

| <b>Best Management Practices Applicable to All Service Areas</b> |   |
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| <b>Category 1: Public Awareness/Public Relations</b>             |   |
| 1.1  | Local/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   |
| 2.4  | Xeriscape demonstration gardens   |
| <b>Category 3: Outreach Services</b>                             |   |
| 3.1  | Residential audit program   |
| 3.2  | Landscape consultations   |
| <b>Category 4: Physical System Evaluation and Improvement</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>      |   |
| 5.2  | Water tampering/water waste ordinances  |
| 5.3  | Plumbing Code requirements (more restrictive than the 1994 Arizona Uniform Plumbing Code)   |
| 5.6  | Graywater/water harvesting ordinances   |
| 5.8  | Landscape watering restrictions   |
| 5.9  | Requirements for hot water recirculation devices  |
| <b>Category 6: Rebates/Incentives</b>                            |   |
| 6.2  | High efficiency flush toilet rebate program   |
| 6.6  | Water efficient appliance rebate/incentive program  |
| 6.7  | Graywater retrofit rebate/incentive   |
| 6.8  | Water harvesting retrofit rebate/incentive  |
| 6.13   | No/low interest loans for implementing water conservation measures  |
| <b>Category 7: Research/Innovation Program</b>                   |   |
| 7.2  | Initiating applied research to enhance program decision making or providing financial support or in-kind services for such projects |
| 7.3  | Evaluating new and emerging technologies and practices  |
| 7.4  | Conducting a quantitative analysis of a conservation measure that yields results regarding actual water savings                     |
| 7.7  | Providing financial support or in-kind services for development of new conservation technologies and products                       |

