

## Provider Profile For Calendar Year \_\_\_\_\_

### 1. Provider Contact Information

Submittal Date	
Water Provider	
Service Area Right	
Active Management Area	
Provider Contact Name/Title <i>(person responsible for the Modified NPCCP)</i>	
Telephone	
Mailing address	
Email	

### 2. Water Use and Service Area Characteristics for Your Service Area

<b>A. Major Water Uses/Losses</b>		
	<b>Amount (acre-feet)</b>	<b>% of Total Water Delivered</b>
Deliveries to individually metered residential users (i.e. single-family residence):		
Deliveries to master-metered multi-family users:		
Deliveries to master-metered mobile home parks (if known):		
Deliveries to non-residential users:		
Lost and unaccounted for water:		
Describe any other water uses or losses in your service area.		
<b>Total:</b>		

<b>B. General Water Service Area Characteristics</b>	
Type of water provider:	Private Water Company ____ City or Town ____ Domestic WID ____ Irrigation District ____ Community Facilities District ____
Combined total number of residential and non-residential service connections:	
Tier (based on total number of connections above):	Tier 1 ____ (up to 5,000) Tier 2 ____ (5001- 30,000) Tier 3 ____ (more than 30,000)
Approximate number of square miles currently served:	
Estimated square miles to be served at build-out:	
<b>C. Residential Water Uses</b>	
Number of individually metered single family residential service connections:	
Number of master-metered residential service connections:	Multifamily: Total connections ____ Total units ____ Mobile home parks: Total connections ____ Total units ____
Percent of homes built prior to 1994: <i>(Note: Low flow plumbing fixtures were required in Arizona after January 1, 1994)</i>	
Describe any other residential characteristics related to water use in your service area. <i>(Examples: older system, residential lot size, predominant landscape type, large proportion of undeveloped land, retired vs. family developments)</i>	
<b>D. Non-Residential Water Uses</b>	
Total number of non-residential service connections:	
Do you serve water to golf courses?	No ____ Yes ____ If yes, how many? ____
Do you serve water to parks?	No ____ Yes ____ If yes, how many acres? ____
Do you serve water to common areas?	No ____ Yes ____ If yes, how many acres? ____
Identify the <u>number</u> and <u>type</u> of other major non-residential water users in your system: <i>(Examples: hospitals, schools, office parks, manufacturing facilities, commercial uses, etc.)</i>	
Describe any other non-residential characteristics related to water use in your service area. <i>(Examples: older system, non-residential lot size, predominant landscape type, large proportion of undeveloped land, etc.)</i>	

### 3. Metering Requirement

<p>Do you have 100% Metered Connections?</p> <p><i>“A large municipal provider shall meter water deliveries to all service connections on its municipal distribution systems except connections to fire services, dwelling units in individual multifamily units, mobile homes in a mobile home park with a master meter, and construction users.”</i>  <i>(Monitoring and Reporting Requirements for Municipal Providers and Individual Users, Third Management Plan).</i>  <i>For water uses where estimates can be provided, see Third Management Plan Appendix 5-M for the Phoenix AMA and 5-G for Pinal, Prescott, Santa Cruz, and Tucson AMAs.</i></p>	<p>Yes_____ No _____</p> <p>If no, indicate the percentage of your connections that are metered, and describe your plans for meeting this requirement.</p>
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### 4. Public Education Program

This requirement includes communicating to customers (at least twice per year) about water conservation and distributing free written conservation information to customers.

<b>Communication Channel(s)</b> A communication channel is the way in which messages are provided, e.g. newsletter, water bill or bill inserts, website, brochure, letters, etc. Providers may use one communication channel or a combination of channels to communicate to their customers.	<b>Communication Program Description &amp; Rationale</b> If a communication channel has been implemented, briefly describe efforts made to implement it and reasons for continuing or discontinuing it. If it has not yet been implemented, describe your plans and reasons to do so. Please indicate (or estimate) the numbers of customers you reached or will reach. You may attach additional information, descriptions, or materials.
<b>Written Materials that Have Been or will be Provided Free to Customers</b>	<b>Where/How Materials are Obtained</b> Briefly describe where and how customers obtain or will be able to obtain the free written information, the system for sending information to customers on request, and the number of customers reached or that will be reached. In addition to having information in the office, providers are encouraged to distribute water conservation information at other locations as well, such as libraries, chambers of commerce, new model homes, etc. to reach current and new customers.


**5. Best Management Practices (BMPs)**

Place a check (✓) by the BMPs that you are currently implementing ("Now") or that you plan on implementing ("Plan"). Place an asterisk (\*) by the BMP(s) you wish the Department to evaluate as part of your Modified NPCCP requirement. Place a check (✓) by your tier as indicated in section 2B,

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

Now	Plan	<b>Best Management Practices (BMPs)</b>	
<b>Category 1: Public Awareness/Public Relations</b>			
		1.1	Local and/or regional messaging program
		1.2	Special events/programs and community presentations
		1.3	Market surveys to identify information needs/assess success of messages
<b>Category 2: Conservation Education and Training</b>			
		2.1	Adult education and training programs
		2.2	Youth conservation education program
		2.3	New homeowner landscape information
		2.7	Xeriscape demonstration garden
		2.5	Distribution plan for water conservation materials
<b>Category 3: Outreach Services</b>			
		3.1	Residential audit program
		3.2	Landscape consultations (residential and/or non-residential)
		3.3	Water budgeting program (non-residential)
		3.4	Residential interior retrofit programs
		3.5	Non-residential interior retrofit programs
		3.6	Customer high water use inquiry resolution
		3.7	Customer high water use notification
		3.8	Water waste investigations and information
<b>Category 4: Physical System Evaluation and Improvement</b>			

Now	Plan	<b>Best Management Practices (BMPs)</b>	
		4.1	Leak detection program
		4.2	Meter repair and/or replacement program
		4.3	Comprehensive water system audit program
<b>Category 5: Ordinances / Conditions of Service / Tariffs</b>			
		5.1	Low water use landscaping requirements for residential, multi-family, non-residential and/or common areas
		5.2	Water tampering/water waste ordinances
		5.3	Plumbing code requirements if they are more restrictive than the 1990 Uniform Plumbing Code
		5.4	Limitations on water features and/or water intensive landscaping and turf
		5.5	Ordinance for model home landscapes in new residential developments
		5.6	Required on-site gray water/water harvesting features at residences and/or businesses
		5.7	Requirements for car wash water recycling
		5.8	Landscape watering restrictions (time of day, etc.)
		5.9	Requirements for hot water recirculation devices for residential, multi-family and or non residential sectors
		5.10	Retrofit on resale
		5.11	Irrigation efficiency standards for non-residential users
		5.12	Conservation tariff (private water companies)
		5.13	Water use plan for new large non-residential users
<b>Category 6: Rebates/Incentives</b>			
		6.1	Toilet rebate (residential and/or multifamily homes)
		6.2	High efficiency flush toilet rebate (residential and/or multifamily homes)
		6.3	Toilet replacement (residential and/or multifamily homes)
		6.4	Indoor water fixture replacement/rebate/incentive (residential and/or multifamily homes)
		6.5	Hot water recirculating system or instant hot water system rebate (residential, multifamily, or non-residential)
		6.6	Water efficient appliances rebate/incentive
		6.7	Gray water retrofit/rebate/incentive
		6.8	Water harvesting retrofit/rebate/incentive
		6.9	Landscape conversion rebate/incentive
		6.10	Xeriscape installation rebate in new landscapes
		6.11	Commercial and industrial program, e.g. audits, incentives, rebates, etc.
		6.12	Large landscape conservation program (non-residential)
		6.13	No/low interest loans for implementing water conservation measures (non-residential)
<b>Category 7: Research/Innovation Program</b>			
		7.1	Implement an emerging technology
		7.2	Initiate or support applied research to enhance decision making
		7.3	Evaluate new and emerging technologies and practices
		7.4	Conduct quantitative analysis of a conservation measure (for water savings results)
		7.5	Implement smart irrigation technology
		7.6	Develop industry partnerships to save water
		7.7	Support the development of new technologies and products
		7.8	Pilot a new initiative, project or program



ARIZONA DEPARTMENT OF WATER RESOURCES  
Modified Non- Per Capita Conservation Program (Modified NPCCP)  
Provider Profile Form
