

Water Supply & Reuse

Reporting Unit:

City of Ontario

Year:

2008

Water Supply Source Information

Supply Source Name	Quantity (AF) Supplied	Supply Type
Well 16	794.25	Groundwater
Well 17	1213.21	Groundwater
Well 20	203.48	Groundwater
Well 24	590.83	Groundwater
Well 25	604.23	Groundwater
Well 26	159.52	Groundwater
Well 27	275.15	Groundwater
Well 29	1440.72	Groundwater
Well 30	1187.21	Groundwater
Well 31	3050.85	Groundwater
Well 34	2052.27	Groundwater
Well 35	3083.37	Groundwater
Well 36	894.4	Groundwater
Well 37	3086.52	Groundwater
Well 38	2123.55	Groundwater
Well 39	201.84	Groundwater
Well 40	2852.74	Groundwater
Well 41	1911.82	Groundwater
Well 49	1338.18	Groundwater
JCSD	7498.13	Imported
WFA	8740.4	Imported

Total AF: 43302.67

Reported as of 6/26/09

Accounts & Water Use

Reporting Unit Name:

City of Ontario

Submitted to

CUWCC

02/24/2009

Year:

2008

What is the reporting year? Calendar **Month Ending** December

A. Service Area Population Information:

1. Total service area population 173690

B. Number of Accounts and Water Deliveries (AF)

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	29224	15652.12	0	0
2. Multi-Family	2053	5713.43	0	0
3. Commercial	3256	8403.46	0	0

4. Industrial	304	2313.09	0	0
5. Institutional	308	1370.85	0	0
6. Dedicated Irrigation	1303	7805.34	0	0
7. Recycled Water	80	287.33	0	0
8. Other	170	311.62	0	0
9. Unaccounted	NA	0	NA	1424.287
Total	36698	41857.24	0	1424.287
	Metered		Unmetered	

Reported as of 6/26/09

BMP 01: Water Survey Programs for Single-Family and Multi-Family Residential Customers

Reporting Unit:
City of Ontario

BMP Form Status:
100% Complete

Year:
2008

A. Implementation

1. Based on your signed MOU date, 12/11/2002, your Agency STRATEGY DUE DATE is: 12/10/2004
2. Has your agency developed and implemented a targeting/marketing strategy for SINGLE-FAMILY residential water use surveys? yes
 - a. If YES, when was it implemented? 4/01/2005
3. Has your agency developed and implemented a targeting/marketing strategy for MULTI-FAMILY residential water use surveys? yes
 - a. If YES, when was it implemented? 4/01/2005

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	0	0
2. Number of surveys completed:	0	0
Indoor Survey:		
3. Check for leaks, including toilets, faucets and meter checks	no	no
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	no	no
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	no	no
Outdoor Survey:		
6. Check irrigation system and timers	no	no
7. Review or develop customer irrigation schedule	no	no
8. Measure landscaped area (Recommended but not required for surveys)	no	no

9. Measure total irrigable area (Recommended but not required for surveys)	no	no
10. Which measurement method is typically used (Recommended but not required for surveys)		None
11. Were customers provided with information packets that included evaluation results and water savings recommendations?	no	no
12. Have the number of surveys offered and completed, survey results, and survey costs been tracked?	no	no
a. If yes, in what form are surveys tracked?		None
b. Describe how your agency tracks this information.		

C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP?	No
a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."	

Leaks are checked at the meter during customer work, in response to a customer complaint, during meter exchanges, and when the meter is read. The coverage would be 100% at several times throughout the year. Additionally, during various in-home customer service visits, customers are informed of existing leaks. Customers are also offered rebates on swimming pool covers designed to reduce evaporation

D. Comments

Reported as of 6/26/09

BMP 02: Residential Plumbing Retrofit

Reporting Unit:	BMP Form Status:	Year:
City of Ontario	100% Complete	2008

A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts?	no
a. If YES, list local jurisdictions in your service area and code or ordinance in each:	
2. Has your agency satisfied the 75% saturation requirement for single-family housing units?	no
3. Estimated percent of single-family households with low-flow showerheads:	1.4%
4. Has your agency satisfied the 75% saturation requirement for multi-family housing units?	no
5. Estimated percent of multi-family households with low-flow showerheads:	5.8%
6. If YES to 2 OR 4 above, please describe how saturation was determined,	

including the dates and results of any survey research.

B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes

a. If YES, when did your agency begin implementing this strategy? 1/01/2002

b. Describe your targeting/ marketing strategy.

Low flow showerheads are distributed at water quality/water conservation fair booths, during in-home water quality site visits, and by customer service staff conducting routine fieldwork.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	121	0
3. Number of toilet-displacement devices distributed:	0	0
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	242	0
6. Does your agency track the distribution and cost of low-flow devices?		yes
a. If YES, in what format are low-flow devices tracked?		Spreadsheet
b. If yes, describe your tracking and distribution system :		

Hard copy records are summarized using an electronic spreadsheet.

C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? yes

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

Rebates processed during 2008 for water-conserving devices included 4 ULFTs, 101 HETs, 144 HECWs, 98 rotating nozzles, 1 WBIC, and 13 synthetic turf rebates. Additionally, 945 HETs were installed in multi-family residential units in a direct-install program, and 11 residents participated in the turf-removal program.

D. Comments

Reported as of 6/26/09

BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:

City of Ontario

BMP Form Status:

100% Complete

Year:

2008

A. Implementation

1. Does your agency own or operate a water distribution system? yes

2. Has your agency completed a pre-screening system audit for this reporting year? yes

3. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:

a. Determine metered sales (AF)	41857.24
b. Determine other system verifiable uses (AF)	31.163
c. Determine total supply into the system (AF)	43302.69
d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required.	0.97

4. Does your agency keep necessary data on file to verify the values entered in question 3? yes

5. Did your agency complete a full-scale audit during this report year? no

6. Does your agency maintain in-house records of audit results or completed AWWA M36 audit worksheets for the completed audit which could be forwarded to CUWCC? no

7. Does your agency operate a system leak detection program? yes

a. If yes, describe the leak detection program:

Leaks are reported by Ontario Utilities employees and other Public Works employees working in the field who may observe leaks while reading meters, working on service lines or conducting misc. work within the City. Leaks are also reported directly by the customer. In addition, field crews investigate below ground leaks.

B. Survey Data

1. Total number of miles of distribution system line.	543.7
2. Number of miles of distribution system line surveyed.	0

C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

The number of miles of distribution system line surveyed is unknown.

Voluntary Questions (Not used to calculate compliance)

E. Volumes

	Estimated	Verified
1. Volume of raw water supplied to the system:		
2. Volume treated water supplied into the system:		
3. Volume of water exported from the system:		
4. Volume of billed authorized metered consumption:		
5. Volume of billed authorized unmetered consumption:		
6. Volume of unbilled authorized metered consumption:		
7. Volume of unbilled authorized unmetered consumption:		

F. Infrastructure and Hydraulics

1. System input (source or master meter) volumes metered at the entry to the:		Distribution System
2. How frequently are they tested and calibrated?		12
3. Length of mains:		
4. What % of distribution mains are rigid pipes (metal, ac, concrete)?		100
5. Number of service connections:		36698
6. What % of service connections are rigid pipes (metal)?	99.5	
7. Are residential properties fully metered?		yes
8. Are non-residential properties fully metered?		yes
9. Provide an estimate of customer meter under-registration:	10	
10. Average length of customer service line from the main to the point of the meter:	25	
11. Average system pressure:		80
12. Range of system pressures:		From 50 to 120
13. What percentage of the system is fed from gravity feed?		100
14. What percentage of the system is fed by pumping and re-pumping?		0

G. Maintenance Questions

1. Who is responsible for providing, testing, repairing and replacing customer meters?		Utility
2. Does your agency test, repair and replace your meters on a regular timed schedule?		yes
a. If yes, does your agency test by meter size or customer category?:		Meter Size
b. If yes to meter size, please provide the frequency of testing by meter size:		
Less than or equal to 1"		10 years
1.5" to 2"		10 years
3" and Larger		12 months
c. If yes to customer category, provide the frequency of testing by customer category:		
SF residential		
MF residential		
Commercial		
Industrial & Institutional		
3. Who is responsible for repairs to the customer lateral or customer service line?		Utility
4. Who is responsible for service line repairs downstream of the customer meter?		Customer
5. Does your agency proactively search for leaks using leak survey techniques or does your utility reactively repair leaks which are called in, or both?		Leak Repairs
6. What is the utility budget breakdown for:		
Leak Detection		\$ 0
Leak Repair		\$

Auditing and Water Loss Evaluation	\$ 0
Meter Testing	\$

H. Comments

Reported as of 6/26/09

BMP 04: Metering with Commodity Rates for all New Connections and Retrofit of Existing

Reporting Unit:	BMP Form Status:	Year:
City of Ontario	100% Complete	2008

A. Implementation

1. Does your agency have any unmetered service connections? No
 - a. If YES, has your agency completed a meter retrofit plan?
 - b. If YES, number of previously unmetered accounts fitted with meters during report year:
2. Are all new service connections being metered and billed by volume of use? Yes
3. Are all new service connections being billed volumetrically with meters? Yes
4. Has your agency completed and submitted electronically to the Council a written plan, policy or program to test, repair and replace meters? Yes
5. Please fill out the following matrix:

Account Type	Number of Metered Accounts	Number of Metered Accounts Read	Number of Metered Accounts Billed by Volume	Billing Frequency Per Year	Number of Volume Estimates
a. Single Family	29224	29224	29224	12	0
b. Multi-Family	2053	2053	2053	12	0
c. Commercial	3256	3256	3256	12	0
d. Industrial	304	304	304	12	0
e. Institutional	308	308	308	12	0
f. Landscape Irrigation	1303	1303	1303	12	0

B. Feasibility Study

1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? no
 - a. If YES, when was the feasibility study conducted? (mm/dd/yy)
 - b. Describe the feasibility study:
2. Number of CII accounts with mixed-use meters: 2588
3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. 21

C. "At Least As Effective As"

1. Is your agency implementing an "at least as effective as" variant No

of this BMP?

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit:

City of Ontario

BMP Form Status:

100% Complete

Year:

2008

A. Water Use Budgets

- | | |
|--|------|
| 1. Number of Dedicated Irrigation Meter Accounts: | 1303 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 0 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 0 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | no |

B. Landscape Surveys

- | | |
|---|------------|
| 1. Has your agency developed a marketing / targeting strategy for landscape surveys? | yes |
| a. If YES, when did your agency begin implementing this strategy? | 04/01/2006 |
| b. Description of marketing / targeting strategy: | |
| <p>The City of Ontario participates in a landscape survey program together with the Inland Empire Utilities Agency Regional Conservation Partnership. The Inland Empire Utilities Agency Regional Conservation Partnership is funded using monies contributed by the City of Ontario to the Inland Empire Utilities Agency (our wholesaler) as a surcharge on imported water purchases.</p> | |
| 2. Number of Surveys Offered. | 6 |
| 3. Number of Surveys Completed. | 6 |
| 4. Indicate which of the following Landscape Elements are part of your survey: | |
| a. Irrigation System Check | yes |
| b. Distribution Uniformity Analysis | yes |
| c. Review / Develop Irrigation Schedules | yes |
| d. Measure Landscape Area | yes |
| e. Measure Total Irrigable Area | yes |
| f. Provide Customer Report / Information | yes |
| 5. Do you track survey offers and results? | yes |
| 6. Does your agency provide follow-up surveys for previously completed surveys? | yes |

a. If YES, describe below:

The contractor providing the landscape audits will provide follow-up surveys at sites that have been audited.

C. Other BMP 5 Actions

1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program. no
 - Does your agency provide mixed-use accounts with landscape budgets?
 2. Number of CII mixed-use accounts with landscape budgets. 0
 3. Do you offer landscape irrigation training? yes
 4. Does your agency offer financial incentives to improve landscape water use efficiency? yes
- | Type of Financial Incentive: | Budget (Dollars/Year) | Number Awarded to Customers | Total Amount Awarded |
|------------------------------|-----------------------|-----------------------------|----------------------|
| a. Rebates | 0 | 186 | 0 |
| b. Loans | 0 | 0 | 0 |
| c. Grants | 0 | 0 | 0 |
5. Do you provide landscape water use efficiency information to new customers and customers changing services? No
- a. If YES, describe below:
6. Do you have irrigated landscaping at your facilities? yes
 - a. If yes, is it water-efficient? yes
 - b. If yes, does it have dedicated irrigation metering? yes
 7. Do you provide customer notices at the start of the irrigation season? no
 8. Do you provide customer notices at the end of the irrigation season? yes

D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

E. Comments

Though no budget is reflected, this program is funded through monies contributed by the City of Ontario to the Inland Empire Utilities Agency (our wholesaler) as a surcharge on imported water purchases.

Reported as of 6/26/09

BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit:
City of Ontario

BMP Form Status:
100% Complete

Year:
2008

A. Implementation

1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers?

a. If YES, describe the offerings and incentives as well as who the energy/waste water utility provider is.

2. Does your agency offer rebates for high-efficiency washers? yes
3. What is the level of the rebate?
4. Number of rebates awarded.

B. Rebate Program Expenditures

This Year Next Year

1. Budgeted Expenditures
2. Actual Expenditures

C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" no
variant of this BMP?
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

Though no budget is reflected, this program is funded though monies contributed by the City of Ontario to the Inland Empire Utilities Agency (our wholesaler) as a surcharge on imported water purchases.

Reported as of 6/26/09

BMP 07: Public Information Programs

Reporting Unit:

City of Ontario

BMP Form Status:

100% Complete

Year:

2008

A. Implementation

1. How is your public information program implemented?
Wholesaler and retailer both materially participate in program
Which wholesaler(s)?
Inland Empire Utilities Agency
2. Describe the program and how it's organized:
Conservation information is distributed in a variety of ways. First, it is found prominently in our water reports and quarterly newsletters. Next, flyers and brochures are created for children and adults and distributed all around the City. In addition, information is posted on our website. Finally, conservation topics are discussed with residents and businesses at presentations and one on one.
3. Indicate which and how many of the following activities are included in your public information program:

Public Information Program Activity in Retail Service Area	Yes/No	Number of Events
a. Paid Advertising	yes	70
b. Public Service Announcement	no	70
c. Bill Inserts / Newsletters / Brochures	yes	47
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	4

- | | | |
|--|-----|----|
| f. Special Events, Media Events | yes | 78 |
| g. Speaker's Bureau | no | 55 |
| h. Program to coordinate with other government agencies, industry and public interest groups and media | yes | |

B. Conservation Information Program Expenditures

- | | |
|---|------|
| 1. Annual Expenditures (Excluding Staffing) | 1500 |
|---|------|

C. "At Least As Effective As"

- | | |
|---|----|
| 1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? | No |
|---|----|

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

The City of Ontario participates in two regional conservation groups: the Inland Empire Utility Agency (IEUA) Regional Conservation Partnership and the Water Education/Water Awareness Committee (WEWAC). The annual expenditures listed in B1 reflect annual membership dues paid to WEWAC. The IEUA Regional Conservation Partnership is funded through monies contributed by the City of Ontario to the IEUA (our wholesaler) as a surcharge on imported water purchases.

Reported as of 6/26/09

BMP 08: School Education Programs

Reporting Unit:	BMP Form Status:	Year:
City of Ontario	100% Complete	2008

A. Implementation

- How is your public information program implemented?
Wholesaler and retailer both participate in program
Which wholesaler(s)?
Inland Empire Utilities Agency
- Please provide information on your region-wide school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	no	0	0	0
Grades 4th-6th	yes	2	860	0
Grades 7th-8th	no	0	0	0
High School	no	0	0	0
4. Did your Agency's materials meet state education framework requirements?				yes
5. When did your Agency begin implementing this program?				1/1/2003

B. School Education Program Expenditures

1. Annual Expenditures (Excluding Staffing) 0

C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

Though no budget is reflected, this program is funded through monies contributed by the City of Ontario to the Inland Empire Utilities Agency (our wholesaler) as a surcharge on imported water purchases.

Reported as of 6/26/09

BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
City of Ontario

BMP Form Status:
100% Complete

Year:
2008

A. Implementation

1. Has your agency identified and ranked COMMERCIAL customers according to use? yes

2. Has your agency identified and ranked INDUSTRIAL customers according to use? yes

3. Has your agency identified and ranked INSTITUTIONAL customers according to use? yes

Option A: CII Water Use Survey and Customer Incentives Program

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? If so, please describe activity during reporting period: no

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	0	0	0
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	no	no	no
f. Evaluation of all water-using apparatus and processes	no	no	no
g. Customer report	no	no	no

identifying recommended efficiency measures, paybacks and agency incentives

Agency CII Customer Incentives	Budget (\$/Year)	# Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

Option B: CII Conservation Program Targets

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option? yes

6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings? yes

7. **System Calculated** annual savings (AF/yr):

CII Programs	# Device Installations
a. Ultra Low Flush Toilets	4
b. Dual Flush Toilets	0
c. High Efficiency Toilets	663
d. High Efficiency Urinals	0
e. Non-Water Urinals	160
f. Commercial Clothes Washers (coin-op only; not industrial)	3
g. Cooling Tower Controllers	4
h. Food Steamers	0
i. Ice Machines	0
j. Pre-Rinse Spray Valves	0
k. Steam Sterilizer Retrofits	0
l. X-ray Film Processors	0

8. **Estimated** annual savings (AF/yr) from agency programs not including the devices listed in Option B. 7., above:

CII Programs	Annual Savings (AF/yr)
a. Site-verified actions taken by agency:	
A savings of 158.6 AF was achieved by increasing water efficiency at City facilities.	158.6
b. Non-site-verified actions taken by agency:	
Landscape audits conducted at CII sites during 2008 had an estimated potential annual water savings of 17.6056 AF.	17.6056

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	0	0
2. Actual Expenditures	0	

C. "At Least As Effective As"

1. Is your agency implementing an "at least as effective as" variant of this BMP? No
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

Though no budget is reflected, this program is funded through monies contributed by the City of Ontario to the Inland Empire Utilities Agency (our wholesaler) as a surcharge on imported water purchases.

BMP 11: Conservation Pricing

Reporting Unit: **City of Ontario** BMP Form Status: **100% Complete** Year: **2008**

A. Implementation**Water Service Rate Structure Data by Customer Class****1. Single Family Residential**

- | | |
|--|------------------|
| a. Rate Structure | Increasing Block |
| b. Total Revenue from Commodity Charges (Volumetric Rates) | \$ 10,490,708 |
| c. Total Revenue from Customer Meter/Service (Fixed) Charges | \$ 4,567,790 |

2. Multi-Family Residential

- | | |
|--|------------------|
| a. Rate Structure | Increasing Block |
| b. Total Revenue from Commodity Charges (Volumetric Rates) | \$ 4,095,645 |
| c. Total Revenue from Customer Meter/Service (Fixed) Charges | \$ 1,135,593 |

3. Commercial

- | | |
|--|------------------|
| a. Rate Structure | Increasing Block |
| b. Total Revenue from Commodity Charges (Volumetric Rates) | \$ 6,059,793 |
| c. Total Revenue from Customer Meter/Service (Fixed) Charges | \$ 2,196,850 |

4. Industrial

- | | |
|--|------------------|
| a. Rate Structure | Increasing Block |
| b. Total Revenue from Commodity Charges (Volumetric Rates) | \$ 1,671,613 |
| c. Total Revenue from Customer Meter/Service (Fixed) Charges | \$ 260,781 |

5. Institutional / Government

- | | |
|---------------------------------|------------------|
| a. Rate Structure | Increasing Block |
| b. Total Revenue from Commodity | \$ 993,125 |

Charges (Volumetric Rates)	
c. Total Revenue from Customer Meter/Service (Fixed) Charges	\$ 271,733
6. Dedicated Irrigation (potable)	
a. Rate Structure	Increasing Block
b. Total Revenue from Commodity Charges (Volumetric Rates)	\$ 5,679,516
c. Total Revenue from Customer Meter/Service (Fixed) Charges	\$ 960,332

7. Recycled-Reclaimed

a. Rate Structure	Increasing Block
b. Total Revenue from Commodity Charges (Volumetric Rates)	\$ 107,342
c. Total Revenue from Customer Meter/Service (Fixed) Charges	\$ 23,340

8. Raw

a. Rate Structure	Service Not Provided
b. Total Revenue from Commodity Charges (Volumetric Rates)	\$ 0
c. Total Revenue from Customer Meter/Service (Fixed) Charges	\$ 0

9. Other

a. Rate Structure	Increasing Block
b. Total Revenue from Commodity Charges (Volumetric Rates)	\$ 237,126
c. Total Revenue from Customer Meter/Service (Fixed) Charges	\$ 124,326

B. Implementation Options**Select Either Option 1 or Option 2:****1. Option 1: Use Annual Revenue As Reported**

$$V/(V+M) \geq 70\%$$

V = Total annual revenue from volumetric rates

M = Total annual revenue from customer meter/service (fixed) charges

Selected

2. Option 2: Use Canadian Water & Wastewater Association Rate Design Model

$$V/(V+M) \geq V'/(V'+M')$$

V = Total annual revenue from volumetric rates

M = Total annual revenue from customer meter/service (fixed) charges

V' = The uniform volume rate based on the signatory's long-run incremental cost of service

M' = The associated meter charge

a. If you selected Option 2, has your agency submitted to the Council a completed Canadian Water & Wastewater Association rate design model?

b. Value for **V'** (uniform volume rate based on agency's long-run incremental cost of service) as determined by the Canadian Water & Wastewater Association rate design model:

c. Value for **M'** (meter charge associated with V' uniform volume rate) as determined by the Canadian Water & Wastewater Association

rate design model:

C. Retail Wastewater (Sewer) Rate Structure Data by Customer Class

1. Does your agency provide sewer service? (If YES, answer questions 2 - 7 below, else continue to section D.) yes

2. Single Family Residential

a. Sewer Rate Structure Non-volumetric Flat Rate
 b. Total Annual Revenue \$ 6,072,571
 c. Total Revenue from
 Commodity Charges \$ 0
 (Volumetric Rates)

3. Multi-Family Residential

a. Sewer Rate Structure Non-volumetric Flat Rate
 b. Total Annual Revenue \$ 3,486,553
 c. Total Revenue from
 Commodity Charges \$ 0
 (Volumetric Rates)

4. Commercial

a. Sewer Rate Structure Uniform
 b. Total Annual Revenue \$ 5,731,066
 c. Total Revenue from
 Commodity Charges \$ 5,731,066
 (Volumetric Rates)

5. Industrial

a. Sewer Rate Structure Uniform
 b. Total Annual Revenue \$ 545,211
 c. Total Revenue from
 Commodity Charges \$ 545,211
 (Volumetric Rates)

6. Institutional / Government

a. Sewer Rate Structure Uniform
 b. Total Annual Revenue \$ 53,492
 c. Total Revenue from
 Commodity Charges \$ 53,492
 (Volumetric Rates)

7. Recycled-reclaimed water

a. Sewer Rate Structure Service Not Provided
 b. Total Annual Revenue \$ 0
 c. Total Revenue from
 Commodity Charges \$ 0
 (Volumetric Rates)

D. "At Least As Effective As"

1. Is your agency implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

E. Comments

BMP 12: Conservation Coordinator

Reporting Unit:
City of Ontario

BMP Form Status:
100% Complete

Year:
2008

A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is a coordinator position supplied by another agency with which you cooperate in a regional conservation program ? yes
 - a. Partner agency's name: Inland Empire Utilities Agency
3. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 30%
 - b. Coordinator's Name Alisa Hasbrouck
 - c. Coordinator's Title Environmental Programs Manager
 - d. Coordinator's Experience and Number of Years Water quality and supply/5 years
 - e. Date Coordinator's position was created (mm/dd/yyyy) 1/1/2000
4. Number of conservation staff (FTEs), including Conservation Coordinator. 4

B. Conservation Staff Program Expenditures

1. Staffing Expenditures (In-house Only) 48508
2. BMP Program Implementation Expenditures 1500

C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
 - a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

Conservation activities are managed by the Environmental Programs Manager with support from the Water/Wastewater Technician. These positions are additionally supported by many other in-house and wholesaler staff members in order to implement the BMPs. The City is also an active participant in two regional conservation groups which pool resources to implement conservation programs. These groups are WEWAC and the IEUA Regional Conservation Partnership.

D. Comments**BMP 13: Water Waste Prohibition**

Reporting Unit:
City of Ontario

BMP Form Status:
100% Complete

Year:
2008

A. Requirements for Documenting BMP Implementation

1. Is a water waste prohibition ordinance in effect in your service area? no
 - a. If YES, describe the ordinance:

2. Is a copy of the most current ordinance(s) on file with CUWCC? no

a. List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

City of Ontario

None at this time

B. Implementation

1. Indicate which of the water uses listed below are prohibited by your agency or service area.

- | | |
|--|----|
| a. Gutter flooding | no |
| b. Single-pass cooling systems for new connections | no |
| c. Non-recirculating systems in all new conveyor or car wash systems | no |
| d. Non-recirculating systems in all new commercial laundry systems | no |
| e. Non-recirculating systems in all new decorative fountains | no |
| f. Other, please name | no |

2. Describe measures that prohibit water uses listed above:

None at this time

Water Softeners:

3. Indicate which of the following measures your agency has supported in developing state law:

- | | |
|--|-----|
| a. Allow the sale of more efficient, demand-initiated regenerating DIR models. | yes |
| b. Develop minimum appliance efficiency standards that: | |
| i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. | yes |
| ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. | yes |
| c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. | yes |

4. Does your agency include water softener checks in home water audit programs? no

5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? yes

C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

Monetary incentives are offered to residential customers for the removal of automatic water softeners.

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:

BMP Form Status:

Year:

City of Ontario**100% Complete****2008****A. Implementation****Number of 1.6 gpf Toilets Replaced by Agency Program During Report Year**

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	no
Replacement Method	SF Accounts	MF Units
2. Rebate	4	0
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0
Total	4	0

Number of 1.2 gpf High-Efficiency Toilets (HETs) Replaced by Agency Program During Report Year

	Single-Family Accounts	Multi-Family Units
6. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Replacement Method	SF Accounts	MF Units
7. Rebate	101	0
8. Direct Install	0	0
9. CBO Distribution	0	0
10. Other	0	0
Total	101	0

Number of Dual-Flush Toilets Replaced by Agency Program During Report Year

	Single-Family Accounts	Multi-Family Units
11. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	no	no
Replacement Method	SF Accounts	MF Units
12. Rebate	0	0
13. Direct Install	0	945
14. CBO Distribution	0	0
15. Other	0	0
Total	0	945

16. Describe your agency's ULFT, HET, and/or Dual-Flush Toilet programs for single-family residences.

The City of Ontario offered rebates for ULFT and HET toilets for single-family residences through the IEUA Regional Conservation Partnership.

17. Describe your agency's ULFT, HET, and/or Dual-Flush Toilet programs for multi-family residences.

The City of Ontario offered HET toilets for multi-family residences through the IEUA Regional Conservation Partnership using a direct install program.

18. Is a toilet retrofit on resale ordinance in effect for your service area? no

19. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

City of Ontario

None at this time

B. Residential ULFT Program Expenditures

1. Estimated cost per ULFT/HET replacement: 0

C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

D. Comments

Though no budget is reflected, this program is funded through monies contributed by the City of Ontario to the Inland Empire Utilities Agency (our wholesaler) as a surcharge on imported water purchases.