanket contractual liability and broad form property damage liability. The combined single limit for bodily injury and property damage shall be not less than \$1,000,000.00.
- b) Automobile bodily injury and property damage liability insurance covering owned, no-owned, rented and hired cars. The combined single limit for bodily injury and property damage shall be not less than \$1,000,000.00.
- c) Statutory worker's compensation and employers' liability insurance as required by state law.

Appendix B

VI. NO DISCRIMINATION

In hiring, retaining, compensating and advancing employees, and in carrying out all performance under this Agreement, Contractor agrees it will not discriminate against any person on the basis of color, race, age, sex, culture or national origin.

VII. CONFLICTS OF INTEREST

Contractor shall, prior to execution of this Agreement, submit to the Council a written statement identifying and explaining any conflicts of interest. For purposes of this section, a conflict of interest shall be any current or anticipated business or professional relationship, which has or could have any influence on Contractor's opinions, findings, profitability or well-being arising from this Agreement. Consultant agrees not to accept any employment during the term of the Agreement from any other person, corporation or organization where such employment is a conflict of interest or where such employment is likely, in the opinion of the Council, to lead to a conflict of interest. At its sole discretion, the Council may decline to execute any agreement for professional services on the basis of its concern about conflicts of interest.

VIII. CONFIDENTIALITY

Contractor shall not make public information releases or otherwise publish or release any information obtained or produced as a result of, or in connection with, the performance of services under this Agreement, except to the Council, without the advance written consent of the Council or until such material or information has been publicly released by the Council.

IX. NOTICES

Any notice or demand desired or required to be given hereunder shall be in writing and be deemed given when personally delivered or deposited in the mail, postage prepaid, sent certified or registered, and addressed to the parties as set forth above or to such other address as either party shall have previously designated by such a notice. Any notice so delivered personally shall be deemed to be received on the date of delivery and any notice so mailed shall be deemed to be received five (5) days after the date on which it was mailed.

X. ASSIGNMENT

These terms and conditions and the Agreement to which they are attached are binding on the heirs, successors, and assigns of the parties hereto. This Agreement may not be assigned by the Council or the Contractor without prior written consent of the other.

XI. INTEGRATION

These terms and conditions and the Agreement to which they are attached represent the entire understanding of the Council and Contractor as to those matters contained herein. No prior oral or written understanding shall be of any force or effect with respect to those matters covered herein. The Agreement may not be modified or altered except in writing signed by both parties.

Appendix B

XII. JURISDICTION

This Agreement shall be administered and interpreted under the laws of the state of California. Jurisdiction of litigation arising from the Agreement shall be in that state. If any part of the Agreement is found to be in conflict with applicable laws, such part shall be inoperative, null and void insofar as it is in conflict with said laws, but the remainder of the Agreement shall be in full force and effect.

XIII. SUSPENSION OF WORK

The Council may suspend, in writing, all or a portion of the work under the Agreement in the event unforeseen circumstances beyond the Council's control make normal progress of the work impossible. Contractor may request that the work be suspended by notifying the Council, in writing, of circumstances that are interfering with the normal and expectable progress of work. The time for completion of the work shall be extended by the number of days work is suspended. In the event that the period of suspension exceeds 120 days, the terms of the Agreement are subject to renegotiation and both parties are granted the option to terminate work on the suspended portion of the project.

XIV. TERMINATION OF WORK

Either party may terminate work if the other party fails to perform in accordance with the provisions of the Agreement. Termination of the Agreement is accomplished within 30 days prior written notice from the party initiating termination to the other. Notice of termination shall be delivered by certified mail with receipt for delivery returned to the sender.

In the event of termination, Contractor shall perform such additional work as is necessary for the orderly filing of documents and closing of the project. The billable time spent on such additional work shall not exceed 3.0 percent of the time expended on the terminated portion of the project prior to the effective date of termination. Contractor shall be compensated for work satisfactorily performed prior to the effective date of termination plus the work required for filing and closing as described in this Article.

Upon termination, Contractor shall turn over to the Council all property of the Council in its possession and all data, data files, calculations, notes, photographs, reports or other materials prepared by Contractor in the course of performance of this Agreement.

XV. ARBITRATION

All claims, disputes and other matters in question between the parties to this Agreement arising out of or relating to this Agreement or the breach thereof, which are not disposed by mutual agreement of the parties, shall be decided by arbitration in accordance with the applicable rules of the American Arbitration Association. This Agreement, to arbitrate, shall be specifically enforceable under prevailing arbitration law.

REPORT QUESTION TEMPLATES

BMP 1.1: Foundational - Operations Practices

1. Conservation coordinator (formerly BMP 12)
2. Water waste prevention (formerly BMP 13)
3. Wholesale agency programs (formerly BMP 10)

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
I. Required Reporting						
1. Conservation Coordinator	Conservation Coordinator' is the designated person responsible for coordinating water conservation program management, tracking, planning, and reporting on BMP implementation.				BMP 1.1.C.1 (was BMP 12)	
	A. Does your agency staff and maintain the position of trained conservation coordinator, or equivalent consulting support?	Yes/No	radio button			
	If YES, is that position responsible for implementing conservation program management, tracking, planning, and reporting on BMP implementation?	Yes/No	radio button		BMP 1.1.D.1	
	If YES: name of conservation coordinator/ consulting staff	Text	Blank		BMP 1.1.D.1	
	If YES, provide above person's contact information	Text	Blank		BMP 1.1.D.1	
2. Water Waste Prevention	In order to be in compliance your agency MUST do at least one of the following four strategies; although water agencies are encouraged to do then all when possible.					
	For the first two strategy options (Options A and B) you have a choice of describing the strategy OR you may uploaded a document containing the strategy to the CUWCC or provided a link to the document (providing a link is preferable if the document is very large, exceeding, say, 10 megabytes). If your agency's water waste prevention strategy is embedded in a much larger document, you must identify the sections within that document where the water waste prevention is articulated. For example, if the prevention measures are part of the municipal code, you must identify the sections within the code that contain the measures.					
	A. Describe, upload or provide an electronic link to, the ordinance or terms of service adopted by your agency to meet the water waste prevention requirements of this BMP. If uploaded, type "Unloaded" into the box; if providing a link, type the URL into the box.	Text	blank		BMP 1.1.D.2.a	
	B. Describe, upload, or provide an electronic link to, any water waste prevention ordinances or requirements adopted by your local jurisdiction(s) or regulatory agencies within your service area. If uploaded, type "Unloaded" into the box; if providing a link, type the URL into the box.	Text	blank		BMP 1.1.D.2.b	
	C. Describe your agency's efforts to cooperate with other entities in the adoption or enforcement of local requirements consistent with this BMP.	Text	blank		BMP 1.1.D.2.c	
	D. Describe you agency's support positions with respect to adoption of legislation or regulations that are consistent with this BMP.	Text	blank		BMP 1.1.D.2.d	

BMP 1.1: Foundational - Operations Practices

1. Conservation coordinator (formerly BMP 12)
2. Water waste prevention (formerly BMP 13)
3. Wholesale agency programs (formerly BMP 10)

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
This section needs to be completed with the cooperation of wholesale water agencies						
3. Wholesale Agencies Only					BMP 1.1.D.3 (was BMP 10)	
Questions for this section: (1) is this where wholesale agencies list the retail agencies and the BMPs they agreed to take responsibility for? (2) Should these questions be ordered such that it reflects the way they are ordered in the BMPs, or in an order that makes sense in terms of entering information? (3) Combine # B and #C?						
	A. Program management:				BMP 1.1.D.3.c	
	1. Did you, a wholesale agency, agree to assume another agency's responsibility for meeting the requirements of and for CUWCC reporting of a BMP?	Yes/No	radio button			
	2. If YES, did you electronically submit to the CUWCC a copy of each agreement?	Yes/No	radio button			
	3. If YES, did you electronically submit a spreadsheet to the CUWCC, in the format it required, a listing of each CUWCC member agency in such agreements and each BMPs covered by the agreement?	Yes/No	radio button			
	B. Did you electronically submit to the CUWCC a spreadsheet, in the format required by the CUWCC, totalling the monetary amount of financial incentives and of equivalent resources provided to retail members to assist with or otherwise support, implementation of BMPs, subtotald by BMP?	Yes/No	radio button		BMP 1.1.D.3.a	
	C.1. Describe the types of technical support provided to retail agencies	drop down list	List includes might include: School education; Public outreach; Grant writing; Regional program management; Coordinate regional conservation activities	user can insert as many 'types' as he/she likes, creating a new row/record with each entry.	BMP 1.1.D.3.b	
	C.2. Enter program expenses not included in "B", above	currency	blank			
	C.3. Enter other resources committed/ incurred	Text	blank			
	D. Water shortage allocation				BMP 1.1.D.3.d	
	1. Does your wholesale agency have a water shortage allocation plan or policy?	Yes/No	radio button			
	2. If YES, provide the date of adoption	date	Blank			
	3. If YES, in the space provided either enter "Submitted" if you submitted the plan to the CUWCC, or provide an electronic link to the plan	Text	blank			

BMP 1.1: Foundational - Operations Practices

1. Conservation coordinator (formerly BMP 12)
2. Water waste prevention (formerly BMP 13)
3. Wholesale agency programs (formerly BMP 10)

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
	E. Encourage CUWCC membership				BMP 1.1.D.4	
	1. List efforts to recruit retail agencies	Text	blank	user can insert as many types of efforts his/her agency undertook, creating a new row/record with each entry.		
	2. Enter amount of dues paid on behalf of retail agencies	currency	Blank			
The following section has yet to be reviewed by the subcommittee						
II. Voluntary Reporting						
1. Water Waste Prevention	Select from the list your agency's most important water waste prevention programs	select from list	drop down list - see attached worksheet	user can enter an many choices as he/she wants, creating a new row/ record for each choice.		
	Rank program by overall importance/ effectiveness to your agency's conservation goals, 1 = not very; 9 = most important/ effective	number	enter a number from 1 to 9	this number should show up on the same line as the drop down list, above.		
2. Other	Please describe other successful water waste prevention programs.	text	blank	user can enter an many choices as he/she wants, creating a new row/ record for each choice.		
	Rank program by overall importance/ effectiveness to your agency's conservation goals, 1 = not very; 9 = most important/ effective	number	enter a number from 1 to 9	this number should show up on the same line as the drop down list, above.		

BMP 1.1: Foundational - Operations Practices
Drop-down list choices

BMP 1.1	Drop down choices
I.2.A. Water Waste Prevention	Enact and enforce an ordinance or establish terms of service to facilitate implementation of water shortage response measures.
	Enact and enforce an ordinance or establish terms of service for water efficient design in new development.
	Enact and enforce an ordinance or establish terms of service that prohibit water waste.
	Support legislation or regulations that prohibit water waste.
	Support local ordinances that establish permits requirements for water efficient design in new development.
	Support local ordinances that prohibit water waste.

BMP 1.1	Drop down choices
I.3.C.1. Technical support:	Grant writing
	Incentives
	Public outreach
	Regional program coordination/management
	School education
	Staff or consultant support
	Other

BMP 1.1	Drop down choices
II.1. Water Waste Prevention - most effective programs	Aggressive enforcement including fines/ charges for violators, of water waste prohibitions
	Aggressive public education about water waste prohibitions
	Gutter flooding
	Hotels/ motels required to allow patrons to not have towels and linen laundered daily
	Irrigation runoff prohibition
	Limit watering days
	Limit watering times (such as limit water to before 9 am or after 6 pm)
	Non-recirculating systems in all new commercial laundry systems
	Non-recirculating systems in all new conveyor or car wash systems
	Non-recirculating systems in all new decorative fountains
	Other
	Restaurants prohibited from serving water without first being request to by patron
	Restrictions/ prohibitions regarding hosing down hardscape or other areas.
	Single-pass cooling systems for new connections
	Steeply inclining rate structure
	Water waste prevention targeting new development

BMP 1.2: Foundational - Water Loss

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required	Full Committee Decision
Water Audit	1. Did your agency complete a water audit and balance using the AWWA software?	Yes/No	radio button		BMP 1.2 C1		
	2. Upload Worksheets in excel				BMP 1.2 C1		
	3. Did your agency test source, import, and production meters this reporting year?	Yes/No	radio button	Optional data entry for 08/09 and 09/10	BMP 1.2 C1	Do ALL meters have to be tested every year?	
	4. What is your Water Audit Validity Score?	numerical	Automatically populated by database from AWWA Worksheet	Year 4 = 12/13; Year 5 = 13/14	BMP 1.2 C2		
	5. Did your agency complete training in the AWWA Water Audit Method?	Yes/No	radio button	4 years to complete	BMP 1.2 C3		
	6. Did your agency complete training in the component analysis process?	Yes/No	radio button	4 years to complete	BMP 1.2 C3		
	7. Did your agency complete/update the component analysis?	Yes/No and enter year in a text box	radio button blank field	Enter Year	BMP 1.2 C3	Verify with the Board the four year cycle rules to determine if another analysis is needed w/in 4 years. Does next 4 years begin when first analysis is completed?	
Water Loss Performance	8. Did your agency demonstrate progress in water loss control performance?	Yes/No	Automatically populated by database from AWWA Worksheet		BMP 1.2 C4		
	9. Did your agency repair all reported leaks and breaks to the extent cost effective?	Yes/No	radio button		BMP 1.2 C5		
	10. Did your agency establish and maintain a record keeping system for the repair of reported leaks for the following:				BMP 1.2 C5		
	Time leak reported?	Yes/No	radio button	Required 2nd Year			
	Leak location?	Yes/No	radio button	Required 2nd Year			
	Type of leaking pipe segment or fitting?	Yes/No	radio button	Required 2nd Year			
	leak running time from report to repair?	Yes/No	radio button	Required 2nd Year			
	Leak volume estimate from time of report	Yes/No	radio button	Required 4th year			
	Cost of repair?	Yes/No	radio button	Required 4th year			

BMP 1.2: Foundational - Water Loss

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required	Full Committee Decision
	11. Did your agency locate and repair unreported leaks to the extent cost effective?	Yes/No	radio button		BMP 1.2 C6		
	12. What type of program components does your agency use to detect unreported leaks? (optional)		drop down list	Optional Question	BMP 1.2 C6		
Documentation	13. Complete the following table with annual summary information:			required during years 2-5 only	BMP 1.2 D5		
	Total Number of leaks repaired	Number	blank field				
	Economic Value of Real Losses	Number	blank field			Is the AWWA Software output or inputs used to automatically populate this information? Go to Board in Feb - Check AWWA Real loss definition compared to CUWCC Economic Value Model	
	Economic Value of Apparent Losses	Number	blank field				
	Miles of system surveyed for leaks	Number	blank field				
	Pressure Reduction Undertaken for loss reduction		blank field				
	Infrastructure Rehabilitation and Renewal		drop down list blank field	Check AWWA Manual for items to include, such as water main and meter replacement			
	Volume of Water Saved	Number	blank field				
	Costs of Interventions	Number	blank field				

BMP 1.3: Foundational - Meters (formerly BMP 4)

This BMP was NOT revised along with most of the other BMPs in Dec 2008. Therefore, the existing database needs few changes. The following are the recommended changes.

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
	(question should cover both the Coverage Requirements and Requirements for Documentation)		drop down list radio button blank field, etc			
NO changes recommended to existing database, other than addition of "Dashboard" providing info on level of compliance. For example, for those agencies that have unmetered service connections, they need to know if they are on track to meeting the BMP requirement to install meters.						

BMP 1.4: Foundational - Conservation Pricing (formerly BMP 11)

This BMP was NOT revised along with most of the other BMPs in Dec 2008. Therefore, the existing database needs few changes. The following are the recommended changes.

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required	Full Committee Decision
No changes other than:	1. Section B Implementation Options: should indicate that MOU's section "E" has implementation schedule which give some flexibility with respect to when an agency must be 100% in compliance. That should be reflected in the reporting database. This could be on the "Dashboard", showing "Years after Start Year" (see page 32 of MOU Exhibit 1) and, therefore, target agency must reach by then current reporting year.						

BMP 2.1: Foundational - Public Outreach - Retail Agencies

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
	(question should cover both the Coverage Requirements and Requirements for Documentation)		drop down list radio button blank field, etc			
I. Required Reporting						
1. Contacts with the Public						
A - Wholesale agency responsible for compliance	Did one or more CUWCC wholesale agencies agree to assume your agency's responsibility for meeting the requirements of and for CUWCC reporting of this BMP?	Yes/No				
	If "Yes", select name of CUWCC wholesale agency(ies) from list	Select from list	drop down list that allows user to select more than one name. Names are list of CUWCC wholesale agencies			
	Type name(s) if CUWCC wholesale agency not on list	Text	blank			
OR B. Retail Agency Compliance	Report a minimum of 4 water conservation related "contacts" your agency had with the public during the year. 'Contacts' are unique campaigns or events. For example, a direct mailing to your customers one month is one Contact, the identical mailing in subsequent months is NOT an additional Contact; but another direct mail piece with different content would. PLEASE list these contacts in order of how your agency views their importance / effectiveness with respect to conserving water, with the most important/ effective listed first.	Select from list	Drop down list - see content of list on attached worksheet "Drop Down List"	[water agencies should be allowed to add as many new lines/ records/ text boxes as they need]	BMP 2.1.C.1 and .4 - Public Information Programs ~ Coverage Requirement ~ Public Contacts	
	Did at least one contact take place during each quarter of the reporting year?	Yes/No			BMP 2.1.C.1	
2. Contacts with the Media						
A - Wholesale agency responsible for compliance	Did one or more CUWCC wholesale agencies agree to assume your agency's responsibility for meeting the requirements of and for CUWCC reporting of this BMP?	Yes/No				
	If "Yes", select name of CUWCC wholesale agency(ies) from list	Select from list	drop down list that allows user to select more than one name. Names are list of CUWCC wholesale agencies			
	Type name(s) if CUWCC wholesale agency not on list	Text	blank			
OR B. Retail Agency Compliance	Report a minimum of 4 water conservation related "contacts" your agency had with the media during the year. 'Contacts' are unique campaigns or events. For example, a press release to many news outlets constitutes a single Contact, the identical press release at a later date is NOT an additional Contact; but a different press release regarding a different subject would.	Select from list	Drop down list - see content of list on attached worksheet "Drop Down List"	[water agencies should be allowed to add as many new lines/ records/ text boxes as they need]	BMP 2.1.C.2 and .4 - Public Information Programs ~ Coverage Requirement ~ Media Contacts	
	Did at least one contact take place during each quarter of the reporting year?	Yes/No				
3. Website Updates						
A - Wholesale agency responsible for compliance	Did one or more CUWCC wholesale agencies agree to assume your agency's responsibility for meeting the requirements of and for CUWCC reporting of this BMP?	Yes/No				
	If "Yes", select name of CUWCC wholesale agency(ies) from list	Select from list	drop down list that allows user to select more than one name. Names are list of CUWCC wholesale agencies			
	Type name(s) if CUWCC wholesale agency not on list	Text	blank			
OR B. Retail Agency Compliance	Enter your agency's URL (website address)	Text	blank text box		BMP 2.1.C.3 Public Information Programs - Coverage Requirement - Website Updates	

BMP 2.1: Foundational - Public Outreach - Retail Agencies

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
	(question should cover both the Coverage Requirements and Requirements for Documentation)		drop down list radio button blank field, etc			
	Describe a minimum of four water conservation related updates to your agency's website that took place during the year	Text	blank text box	[water agencies should be allowed to add as many new lines/ records/ text boxes as they need]	BMP 2.1.C.3 and .4 - Public Information Programs ~ Coverage Requirement ~ Website Updates	
	Did at least one contact take place during each quarter of the reporting year?	Yes/No				
4. Public Outreach Annual Budget	Enter budget for public outreach programs. You may enter total budget in a single line or break the budget into discrete categories by entering many rows. Please indicate if personnel costs are included in the entry.				BMP 2.1.C.5 - Public Information Programs ~ Annual Public Outreach Budget	
	Describe expenditure	text	blank field	Agency can enter as many rows (records) as it wants.		
	Expenditure amount	currency	blank field	On the form, this should be on the same row as and next to the above item.		
5. Comments	Enter comments, if any, about your public outreach program, especially helpful are comments related to those programs you believe most effective at reaching your water conservation goals.	Text	blank			
II. Voluntary Reporting						
1. Expenses	Enter expenses for public outreach programs. Please include the same kind of expenses you included in the question related to your budget (I.5, above). For example, if you included personnel costs in the budget entered above, be sure to include them here as well.	Text	blank field	the purpose of this box is to enter a description of the dollar amount to be entered in the box next to it (see the row below this)	BMP 2.1.D.22 - Public Information Programs ~ Expenditures	
		number	blank field	This box is positioned next to, on the right side of, the above mentioned drop down list. The purpose of this box is to enter the dollar amount of the expense.		
2. Additional Public Information Program	You may report additional public information contacts. PLEASE list these additional contacts in order of how your agency views their importance / effectiveness with respect to conserving water, with the most important/ effective listed first.	Select from list	Drop down list - same as "I.1", above	[water agencies should be allowed to add as many new lines/ records/ text boxes as they need]	BMP 2.1.D - Public Information Programs	
		number	blank field			
3.A Social Marketing Programs	Use the drop down list to enter your social marketing programs	select from list	drop down list - see attached "Social Marketing & Partnering" worksheet			
3.B Social Marketing Expenditures	Social Marketing expenditure for the reporting period (include all agency costs)	number	blank		BMP 2.1.D - Social Marketing #6	
4. Partnering Programs - Partners	Select the type of partnering program from the list	Select from list	Drop down list - see content of list on attached worksheet "Drop Down List"	Water agencies should be able to add as many rows as necessary.	BMP 2.1.D - Partnering Programs 1 through 7	
	Provide a brief description of the program	Text	blank	This box is positioned next to, on the right side of, the above mentioned drop down box. The purpose of this box is to describe the program.		
5. Partnering Programs - Newsletters	Select the type of newsletter articles published in other entities' newsletters	Select from list	Drop down list - see content of list on attached worksheet "Drop Down List"	Water agencies should be able to add as many rows as necessary. Content of drop down list: City Materials; HOAs; Non-profits; Other	BMP 2.1.D - Partnering Programs 8	
	Number of newsletters per year	number	blank	This box is positioned next to, on the right side of, the above mentioned box.		

BMP 2.1: Foundational - Public Outreach - Retail Agencies

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
	(question should cover both the Coverage Requirements and Requirements for Documentation)		drop down list radio button blank field, etc			
	Number of customers per year	number	blank	This box is positioned next to, on the right side of, the above mentioned drop down box.		
6. Partnering with Other Utilities	Describe other utilities your agency partners with, including electrical utilities	Text	blank		BMP 2.1.D - Partnering Programs 9	
7. Conservation Gardens	Describe water conservation gardens at your agency or other high traffic areas or new homes	Text	blank		BMP 2.1.D - Partnering Programs 10	
8. Landscape contests or awards	Describe water wise landscape contest or awards program conducted by your agency	Text	blank		BMP 2.1.D - Partnering Programs 11	

BMP 2.1: Foundational - Public Outreach - Retail Agencies
Drop Down Lists

Define Category	Question/Statement Text	Drop Down List Options
2.1 Public Information Programs - I. Required Reporting	1. Contacts with the Public	Adult Education/Training Programs
		Booths at local fairs/events
		Customer notification when meter reads show rise in use of 20% or more from same time previous year
		Dedicated phone line or "on hold" messages with recorded conservation information
		Direct mail or other notification to customer if water use is significantly higher than neighbors with similarly-sized lots
		Email messages
		Flyers and/or brochures (total copies), bill stuffers, messages printed on bill, information packets
		General water conservation information
		Landscape: customer notification when runoff is reported
		Landscape: direct mail - seasonal postcards or notification noting irrigation requirement changes
		Landscape: sponsor or co-sponsor landscape workshops/training for homeowners and/or homeowners associations
		Landscape: Water Conservation Gardens: involvement in a garden that promotes and educates the public about water-efficient landscaping and conservation techniques. May include "Corporate" or "business" sponsorship or membership.
		Landscape: water conservation media campaigns
		Landscape: watering calculator and watering index to assist with weekly irrigation scheduling
		Landscape: website - provided link to or list of qualified landscape professionals (WaterSense, California Landscape Contractors Association, Irrigation Association, etc.) and other helpful sites
		Monthly water use reports provided with comparison of water use to water budget
		Newsletter articles on conservation
		Point of purchase pieces, including internet point of purchase by type: high efficiency clothes washers, weather based irrigation controller, high efficiency toilets, plant palette information, other.
		Presentations
		z - Additional program(s) supported by agency but not mentioned above

Define Category	Question/Statement Text	Drop Down List Options
2.1 Public Information Programs - I. Required Reporting	2. Contacts with the Media	Articles or stories resulting from outreach
		Editorial board visits
		News releases
		Newspaper contacts
		Radio contacts
		Television contacts
		Written editorials

BMP 2.1: Foundational - Public Outreach - Retail Agencies
Drop Down Lists

Define Category	Question/Statement Text	Drop Down List Options
2.1 Public Information Programs - I. Required Reporting	1. Contacts with the Public	Adult Education/Training Programs: number of presentations
		Booths at local fairs/events: number of fairs/ events
		Customer notification when meter reads show rise in use of 20% or more from same time previous year: number of notifications
		Dedicated phone line or "on hold" messages with recorded conservation information
		Direct mail or other notification to customer if water use is significantly higher than neighbors with similarly-sized lots: number of notifications
		Email messages: number of different events
		Flyers and/or brochures bill stuffers, messages printed on bill, information packets: number of different events
		General water conservation information
		Landscape: customer notification when runoff is reported: number of notifications
		Landscape: direct mail - seasonal postcards or notification noting irrigation requirement changes: average number of customers in program
		Landscape: sponsor or co-sponsor landscape workshops/training for homeowners and/or homeowners associations: number of different events
		Landscape: involvement in water conservation garden: number of gardens
		Landscape: water conservation media campaigns: number of different campaigns
		Landscape: watering calculator and watering index to assist with weekly irrigation scheduling: average number of customers in program
		Landscape: website - provide link to or list of qualified landscape professionals (WaterSense, California Landscape Contractors Association, Irrigation Association, etc.) and other helpful sites: number of links
		Monthly water use reports provided with comparison of water use to water budget: ave number of customers in program
		Newsletter articles on conservation: number of different newsletters published
		Point of purchase pieces, including internet point of purchase by type: high efficiency clothes washers, weather based irrigation controller, high efficiency toilets, plant palette information, other.
		Presentations: number of
		z Additional program(s) supported by agency but not mentioned above
Define Category	Question/Statement Text	Drop Down List Options
4. Partnering Programs - Partners		CLCA; type of program:
		Cooperative Extension; type of program:
		Green Building Programs; type of program:
		Local Colleges; type of program:
		Master Gardeners; type of program:
		Other; please describe:
		Retail and wholesale outlet; name(s) and type(s) of programs:
Define Category	Question/Statement Text	Drop Down List Options
5. Partnering Programs - Newsletters		HOAs
		City materials
		Non-profits
		Other

BMP 2.1: Foundational - Public Outreach - Retail Agencies
Social Marketing drop-down list

Social marketing	Question/ Statement	Answer Options	Answer Format	Comments	Reference to MOU
Branding	Water conservation "brand," "theme" or mascot	Yes/No			BMP 2.1.D - Social Marketing #1
	Briefly describe	Text	blank		
Market Research	Sponsored or participated in market research to refine your message	Yes/No			BMP 2.1.D - Social Marketing #2
	Briefly describe	Text	blank		
Community Committees	Community conservation committee	Yes/No			BMP 2.1.D - Social Marketing #3
	Describe, including whether it is conservation in general; landscape; education; CII; if "other", please describe	Text	blank		
Training	Provide training for stakeholders who help support programs or educate others about conservation	Select from list	Drop down list	Water agencies should be able to add up to four rows in this section, if they have a training class related to all options on the drop down list. Content of drop down list: Professional landscapers; Plumbers; Homeowners; Other	BMP 2.1.D - Social Marketing #4
	Enter number of sessions	number	blank	This box is positioned next to, on the right side of, the above mentioned drop down list. The purpose of this box is to enter the number of sessions/ classes	
	Enter the total number of attendees	number	blank	This box is positioned next to, on the right side of, the above mentioned box next to the drop down list. The purpose of this box is to enter the number of people being trained	
Other	List additional program(s) supported by your agency	Text	blank	[water agencies should be allowed to add as many new lines/ records/ text boxes as they need]	BMP 2.1.D - Social Marketing #5

BMP 2.2: Foundational - School Education Programs - Retail Agencies

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
I. Required Reporting						
1. School Materials Developed						
A - Wholesale agency responsible for compliance	Did one or more CUWCC wholesale agencies agree to assume some or all of your agency's responsibility for meeting the requirements of and for CUWCC reporting of this BMP?	Yes/No	radio button		BMP 2.2.A.3 & 2.2.C.1	
	If "No" go to 1.B, below. If "Yes", select name of CUWCC wholesale agency(ies) from list; if not on the list than type the wholesale agency's name in the text box provided.	Select from list	drop down list that allows user to select more than one name. Names are list of CUWCC wholesale agencies			
	Type name(s) if CUWCC wholesale agency not on list	Text	blank			
or B - Retail agency responsible for compliance	Does the curriculum materials developed and/or provided by your agency or another agency meet state education framework requirements and are grade-level appropriate?	Yes/No	radio button			
	If developed by an agency other than your own, enter name of that agency	Text	blank			
	Describe materials developed	Text	blank		BMP 2.2.C.3	
2. School Materials Distributed						
A - Wholesale agency responsible for compliance	Did one or more CUWCC wholesale agencies agree to assume some or all of your agency's responsibility for meeting the requirements of and for CUWCC reporting of this BMP?	Yes/No	radio button		BMP 2.2.C.2	
	If "No" go to 2.B, below. If "Yes", select name of CUWCC wholesale agency(ies) from list; if not on the list than type the wholesale agency's name in the text box provided	Select from list	drop down list that allows user to select more than one name. Names are list of CUWCC wholesale agencies			
	Type name(s) if CUWCC wholesale agency not on list	Text	blank			
or B - Retail agency responsible for compliance	Were the materials developed in subsection 1 distributed to K-6 students?	Yes/No	radio button		BMP 2.2.C.2	
	If distributed by an agency other than your own, enter name of that agency	Text	blank			
	Describe materials distributed (write 'same' if same materials describe in 1.b)	Text	blank		BMP 2.2.C.3	
3. Comments	OPTIONAL: enter comments, if any, about your school education program, especially helpful are comments related to those programs you believe most effective at reaching your water conservation goals.	Text	blank			
4. Annual Budget	Enter budget for school education programs. You may enter total budget in a single line or break the budget into discrete categories by entering as many rows as you need. Please indicate if personnel costs are included in the entry.				BMP 2.2.C.4	
	Describe expenditure	text	blank field	Agency can enter as many rows (records) as it wants.		
	Expenditure amount	currency	blank field	On the form, this should be on the same row as and next to the above item.		

BMP 2.2: Foundational - School Education Programs - Retail Agencies

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required
II. Voluntary Reporting						
1. Expenditures	Describe and enter expenses for school education programs. Please include the same kind of expenses you included in the question related to your budget (I.4, above). For example, if you included personnel costs in the budget entered above, be sure to include them here as well.	Text	blank field	The purpose of this box is to enter a description of the dollar amount to be entered in the box next to it (see the row below this). Agencies can make as many entries as they like (i.e., they can keep inserting new records/ expenses).	BMP 2.2.D.14	
	Expenditure amount	Currency	blank field	This box is positioned next to, on the right side of, the above mentioned drop down list. The purpose of this box is to enter the dollar amount of the expense.		
2. Program - K-6th	Use the drop down list to enter your school education programs	select from list	drop down list - see attached worksheet		BMP 2.2.D.1 through .13	
3. Program - Middle School	Use the drop down list to enter your school education programs	select from list	drop down list - see attached worksheet			
4. Program - High School	Use the drop down list to enter your school education programs	select from list	drop down list - see attached worksheet			
5. Comments	Please enter any additional comments you may have about your school education programs.	text	blank field			

BMP 2.2: Foundational - School Education Programs - Retail Agencies
Drop down choices

School Program	Question/ Statement	Answer Or	Answer Format	Reference to MOU
Classroom presentations	Number of events	number	blank field	BMP 2.2.D.1
	Total number of attendees	number	blank field	BMP 2.2.D.1
	Topics covers, such as conservation, recycled water, water sources, pollution prevention, etc.	text	blank field	BMP 2.2.D.1
Large group assemblies	Number of events	number	blank field	BMP 2.2.D.2
	Total number of attendees	number	blank field	BMP 2.2.D.2
Children's water festivals or other events	Number of events	number	blank field	BMP 2.2.D.3
	Total number of attendees	number	blank field	BMP 2.2.D.3
Cooperative efforts with existing science/water education programs (various workshops, science fair awards or judging) and follow-up	Number of events	number	blank field	BMP 2.2.D.4
	Total number of attendees	number	blank field	BMP 2.2.D.4
Other methods of disseminating information (i.e. themed age-appropriate classroom loaner kits)	Describe other methods	text	blank field	BMP 2.2.D.5
	Number distributed	number	blank field	BMP 2.2.D.5
Staffing children's booths at events & festivals	Number of booths	number	blank field	BMP 2.2.D.6
	Total number of attendees	number	blank field	BMP 2.2.D.6
Water conservation contests such as poster and photo	Describe contests	text	blank field	BMP 2.2.D.7
	Number of participants	number	blank field	BMP 2.2.D.7
Offer monetary awards/funding or scholarships to students	Number offered	number	blank field	BMP 2.2.D.8
	Total funding	currency	blank field	BMP 2.2.D.8
Teacher training workshops	Number of presentations	number	blank field	BMP 2.2.D.9
	Total number of attendees	number	blank field	BMP 2.2.D.9
Fund and/or staff student field trips to treatment facilities, recycling facilities, water conservation gardens, etc.	Number of tours or field trips	number	blank field	BMP 2.2.D.10
	Total number of participants	number	blank field	BMP 2.2.D.10
College internships in water conservation offered	Number of internships	number	blank field	BMP 2.2.D.11
	Total funding	currency	blank field	BMP 2.2.D.11
Career fairs/workshops	Number of presentations	number	blank field	BMP 2.2.D.12
	Number of attendees	number	blank field	BMP 2.2.D.12
Additional program(s) supported by agency but not mentioned above. Description: _____; number of events (if applicable); number of participants.	Describe other program(s)	text	blank field	BMP 2.2.D.13
	Number of additional programs	number	blank field	BMP 2.2.D.13
	Total number of participants	number	blank field	BMP 2.2.D.13

BMP 3: Residential

Define Category	Question/Statement Text	Answer Options	Answer Format	Coverage Req?	Comments (Why added?)	Reference to MOU	Clarifications Required	Full Committee Decision
Residential Assistance	# current single-family accounts	Number (automatically generated)			Information generated from the Accounts and Water Use Form	BMP 3 Section C1	Should be #s from Accounts and Water Use form, reflecting #s at the <i>beginning</i> of the year.	System should be set up to help agencies plan ahead for following year when inputting reporting data.
	# current multi-family accounts	Number (automatically generated)			Information generated from the Accounts and Water Use Form	BMP 3 Section C1		
	# single-family accounts provided leak detection assistance	Number	blank field	Required for Coverage		BMP 3 Section(s) A1;C1 & D1	Questions on how to quantify these activities following 10-year 15% requirement	Decided to not include high bill complaints; inconsistency between coverage and documentation requirements
	# multi-family accounts provided leak detection assistance	Number	blank field	Required for Coverage		BMP 3 Section(s) A1;C1 & D1		
	# residential assistance/leak detection survey visits	Number	possible pull-down menu(s)			BMP 3 Section(s) A1;C1 & D1		
	# WSS showerheads distributed	Number			across the board	BMP 3 Section(s) A1;C1 & D1		
	# WSS faucet aerators distributed	Number			across the board	BMP 3 Section(s) A1;C1 & D1		
	# other components	Number	blank field		possible drop list?	BMP 3 Section(s) A1;C1 & D1		
	Description of other components	Text	text field			BMP 3 Section(s) A1;C1 & D1		
Landscape Water Survey	# single-family accounts provided landscape water surveys	Number	blank field			BMP 3 Section(s) D2		remove MFR reference; pop out detail on a survey
HECWs (Agency must complete information for at least one coverage option. You are encouraged to include information on other coverage options, as available; if seeking credit for additional water savings, you must fill out Flex Track.)	# incentives for HECWs	Number	blank field	Coverage Option 1		BMP 3 Section(s) A3;C3 & D3	Need to pull out factor for each HECW and letting system calculate as opposed to agency calculating	
	Incentives average with average WF 5.0 or less (depending on WSS specifications)	Yes/No	radio button			BMP 3 Section(s) A3;C3 & D3		
	Coverage level required	Number (automatically generated)			includes past credits			show past credit
	Demonstration of 1.4% per year market penetration during the first ten years after signing the MOU	Documentation	Upload Document	Coverage Option 2		BMP 3 Section(s) A3;C3 & D3		
WSS Toilets (Agency must complete information for at least one coverage option. You are encouraged to include information on other coverage options, as available; if seeking credit for additional water savings, you must fill out Flex Track.)	Do you have a retrofit on resale ordinance in place for your service area?	Yes/No	radio button	Coverage Option 1	If yes, automatically proceed to upload ordinance, and below entry optional. If no, automatically proceed to incentive questions.			
	If yes, upload copy of ordinance.	Documentation	Upload Document					
	Coverage level required	Numbers (automatically generated)		Coverage Option 2	includes past credits		How will this be calculated, and is such an ordinance still effective following previous replacements? Referred to R&E.	
	# WSS toilet installations provided for single-family accounts	Number	blank field			BMP 3 Section(s) A4;C4 & D4		
	# WSS toilet installations provided for multi-family accounts	Number	blank field			BMP 3 Section(s) A4;C4 & D4		
	Description of program	Click all that apply from a list of different program types	Radio Button (multiple selections), Text Field		Rebates, Vouchers, Direct Installation, Distribution Events, Other [text field]	BMP 3 Section(s) A4;C4 & D4		
	Demonstration of 75% market saturation	Documentation	Upload Document	Coverage Option 3	Possibly CUWCC develop a template.		Will ULFTs be included in saturation?	Great concern with market saturation calculation not including ULFTs.

BMP 3: Residential

Define Category	Question/Statement Text	Answer Options	Answer Format	Coverage Req?	Comments (Why added?)	Reference to MOU	Clarifications Required	Full Committee Decision
WSS New Residential Development (Agency must complete information for at least one coverage option. You are encouraged to include information on other coverage options, as available; if seeking credit for additional water savings, you must fill out Flex Track.)	Is there a local and/or water agency regulation in effect meeting WSS for water efficient single-family new homes?	Yes/No	radio button	Coverage Option 1	If yes, automatically proceed to upload ordinance/regulation, and below entry optional. If no, automatically proceed to incentives questions.	BMP 3 Section C5	Information line on compliance requirement and optional data entry may be desirable.	
	Is there a local and/or water agency regulation in effect meeting WSS for water efficient new multi-family homes?	Yes/No	radio button			BMP 3 Section C5		
	If yes, upload copy of new development ordinance/regulation.	Documentation	Upload Document			BMP 3 Section D5		
	Are incentives offered for new homes?	Yes/No	radio button	Coverage Option 2		BMP 3 Section D5		
	# new single-family units built in service area during the reporting period	Number	blank field			BMP 3 Section D5		
	# new multi-family units built in service area during the reporting period	Number	blank field			BMP 3 Section D5		
	Description of incentives offered (generated automatic list from WSS)	List of current WSS fixtures	Radio Button		Table format incorporating all three questions	BMP 3 Section D5		
	List of incentive amounts		blank field			BMP 3 Section D5		
	# WSS fixtures installed		blank field			BMP 3 Section D5		
	# participating single-family homes	Number	blank field			BMP 3 Section D5		
	# participating multi-family dwelling units	Number	blank field			BMP 3 Section D5		

BMP 4: Commercial Industrial Institutional (CII)

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required	Full Committee Decision
CII Implementation	CUWCC to provide the agency with its water savings goal based on 10% of the baseline water use over a 10 year period. Identify and include credit given for prior activities.				BMP 4 Section A		
CII List	Provide the measure type (device)	Click next cell for drop down list example	HET		BMP 4 Section A(1);D (1); E (1);		
CII List	Provide the quantity installed	number	blank field		BMP 4 Section A(1);D (1); E (1)		
CII List	Water Savings attributed to measure type and quantity installed to be automatically calculated		automated		BMP 4 Section A(1);D (1); E (1)		
CII Flex Track Menu	Provide the method of measurement used to track the water savings	Click next cell for drop down list example	b) Customer Bill Analysis		BMP 4 Section A(2);D(2);F		
CII Flex Track Menu	Provide the type measure implemented	Click next cell for drop down list example	Car Wash Reclamation Systems	If "Other" is selected, measure will be entered in blank field.	BMP 4 Section A(2);D(2);F		
CII Flex Track Menu	Provide the industry in which the measure was implemented	Click next cell for drop down list example	NAICS List of Industries		BMP 4 Section A(2);D(2);F		
CII Flex Track Menu	Provide the total estimated water savings	number in AF	blank field		BMP 4 Section A(2);D(2);F		
CII Flex Track Menu	Provide the measure life (years)	Click next cell for drop down list example	10 years		BMP 4 Section A(2);D(2);F		
CII Flex Track Menu	Provide the annual water savings	number in AF	blank field		BMP 4 Section A(2);D(2);F		
CII Flex Track Menu	Provide the lifetime water savings	number in AF	blank field		BMP 4 Section A(2);D(2);F		
CII Flex Track Menu	Note: Depending on the measure type selected the input screen will need to prompt the user to answer measure type specific questions.	Example: If the user selects Car Wash Reclamation System from the drop down list the user would then be prompted to pick the type of car wash facility.	pop-up form		BMP 4 Section A(2);D(2);F		

BMP 4: Commercial Industrial Institutional (CII)**Drop Down Lists****Measures (devices)**

HET
HEU
ULVU
ZWU
Commercial HEW
Cooling Tower Conductivity Controllers
Cooling Tower pH Controllers
Connectionless Food Steamers
Medical Equipment Steam Sterilizers
Water-efficient Ice Machines
Pressurised Water Brooms
Dry Vacuum Pumps

CII Flex Track Menu

Industrial Process Water Use Reduction
Process Water: a) Recycling
Process Water: b) Deionization
Industrial Retrofits
Commercial Retrofits
Filter Upgrades
Car Wash Reclamation Systems
Wet Cleaning
Water Audits
Clean in Place Technology
Waterless Wok
Alternative On-Site Water Source
Submetering
Pool Covers
HE Showerheads
Faucet Flow Restrictions
WE Dishwashers
Hot Water on Demand
Pre-Rinse Spray Valves
Central Flush Systems
Other Measures chosen by agency

Methods of Measurements

a) Point of Retrofit Metering
b) Customer Bill Analysis
c) Agency Provided Calculation

NAICS List of Industries**Measure Life**

25 years
10 years
5 years
7 years

BMP 5: Landscape

Define Category	Question/Statement Text	Answer Options	Answer Format	Comments (Why added?)	Reference to MOU	Clarifications Required	Full Committee Decision
CII Accounts with Dedicated Irrigation Meters	# of dedicated irrigation meter accounts	Number	blank field		Landscape BMP, Section C1	Should this # come from Base Year?	
	# of dedicated irrigation meter accounts with water budgets	Number	blank field		Landscape BMP, Section C1		
	Aggregate water use for dedicated non-recreational landscape accounts with budgets	Number	blank field	These were added to the reporting form because they are in Section D	Landscape BMP, Section A1		
	Aggregate acreage assigned water budgets and average ET for dedicated non-recreational landscape accounts with budgets.	Number	blank field	"Requirements for Documenting BMP Implementation." of the current Landscape BMP	Landscape BMP, Section A1		
Technical Assistance	Number of accounts 20% over-budget	Number	blank field		Landscape BMP, Section C2		
	Number of accounts 20% over-budget offered technical assistance	Number	blank field		Landscape BMP, Section C2		
	Number of accounts 20% over-budget accepting technical assistance	Number	blank field		Landscape BMP, Section B2		
	Aggregate acreage of recreational areas assigned water budgets and average ET for dedicated recreational landscape accounts with budgets.	Number	blank field		Landscape BMP, Section A1		
Irrigation water use surveys for mixed-use and un-metered accounts.	Number of mixed-use and un-metered accounts	Number	blank field		Landscape BMP, Section C3	Should this # come from Base Year?	
	Number of irrigation water use surveys offered	Number	blank field		Landscape BMP, Section C3		
	Number of irrigation water use surveys accepted	Number	blank field		Landscape BMP, Section C3		
	Number of surveys completed	Number	blank field		Landscape BMP, Section C3		
	Estimated water savings by customers receiving irrigation water use surveys and implementing recommendations	Number	blank field		Landscape BMP, Section E		show past credit
Financial Incentives	Number of incentives, rebates, and no- or low-interest loans offered to, and received by, customers	Number	blank field		Landscape BMP, Section C4		combine incentives, instead of breaking out individually
	Type of incentives, rebates, and no- or low-interest loans offered to, and received by, customers	Number	drop down list or checkboxes		Landscape BMP, Section C4		
	Dollar value of incentives, rebates, and no- or low-interest loans offered to, and received by, customers	Number	blank field		Landscape BMP, Section C4		