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Memorandum of Understanding

◆ Water Supply & Reuse

Reporting Unit: City of Santa Barbara, PWD	Year: 2000	Submitted to CUWCC 10/31/2000
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Water Supply Source Information
 You must click "Update" or "Delete" for each supply source you identify. Selecting Update is the same as the "Save Session" button on other forms.
[Acre Feet Conversion Calculator](#)

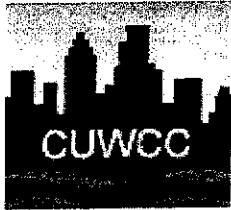
Supply Source Name	Quantity (AF) Supplied	Supply Type	Update/Delete a Supply Source
Cachuma Proj	11778	Local Watershed	▼
Gibraltar Rese	1394	Local Watershed	▼
Groundwater	357	Groundwater	▼
Mission Tunne	1149	Local Watershed	▼
Devil's Canyon	0	Local Watershed	▼
Net Other Pots	-582	Choose One	▼
Recycled Wate	785	Recycled	▼

Total AF: 14881

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EXHIBIT CT 59



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Memorandum of Understanding

Accounts & Water Use					
Reporting Unit Name: City of Santa Barbara, PWD		Submitted to CUWCC 10/31/2000		Year: 2000	
A. Service Area Population Information:					
1. Total service area population		96628			
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	16692	5943	0	0
2.	Multi-Family	5458	3284	0	0
3.	Commercial	2350	2398	0	0
4.	Industrial	51	381	0	0
5.	Institutional	0	0	0	0
6.	Dedicated Irrigation	617	679	0	0
7.	Other	65	796	0	0
8.	Unaccounted	NA	1400	NA	0
Total		25233	14881	0	0
<u>AF Conversion Calculator:</u>		Metered		Unmetered	

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

Reporting Unit:
City of Santa Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

A. Implementation

- | | |
|--|------------|
| 1. Based on your signed MOU date, 01/28/1992, your Agency STRATEGY DUE DATE is: | 07/01/1998 |
| 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? | 01/01/1991 |
| 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? | 01/01/1991 |

B. Water Survey Data

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	377	90
2. Number of surveys completed:	377	90

Indoor Survey:

- | | | |
|---|-----|-----|
| 3. Check for leaks, including toilets, faucets and meter checks | yes | yes |
| 4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary | yes | yes |
| 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 | yes | yes |

Outdoor Survey:

- | | | |
|--|-----|----------|
| 6. Check irrigation system and timers | yes | yes |
| 7. Review or develop customer irrigation schedule | yes | yes |
| 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) | | Other |
| 11. Were customers provided with information packets that included evaluation results and water savings recommendations? | yes | yes |
| 12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? | yes | yes |
| a. If yes, in what form are surveys tracked? | | database |

C. Water Survey Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	6000	6400
2. Actual Expenditures	5749	

D. "At Least As Effective As"

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

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BMP 02: Residential Plumbing Retrofit

Reporting Unit:
City of Santa Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

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 |
| 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: | 65% |
| 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: | 70% |

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? | 08/01/1988 |

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	40	85
3. Number of toilet-displacement devices distributed:	5	7
4. Number of toilet flappers distributed:	0	0
5. Number of faucet aerators distributed:	0	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?		Database

C. Low-Flow Device Distribution Expenditures

	This Year	Next Year
1. Budgeted Expenditures	9000	9200
2. Actual Expenditures	8213	

D. "At Least As Effective As"

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

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BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit:
City of Santa Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

A. Implementation

- | | |
|--|-------|
| 1. Has your agency completed a pre-screening system audit for this reporting year? | yes |
| 2. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production: | |
| a. Determine metered sales (AF) | 12685 |
| b. Determine other system verifiable uses (AF) | 999 |
| c. Determine total supply into the system (AF) | 14096 |
| 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 |
| 3. Does your agency keep necessary data on file to verify the values used to calculate verifiable uses as a percent of total production? | yes |
| 4. Did your agency complete a full-scale audit during this report year? | |
| 5. Does your agency maintain in-house records of audit results or the completed AWWA audit worksheets for the completed audit? | yes |
| 6. Does your agency operate a system leak detection program? | no |

B. Survey Data

- | | |
|--|-----|
| 1. Total number of miles of distribution system line. | 275 |
| 2. Number of miles of distribution system line surveyed. | 0 |

C. System Audit / Leak Detection Program Expenditures

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

D. "At Least As Effective As"

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

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

Reporting Unit:
City of Santa Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

A. Implementation

- | | |
|---|-----|
| 1. Does your agency require meters for all new connections and bill by volume-of-use? | yes |
| 2. Does your agency have a program for retrofitting existing unmetered connections and bill by volume-of-use? | no |
| a. If YES, when was the plan to retrofit and bill by volume-of-use existing unmetered connections completed? | |
| 3. Number of previously unmetered accounts fitted with meters during report year. | 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) | |
| 2. Number of CII accounts with mixed-use meters. | 2292 |
| 3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. | 5 |

C. Meter Retrofit Program Expenditures

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

D. "At Least As Effective As"

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

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BMP 05: Large Landscape Conservation Programs and Incentives

Reporting Unit: City of Santa Barbara, PWD	Submitted to CUWCC 10/31/2000	Year: 2000
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A. Water Use Budgets

- | | |
|--|------|
| 1. Number of Dedicated Irrigation Meter Accounts: | 682 |
| 2. Number of Dedicated Irrigation Meter Accounts with Water Budgets: | 251 |
| 3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF): | 1393 |
| 4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF): | 394 |
| 5. Does your agency provide water use notices to accounts with budgets each billing cycle? | yes |

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? | 01/01/1991 |
| 2. Number of Surveys Offered. | 30 |
| 3. Number of Surveys Completed. | 26 |
| 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 | no |
| 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? | no |

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. | |
| 3. Do you offer landscape irrigation training? | yes |
| 4. Does your agency offer financial incentives to improve landscape water use efficiency? | no |

Type of Financial Incentive:	Budget (Dollars/Year)	Number Awarded to Customers	Total Amount Awarded
------------------------------	-----------------------	-----------------------------	----------------------

- a. Rebates
- b. Loans
- c. Grants

5. Do you provide landscape water use efficiency information to new customers and customers changing services? yes
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? no
7. Do you provide customer notices at the start of the irrigation season? yes
8. Do you provide customer notices at the end of the irrigation season? yes

D. Landscape Conservation Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	11700	12000
2. Actual Expenditures	10677	

E. "At Least As Effective As"

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

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BMP 06: High-Efficiency Washing Machine Rebate Programs

Reporting Unit: City of Santa Barbara, PWD	Submitted to CUWCC 10/31/2000	Year: 2000
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A. Implementation

- | | |
|---|-----|
| 1. Do any energy service providers or waste water utilities in your service area offer rebates for high-efficiency washers? | yes |
| 2. Does your agency offer rebates for high-efficiency washers? | no |
| 3. What is the level of the rebate? | 0 |
| 4. Number of rebates awarded. | 0 |

B. Rebate Program Expenditures

	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 |
|---|----|

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BMP 07: Public Information Programs

Reporting Unit:
City of Santa Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

A. Implementation

1. Does your agency maintain an active public information program to promote and educate customers about water conservation? yes
2. Indicate which and how many of the following activities are included in your public information program.

Public Information Program Activity	Yes/No	Number of Events
a. Paid Advertising	yes	1
b. Public Service Announcement	yes	2
c. Bill Inserts / Newsletters / Brochures	yes	15
d. Bill showing water usage in comparison to previous year's usage	yes	
e. Demonstration Gardens	yes	7
f. Special Events, Media Events	yes	3
g. Speaker's Bureau	no	
h. Program to coordinate with other government agencies, industry and public interest groups and media	yes	

B. Conservation Information Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	27000	27500
2. Actual Expenditures	24639	

C. "At Least As Effective As"

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

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BMP 08: School Education Programs

Reporting Unit:
City of Santa Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

A. Implementation

1. Has your agency implemented a school information program to promote water conservation? yes

2. Please provide information on your 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	yes	50	1250	1
Grades 4th-6th	yes	6	180	1
Grades 7th-8th	yes	19	570	1
High School	yes	1	60	1

3. Did your Agency's materials meet state education framework requirements? yes

4. When did your Agency begin implementing this program? 01/01/1990

B. School Education Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	18000	18000
2. Actual Expenditures	16426	

C. "At Least As Effective As"

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

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BMP 09: Conservation Programs for CII Accounts

Reporting Unit:
**City of Santa Barbara,
 PWD**

Submitted to CUWCC
 10/31/2000

Year:
2000

A. Implementation

- 1. Has your agency identified and ranked **COMMERCIAL** customers according to use? no
- 2. Has your agency identified and ranked **INDUSTRIAL** customers according to use? no
- 3. Has your agency identified and ranked **INSTITUTIONAL** customers according to use? no

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? yes

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	52	1	0
b. Number of New Surveys Completed	52	1	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	yes	yes	no
f. Evaluation of all water-using apparatus and processes	yes	yes	no
g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	yes	no

Agency CII Customer Incentives	Budget (\$/Year)	No. Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	15000	4	15350

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? | no |
| 7. Estimated annual savings (AF/yr) from site-verified actions taken by agency since 1991. | 0 |
| 8. Estimated annual savings (AF/yr) from non-site-verified actions taken by agency since 1991. | 8 |

B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	18000	18300
2. Actual Expenditures	16426	

C. "At Least As Effective As"

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

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BMP 11: Conservation Pricing

Reporting Unit:
City of Santa
Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

A. Implementation

Rate Structure Data Volumetric Rates for Water Service by Customer Class

1. Residential

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$12420471
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$2231160

2. Commercial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$4482834
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$493988

3. Industrial

a. Water Rate Structure	Increasing Block
b. Sewer Rate Structure	Uniform
c. Total Revenue from Volumetric Rates	\$235939
d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources	\$34095

4. Institutional / Government

- a. Water Rate Structure Increasing Block
- b. Sewer Rate Structure Uniform
- c. Total Revenue from Volumetric Rates \$0
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$0

5. Irrigation

- a. Water Rate Structure Increasing Block Seasonal
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$732680
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$175050

6. Other

- a. Water Rate Structure Uniform
- b. Sewer Rate Structure Service Not Provided
- c. Total Revenue from Volumetric Rates \$488307
- d. Total Revenue from Non-Volumetric Charges, Fees and other Revenue Sources \$54243

B. Conservation Pricing Program Expenditures

	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

BMP 12: Conservation Coordinator

Reporting Unit: City of Santa Barbara, PWD	Submitted to CUWCC 10/31/2000	Year: 2000
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A. Implementation

1. Does your Agency have a conservation coordinator? yes
2. Is this a full-time position? yes
3. If no, is the coordinator supplied by another agency with which you cooperate in a regional conservation program? no
4. Partner agency's name:
5. If your agency supplies the conservation coordinator:
 - a. What percent is this conservation coordinator's position? 50%
 - b. Coordinator's Name Alison Whitney Jordan
 - c. Coordinator's Title Water Conservation Specialist
 - d. Coordinator's Experience and Number of Years Water Conservation Specialist for 10 years at the City of Santa Barbara
 - e. Date Coordinator's position was created (mm/dd/yyyy) 05/01/1990
6. Number of conservation staff, including Conservation Coordinator. 3

B. Conservation Staff Program Expenditures

	This Year	Next Year
1. Budgeted Expenditures	122308	128423
2. Actual Expenditures	122308	

C. "At Least As Effective As"

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

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BMP 13: Water Waste Prohibition

Reporting Unit:
City of Santa Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

A. Requirements for Documenting BMP Implementation

- | | |
|---|-----|
| 1. Is a water waste prohibition ordinance in effect in your service area? | yes |
| 2. Is a copy of the most current ordinance(s) on file with CUWCC? | no |

B. Implementation

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

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

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? yes

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. Water Waste Prohibition Program Expenditures

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

BMP 14: Residential ULFT Replacement Programs

Reporting Unit:
City of Santa Barbara, PWD

Submitted to CUWCC
10/31/2000

Year:
2000

A. Implementation

	Single-Family Accounts	Multi-Family Units
1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	no	no

Number of Toilets Replaced by Agency Program During Report Year

Replacement Method	SF Accounts	MF Units
2. Rebate		
3. Direct Install		
4. CBO Distribution		
5. Other		

Total

6. Describe your agency's ULFT program for single-family residences.

7. Describe your agency's ULFT program for multi-family residences.

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

B. Residential ULFT Program Expenditures

	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

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