

**ARIZONA WATER COMPANY**

**Water Conservation Plan**

**Sierra Vista Water System**

**1. FEASIBLE MEASURES THAT MAY BE IMPLEMENTED TO DETERMINE AND CONTROL LOST AND UNACCOUNTED FOR WATER**

The Sierra Vista Water System of Arizona Water Company (the "Company") utilizes the following measures to determine and control lost and unaccounted for water:

- The Company has a meter change-out program tailored for each water system.

For the Sierra Vista Water System, the current repair and/or replacement schedule is:

<b>METER SIZE</b>	<b>CHANGE-OUT SCHEDULE</b>
5/8"	12 years/1 million gallons
1"	14 years/5 million gallons
1.5"	5 years/9 million gallons
2"	5 years/11 million gallons
2" TURBO	4 years/15 million gallons
3" TURBO	4 years/25 million gallons
4" TURBO	4 years/35 million gallons
6" TURBO	4 years/50 million gallons
8" TURBO	4 years/56 million gallons
10" TURBO	4 years/70 million gallons
2" COMPOUND	4 years/3 million gallons
3" COMPOUND	4 years/3 million gallons
4" COMPOUND	4 years/5 million gallons
6" COMPOUND	4 years/6 million gallons

- The Company's annual budgets allocate funds to replace older water mains that warrant replacement, which are typically sources of higher levels of water loss than newer water mains.
- The Company has purchased digital leak detection equipment and implemented a systematic evaluation of the Sierra Vista Water System to identify and fix leaks.

- The Sierra Vista Water System meter readers are trained to identify signs of leaks or water theft while on their meter reading routes.
- The Company uses the following categories to determine monthly unsold and unaccounted for water:
  - FLUSHING
  - BREAKS
  - TANKS
  - PUMPS
  - COMPANY USES
  - CONSTRUCTION USES
  - FIRE DEPARTMENT USES
  - CUSTOMER RELATIONS
  - UNACCOUNTED FOR

## 2. WATER RATE STRUCTURE

A copy of the Sierra Vista Water System General Service – Water Rates Tariff is attached.

The Sierra Vista Water System rates are based on an inverted three-tier rate design, and are conservation-oriented. The scheduled 2008 Company rate case filing with the Arizona Corporation Commission will address appropriate rate design elements, one of which will focus on impacts on conservation.

The Sierra Vista Water System's current rates do not include any water in the monthly service charge. As a result, customers pay for all the water they receive, sending a strong economic message to customers to conserve water.

## 3. CONTINUING CONSERVATION EDUCATION PROGRAMS

The Sierra Vista Water System utilizes and/or plans to utilize, the following continuing conservation education programs:

- Monthly bills for Sierra Vista Water System customers will include the following messages on a rotating basis:
  - *IF YOU USE AN AUTOMATIC DISHWASHER, BE SURE IT IS FULLY LOADED EACH TIME IT IS USED. A DISHWASHER USES ABOUT 12 GALLONS FOR EACH USE AND IS THE BIGGEST WATER USE IN THE KITCHEN.*
  - *A CONVENTIONAL TOILET USES ABOUT SEVEN GALLONS OF WATER PER FLUSH. YOU CAN SAVE WATER BY REDUCING THE AMOUNT OF WATER USED PER FLUSH AND BY NOT USING THE TOILET AS A TRASH CAN.*
  - *PLANT DROUGHT RESISTANT, LOW WATER-USE TREES AND PLANTS FOR YOUR LANDSCAPING. MANY BEAUTIFUL TREES AND PLANTS THRIVE WITH FAR LESS WATERING THAN OTHER SPECIES.*

- SURROUND THE PLANTS IN YOUR LANDSCAPE WITH A BED OF MULCH OR OTHER ORGANIC MATERIAL OR GRAVEL. THIS BED WILL SLOW EVAPORATION AND DISCOURAGE WEED GROWTH.
  - WATER YOUR LAWN ONLY WHEN NEEDED. A GOOD WAY TO SEE IF YOUR LAWN NEEDS WATERING IS TO STEP ON THE GRASS AND IF IT SPRINGS BACK, IT DOES NOT NEED WATER.
  - MOST LEAKS, ASIDE FROM TOILETS, ARE FROM WORN OR DAMAGED WASHERS IN YOUR FAUCETS. CHECK ALL FAUCETS INSIDE AND OUTSIDE YOUR HOUSE AT LEAST TWICE A YEAR AND REPLACE FAULTY WASHERS AS NECESSARY.
  - WATER YOUR LANDSCAPE DURING THE COOLEST PART OF THE DAY. AUTOMATIC SPRINKLER AND BUBBLER SYSTEMS WHICH OPERATE DURING THE NIGHT REDUCE THE LOSS OF WATER DUE TO EVAPORATION.
  - CONSERVE WATER WHEN CLEANING YOUR SIDEWALK, PATIO AND DRIVEWAY BY USING A BROOM OR BLOWER INSTEAD OF WASHING THEM OFF WITH THE GARDEN HOSE.
  - CONSERVE WATER BY TAKING SHORTER SHOWERS. LONG, HOT SHOWERS CAN WASTE FIVE TO TEN GALLONS OF WATER FOR EVERY UNNEEDED MINUTE.
  - DO NOT LET YOUR HOSE RUN CONSTANTLY WHEN WASHING YOUR CAR. USE A BUCKET FOR SOAPY WATER TO WASH WITH AND ONLY USE THE HOSE FOR RINSING.
  - MANY DIFFERENT KINDS OF WATER SAVING DEVICES ARE AVAILABLE TODAY. WHEN REPLACING DEVICES SUCH AS TOILETS AND SHOWERHEADS, USE THE LOW-FLOW TYPES. INEXPENSIVE RESTRICTORS ARE ALSO AVAILABLE TO IMPROVE EXISTING FIXTURES.
  - A LITTLE LEAK CAN WASTE A LOT OF WATER. JUST A SLOW DRIP CAN WASTE UP TO 15 TO 20 GALLONS PER DAY. A HOSE LEFT RUNNING OUTSIDE CAN WASTE THOUSANDS OF GALLONS IN A SINGLE DAY.
  - WATER CONSERVATION PROGRAMS ARE AVAILABLE FOR ALL CUSTOMERS. INFORMATION AND APPOINTMENTS FOR HOME VISITS AND WATER AUDITS CAN BE OBTAINED BY CALLING YOUR LOCAL OFFICE.
- The Company's web page ([www.azwater.com](http://www.azwater.com)) contains information on water conservation, water audits, and links to other conservation-related web sites.

Please refer to the Company's Curtailment Tariff which was originally filed December 15, 2003, and became effective July 23, 2004. A copy is included in the Sierra Vista Water System's Drought Preparedness Plan.

- The Sierra Vista Water System conducts water audits free of charge to its customers. These audits include the following:
  - SINGLE-FAMILY RESIDENTIAL WATER CONSERVATION PROGRAM.
 

*The single-family program provides free water audits to inform customers about water conservation opportunities at residences. The Company will conduct an internal water audit for any single-family residential customer who requests such an audit, and a written conservation recommendation will be furnished to the customer along with selected conservation pamphlets.*
  - MULTI-FAMILY RESIDENTIAL INTERNAL WATER AUDIT PROGRAM.
 

*The multi-family program offers free internal water audits to identify water conservation opportunities in space cooling, sanitation, and other internal water uses for multi-family residential customers, including apartment complexes and condominiums. An internal water audit will be conducted by the Company for any multi-family residential customer*

who requests such an audit, and a written conservation recommendation will be furnished to the customer along with selected conservation pamphlets.

○ **NON-RESIDENTIAL WATER AUDIT PROGRAM.**

*The non-residential program offers free water use audits by the Company to identify water conservation opportunities for any non-residential customer who requests such an audit. A written audit report and selected conservation pamphlets will be provided to the customer following completion of the audit.*

*Appointments for the programs may be arranged by calling the Sierra Vista Water System office during regular business hours, Monday through Friday.*

- Enclosed are hand-outs and written information the Sierra Vista Water System provides its customers. They are available in the local office and/or upon request. They include the following:

○ **BROCHURES:**

- *5 Basic Ways to Conserve Water*
- *25 Things You Can Do To Prevent Water Waste*
- *55 Facts, Figures & Follies of Water Conservation*
- *About Water Emergencies*
- *Drip Irrigation*
- *Drought? What Drought?*
- *Interior Plumbing Retrofits*
- *It's a Natural ...*
- *Water – Our Most Valuable Resource*
- *Water Conservation at Home*
- *Water Conservation for Multi-Family Users*
- *Water Conservation for Non-Residential Users*
- *Water Saving Tips for Apartment Dwellers*
- *Water Saving Tips for Your Household*
- *Watering Schedule*
- *Why Does My Tap Water Look Milky?*
- *Why Repair Leaks?*
- *Wise Water Use Outdoors*
- *Xeriscape*

○ **ACTIVITY BOOKS FOR KIDS:**

- *Let's Learn About Using Water Wisely*
- *My Book About Water*
- *The Story of Drinking Water*
- *Water Conservation*

○ GIVE-AWAYS:

- *Balloons*
- *Jar Openers*
- *Litter Bags*
- *Pens*
- *Pencils*
- *Shower Timers*
- *Water Conservation Kits*
- *Wooden Rulers*