A Summary of Water Conservation Programs in Active Management Areas

Arizona Department of Water Resources
3550 North Central Avenue
Phoenix, Arizona 85012

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Introduction

During the summer and fall of 2005, information was requested from cities, towns, private water companies, and water improvement districts in an effort to summarize and document water conservation activities implemented within Active Management Areas. Eighteen organizations submitted information to be included in the summary. This information will be used as reference material during a review of the Department's municipal water conservation program contained in the Third Management Plan. It also is intended to serve as a resource for municipal water providers and other organizations wishing to begin or expand their water conservation programs. This report will be made available to those who request it. It also will be posted on the Arizona Department of Water Resources website.

Any municipal water provider located in an Active Management Area that did not provide information on their water conservation program during the initial data collection period is invited to do so at any time. Any municipal provider wishing to submit additional and/or updated information about their program also is welcome to do so.

For questions about the summary, to request additions or revisions to individual water provider summaries, or to request a blank copy of the summary format, please contact Robin Stinnett at the Arizona Department of Water Resources, 602-771-8602, or via email at rsstinnett@azwater.gov.

Arizona American Water Company

Listed below are the conservation programs provided by Arizona American Water's Conservation Office. Contact Program Coordinator, Sally Ceccarelli-Wolf, (623) 445-2416, 19820 N. 7th Street, Suite 201, Phoenix, AZ 85024.

CURRENT CONSERVATION SERVICES: Arizona American Water

Services	Description
Home Water Audits	Provides free residential and commercial water audits upon request to assist customers in saving water and money.
Free Water Conservation Fixtures	Arizona American Water provides free low flow showerheads and hose nozzles to customers within their service areas.

EDUCATIONAL PROGRAMS: Arizona American Water

Program	Description
Informational Brochures	Pamphlets and brochures on water conservation, leak detection, landscape design, xeriscape landscaping, low water use plants and watering guidelines are available at no charge.
Water Conservation School Program	Free assemblies on water conservation to elementary schools in the Arizona American Water service area.

OUTREACH PROGRAMS: Arizona American Water

Program	Description
Regional partner in the Water Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents. The only private water company in this regional advertising campaign.
SAVEH20arizona website and campaign	SAVEH20 is Arizona American Water's exclusive water conservation logo. This logo is recognized throughout Arizona American Water's service areas and the website offers links to many other water conservation websites.
Special Events	Staff water conservation information tables at community events.
Speakers Bureau	Provide presentations upon request to civic groups, youth programs and homeowners associations.

City of Avondale

The following tables provide a brief description of water conservation programs and services provided by Avondale's Water Conservation Office, 623-478-3370, fax 623-478-3836, 1211 South Fourth Street, Avondale, AZ 85323.

CURRENT REBATE PROGRAMS AND SERVICES: Avondale

Incentives and Services	Description
Xeriscape Landscape Rebate for single family homes	Provides up to $400 incentive to install a low water use landscape and or conversion of at least 500 sq.ft. of turf area.
Irrigation Timer Rebate	Provides up to a $50 rebate for the installation of an automatic irrigation timer.
Plumbing Rebate Program	Up to a $75 rebate on qualifying toilets, and $5 rebates on qualifying showerheads.
Landscape Consultations	Consultations on low-water-use landscaping and efficient watering practices provided on-site.
Homeowner Association (HOA) Water Budgeting Assistance	Provides a summary of water saving options and a month-by-month outdoor water budget for HOAs and multi-family housing.
Investigations of water in the streets / water wasting	Water Conservation staff responds to reports of water wasting and provides educational assistance and information.

CURRENT CONSERVATION ORDINANCES: Avondale

Ordinance	Description
Chapter 4-76 plumbing Code	Ensures compliance with the Universal Plumbing Code and State statutes.
Chapter 24-160 to 24-163 Water use plans	Requires a detailed plan on the proposed uses of water in the industrial process which must demonstrate conservation-oriented techniques and the latest commercially available technology consistent with reasonable economic return.
Chapter 24-163 & section 503 Landscaping	Requirements for exterior landscaping for both residential and commercial users.
Chapter 24-34 Waste of water prohibited	Consumers shall prevent unnecessary waste of water. The city reserves the right to turn water off where any waste occurs.
Chapter 24-33 Sprinkler restrictions	In case of water shortage or scarcity, the council may by resolution place any restriction which it deems necessary upon the use of irrigation or sprinkling purposes.

Chapter 24-170 Drought plan ordinance purpose and scope	The purpose of this ordinance is to protect the water supplies of the City of Avondale by establishing both voluntary and mandatory water conserving responses.

EDUCATIONAL PROGRAMS: Avondale

Program	Description
Free water conservation and landscape classes for homeowners	Classes with how-to information are provided with an emphasis on water efficient outdoor landscaping.
Free water conservation school assemblies. (Abracadabra Program)	Free water conservation assemblies and activity books for elementary school students.
Xeriscape demonstration	A garden demonstration at City Hall provides visitors with a visual representation of low water use plants, landscape techniques, and ideas.
Teacher Resources	Teachers are provided free resource materials and information. In-classroom presentations are provided upon request.
Project WET (water education) activities	Project WET workshops offered to teachers twice yearly.
Water Self-Audit Kits for Homeowners	Free how-to water audit kits distributed at classes and events.
Informational Brochures	Pamphlets covering reclaimed water, conversions, leak detection, irrigation, landscape design and low water use plants are available at no charge.

OUTREACH PROGRAMS: Avondale

Program	Description
Regional partner in the Water Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents.
Public Awareness	Water Conservation works closely with the City's Public information office to provide information to our local and regional media outlets.
Special Events	Water conservation information tables at community events provide information to thousands of residents.
Community Presentations	Provide presentations upon request to civic groups, youth programs and HOA boards.

City of Chandler

The following tables provide a brief description of conservation programs and services provided by Chandler's Water Conservation Office, P.O. Box 4008, MS #404, Chandler, AZ 85244. For questions, please call (480) 782-3580.

CURRENT REBATE PROGRAMS AND SERVICES: Chandler

Incentives and Services	Description
Xeriscape Landscape Rebate for single family homes	Provides a $200 incentive to install a low water use landscape for new homes. Provides a $200 incentive for removal of at least 1,000 sq. ft of turf for existing landscapes.
Irrigation Timer Rebate	Provides $50 rebate for the installation of an automatic irrigation timer. Provides a $22 reimbursement for the permitted inspection of irrigation timer.
Landscape Consultations	Consultations on low-water-use landscaping and efficient watering practices provided on-site.
Homeowner Association (HOA) Water Budgeting Assistance	Provides a summary of water saving options and a month-by-month outdoor water budget for HOAs and multi-family housing.
Investigations of water in the streets / water wasting	Water Conservation staff responds to reports of water wasting and provides educational assistance and information.

CURRENT CONSERVATION ORDINANCES: Chandler

Ordinance	Description
Chapter 29-401.3 & 401.4 Low flow plumbing	Ensures compliance with the Universal Plumbing Code & State statutes.
Chapter 35 1902 9 Water use plans	Requires submittal of water use plans for any entity using more than 9,000 gal/day. Plans include water conservation measures.
Chapter 35 - 1903.1 Right of ways	Requires right of ways to be planted with plants from ADWR's low water use plant list.
Chapter 35 - 1903 Landscaping	Requires use of effluent when available. Limits use of turf to less then five acres when on potable water. Water features must recirculate and be in high pedestrian traffic areas. Limits high water use plants including turf to 20% in model homes.
Chapter 50-6 Discontinuance of Service	City reserves the right to turn off water due to unnecessary waste.

EDUCATIONAL PROGRAMS: Chandler

Program	Description
Free water conservation and landscape classes for homeowners	Classes with how-to information are provided with an emphasis on water efficient outdoor landscaping.
Free water conservation school assemblies. (Abracadabra Program/Greater Arizona Puppet Theater)	Free water conservation assemblies and workbooks for elementary school students.
Xeriscape Demonstration Gardens	Three demonstration gardens: Hummingbird Habitat, Arrowhead Xeriscape Garden and the Main Library. Provide visitors with a visual representation of low water use landscape techniques.
Teacher Resources	Teachers are provided free resource materials and information. In classroom presentations are provided upon request.
Project WET (water education) activities	Project WET workshops offered to teachers twice yearly. Water festivals for fourth grade students and teachers.
Water Self-Audit Kits for Homeowners	Free how-to water audit kits distributed at classes and events.
Informational Brochures	Pamphlets covering reclaimed water, conversions, leak detection, irrigation, landscape design and low water use plants are available at no charge.

OUTREACH PROGRAMS: Chandler

Program	Description
Regional partner in the Water Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	The Conservation Committee develops outreach and educational programs and materials on a regional level.
Public Awareness	Water Conservation works closely with the City's Communications Department to provide information to our local and regional media outlets.
Special Events	Water conservation information tables at community events provide information to thousands of residents.
Community Presentations	Provide presentations upon request to civic groups, youth programs and HOA boards.

Town of Gilbert

The following tables provide a brief description of conservation programs and services provided by Gilbert's Water Conservation Office, (480) 503-6098, 90 E. Civic Center Drive, Gilbert, AZ 85296.

CURRENT REBATE PROGRAMS AND SERVICES: Gilbert

Incentives and Services	Description
Landscape Consultations	Consultations on low-water-use landscaping and efficient watering practices provided on-site to residential and non-residential customers.
Homeowner Association (HOA) Water Budgeting Assistance	Provides a summary of water saving options and a month-by-month outdoor water budget for HOAs and multi-family housing.
Investigations of water in the streets / water wasting	Water Conservation staff responds to reports of water wasting and provides educational assistance and information.
Water Audits	Provides free commercial and residential water audits and information on seasonal adjustments to irrigation timers.
Water Rates	Offers four-tier rate structure for water users.

CURRENT CONSERVATION ORDINANCES: Gilbert

Ordinance	Description
Ch. 12, 7-3-3 Uniform Plumbing Code	Ensures compliance with the Universal Plumbing Code and State statutes.
1316, 66-471	Requires submittal of water use plans for any non-residential project using more than 9,000 gal/day. Plans include water conservation measures.
ADWR Third Management Plan	Requires right of ways to be planted with plants from ADWR's low water use plant list.
1316, 66-362 Landscaping 1316, 66-141 Reclaimed Water	Limits use of turf to ten percent of landscapable area unless reclaimed water is used. Requires use of effluent if water intensive landscaping is over five acres. Water features must recirculate and operate during business hours only. Limits water intensive plants including turf and pools or fountains to twenty percent in model homes.
1316, 66-472 Non-Residential	Limits water intensive landscape if greater than 10,000 sq. ft. If less than 10,000 sq. ft, water intensive landscaping is limited to ten percent. Hotels/motels follow a slightly less restrictive formula. If landscapable area is greater than ten acres it is considered a turf facility.

1546	Ordinance for the Drought Management Plan to include a water wasting section.

EDUCATIONAL PROGRAMS: Gilbert

Program	Description
Free water conservation and landscape classes for homeowners	Classes with how-to information are provided with an emphasis on water efficient outdoor landscaping.
Free water conservation school assemblies. (Abracadabra Program)	Free water conservation assemblies and workbooks for elementary school students.
Teacher Resources	Teachers are provided free resource materials and information. In-classroom presentations are provided upon request.
Project WET (water education) activities	Project WET workshops offered to teachers throughout the year.
Water Self-Audit Kits for Homeowners	Free how-to water audit kits distributed at classes and events.
Informational Brochures	Pamphlets covering water conservation, reclaimed water, conversions, leak detection, irrigation, landscape design and low water use plants are available at no charge.

OUTREACH PROGRAMS: Gilbert

Program	Description
Regional partner in the Water Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	The Conservation Committee develops outreach and educational programs and materials on a regional level.
Public Awareness	Water Conservation works closely with the Town's Communications Department to provide information to local and regional media outlets and local cable Channel 11.
Special Events	Water conservation information tables at community events provide information to thousands of residents.
Community Presentations	Provide presentations upon request to civic groups, youth programs and HOA boards.

City of Glendale

The following tables provide a brief description of conservation programs and services provided by Glendale's Water Conservation Office, (623) 930-3596, 5959 W. Brown St., Glendale, AZ, 85302.

CURRENT REBATE PROGRAMS AND SERVICES SERVICES: City of Glendale

Incentives and Services	Description
Xeriscape Landscape Rebate for single family homes (began July 2005)	Provides a $200 incentive to install a low water use landscape for new homes. For existing landscapes, $150 incentive for every 1,000 square feet of turf removed up to $750.
Rebate/cost share program for non-residential turf removal (began July 2005)	Non-residential properties (including HOA common areas) must participate in the Water Budgeting Program and qualify through an application process. Eligible applicants receive $1500 plus $150 for every 1,000 square feet of turf removed up to $3000 total.
Landscape Consultations	Consultations on low-water-use landscaping and efficient watering practices provided on-site.
Homeowner Association (HOA) Water Budgeting Assistance	Provides a summary of water saving options and a month-by-month outdoor water budget for HOAs and multi-family housing.
Water Audits for City facilities	Initiated water audits in 2002 for parks and rights-of-way. A database tracking system was developed in 2004. Water audits were performed on other City facilities to ensure compliance with Stage 1 of the Drought Management Plan.
Investigations of water in the streets/water wasting	Water Conservation staff responds to reports of water wasting and provides educational assistance and information.

CURRENT CONSERVATION ORDINANCES: City of Glendale

Ordinance	Description
Low-flow Plumbing Fixture Ordinance (1986)	Ensures compliance with the Universal Plumbing Code and State statutes.
Nuisance Water Ordinance (1990)	Regulates water in the street that causes a public safety hazard. Enforcement provided by Code Compliance.
Non-Residential Landscape Ordinance (1996)	Limits water intensive landscape and turf areas at non-residential facilities.
Drought Management Plan Enabling Ordinance (2004)	Enabling ordinance for the Drought Management Plan

EDUCATIONAL PROGRAMS: City of Glendale

Program	Description
Free water conservation and landscape classes for homeowners	Classes with how-to information are provided with an emphasis on water efficient outdoor landscaping.
Free water conservation school assemblies (Abracadabra Program)	Free water conservation assemblies and workbooks for elementary school students.
Xeriscape Demonstration Garden at Main Library	Demonstration garden provides visitors with a visual representation of low water use landscape techniques. An audio listening tour was installed in October 2003.
Teacher Resources	Teachers are provided free resource materials and information. A free water education curriculum guide is available upon request.
Project WET (water education) activities	Conservation staff adapted Project WET (water education) activities for Glendale's Recreation staff to use at their summer drop-in and after school programs.
Water Self-Audit Kits for Homeowners	Free how-to water audit kits distributed at classes and events.

OUTREACH PROGRAMS: City of Glendale

Program	Description
Regional partner in the Water Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	The Conservation Committee develops outreach and educational programs and materials on a regional level.
Public Awareness	Water Conservation works closely with the City's Communications Department to provide information to our local and regional media outlets.
Publications and water conservation literature	Several brochures on a variety of water saving topics are distributed at libraries, classes and special events. Available upon request.
Special Events	Water conservation info-tables at community events provide information to thousands of residents.
Speaker's Bureau	Provides information and presentations to local organizations.
"Friends of the Garden" Volunteer Program	Volunteers assist in maintaining the Xeriscape Garden and water conservation programs.

City of Goodyear

The following tables provide a brief description of conservation programs and services provided by the City of Goodyear. Only Goodyear residents living south of I-10 receive City of Goodyear water. Those living north of I-10 receive water from Litchfield Park Service Company, a private water company. For this reason, several services are available only for residents who are City of Goodyear water customers. For questions or assistance, contact David Iwanski, Water Resources Manager, at 623-882-7062, or Martie Polk, Water Management Administrative Assistant, at 623-882-7504.

CURRENT REBATE PROGRAMS AND SERVICES: Goodyear

Incentives and Services	Description
Xeriscape Landscape And Other Conservation Information and Material	Provided at no cost to our citizens and businesses. An extensive inventory of conservation-related materials is available at City Hall during business hours, and can be sent upon request.
Rebate program for re-circulating hot water devices (Only for residents living south of I-10)	Proof-of-purchase of a re-circulating hot water device must be presented to the City's Engineering Department. Then, a no-cost permit is issued for installation. Staff will inspect the installation and, upon sign off, the homeowner becomes eligible for a $100 rebate.
Low-Flow Plumbing Fixtures Rebate (Only for residents living south of I-10)	Any homeowner or business that replaces a toilet fixture with a flow rate of 3.5 gallons per flush with a low-flow fixture that uses 1.6 gallons or less is eligible for a $50 rebate upon proof-of-purchase and installation. This does not apply when a low-flow toilet is replacing an existing low-flow toilet.
Homeowner Association (HOA) Water Budgeting Assistance	The Water Resources Manager is available, at no cost, to provide technical assistance to HOAs wanting to improve water use efficiency, employ better conservation or enhance management and oversight of their system.

Water Audits for Customers (Only for residents living south of I-10)	Goodyear offers one of the most comprehensive water audit programs in the Phoenix metro area to determine if water is being wasted or can be better conserved. The $45 Water Audit is completely voluntary and consists of 3 phases: Step 1-Internal audit – conducted by resident on worksheet provided by City. City installs an electronic box to the meter to determine water usage patterns. Step 2 - Electronic Audit – conducted by the City in conjunction with the resident. Step 3 – External Audit – conducted by City field rep and includes inspection of meter box, landscaping systems and inside plumbing to determine if leaks exist. Once the three steps are completed, the Water Management Department will study the data and issue a report suggesting area where water conservation measures can assist in usage reduction.
Water Audits for City facilities	City employees are on continuous watch for water wasting at City facilities and are encouraged to report and take immediate corrective action.
Investigations of water running in the streets or alleyways	The Code Compliance Officer will proactively investigate and issue a cease and desist order and a violation notice to homeowners with water running beyond the curb onto the asphalt. Causes of this are primarily backwashing of pools, broken sprinkler heads, and over watering of lawns beyond the saturation point.

CURRENT CONSERVATION ORDINANCES: Goodyear

Ordinance/Policy	**Description**
Building Code requires water and energy efficiency	Ensures compliance with the Universal Plumbing Code and State statutes.
Planning Department requires proper landscape	All rights-of-way landscaping is required to meet ADWR guidelines, including the planting of materials that are on the ADWR list.
Non-Residential Landscape	Limits water intensive landscape and turf.
Residential Landscape	Limits turf to 30% coverage on the property.

EDUCATION PROGRAMS: Goodyear

Program	Description
Materials only – at this time	

OUTREACH PROGRAMS: Goodyear

Program	Description
Regional partner in the Water Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	The Conservation Committee develops outreach and educational programs and materials on a regional level.
Public Awareness	Water conservation articles appeared in every issue of monthly Citizen *CityReport* newsletter in 2004 and in several issues in 2005.
Publications and water conservation literature	Several brochures on a variety of water saving topics are distributed at HOA meetings, libraries, classes and special events. Available upon request.
Special Events	During citywide GAIN special event in several Goodyear neighborhoods, water conservation information is provided to hundreds of attendees. Free water conservation materials are available for any group's special events.
Speaker's Bureau	Provides information and presentations to local organizations.
ADWR and Bureau of Reclamation	Work with the Conservation Offices at the Arizona Department of Water Resources and the U. S. Bureau of Reclamation Phoenix Projects Office on grants, pilot projects and information sharing.

Town of Marana

Listed below are the conservation programs provided by the Town of Marana. Contact Program Coordinator, Ann Meaders, (520) 382-2572, 5100 W. Ina Road, Tucson, AZ, 85743.

CURRENT CONSERVATION SERVICES: Marana

Services	Description
Home Water Audits	Provide water conservation audits to customers within the Marana water service area.
Free Water Conservation Fixtures	The Town of Marana provides free low flow showerheads and aerators.

EDUCATIONAL PROGRAMS: Marana

Program	Description
Informational Brochures	Booklets and brochures on water conservation are available at no charge.

OUTREACH PROGRAMS: Marana

Program	Description
Welcome packets	A variety of brochures and information pieces are distributed in a Welcome Packet for new water customers.

City of Mesa

The following tables provide a brief description of conservation programs and services provided by Mesa's Water Conservation Office, P.O. Box 1466, Mesa, AZ 85211-1466. For questions please call (480) 644-3334.

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CURRENT REBATE PROGRAMS AND SERVICES: Mesa

Incentives and Services	Description
Xeriscape landscape rebate	Property owners who install a low water using landscape can qualify for a rebate ranging from $50-$225 depending on the size of the property and the year the home was built. The program was developed to encourage a permanent reduction in the amount of water used for landscaping purposes.
Landscape consultations	Consultations on low-water-use landscaping and efficient watering practices provided on-site.
Industrial, Commercial, and Institutional (ICI) Program	Outreach to businesses and multifamily communities is provided to encourage conservation and show how saving water can help reduce the bottom line. Staff works with managers and/or owners to review onsite water use, identify water saving options, and construct a month-by-month outdoor water budget (the same is done for HOAs). Additionally, each year Mesa asks multifamily and HOA customers to consider not overseeding turf areas with winter rye.
Internal Water Assessment Team	Initiated a team in 2003 to review City water use, interior and exterior, and identify potential for savings. Began cooperative program with ADOT in 1996 to reduce landscape water use along Mesa's freeways. The City of Mesa Streets Division is included in this program for the right-of-way landscapes.
Investigations of high water use/water wasting	Water Conservation staff responds to concerns of high water use and water wasting and provides educational assistance and information.

CURRENT CONSERVATION ORDINANCES: Mesa

Ordinance	Description
Low-flow Plumbing Fixture Ordinance	Ensures compliance with the Universal Plumbing Code and State statutes.
Nuisance Water Ordinance	Regulates water in the street that causes a public safety hazard, damage to roadways and water waste. Enforcement provided by Code Compliance.

Non-Residential Landscape Ordinance	Drought resistant shrubs and trees are to be the predominant plants used in the landscape design of all buildings and uses of land except single family residences and agricultural buildings.
Native Plant Preservation	Specific native plants required in Sonoran Desert Uplands areas.
Drought Management Plan	Enabling ordinance for the Drought Management Plan.

EDUCATIONAL PROGRAMS: Mesa

Program	**Description**
Free water conservation and landscape classes for homeowners	- Mesa offers 6-8 classes per year covering a wide variety of topics: desert landscaping, drip irrigation, plant selection, proper watering, etc. -Classes are normally advertised in Open Line, the utility bill newsletter, or a Landscape Class news service is available through the City of Mesa web site. -A Landscape Watering Reminder news service is also available through www.cityofmesa.org. This monthly reminder advises subscribers on watering frequencies based on current weather conditions.
School programs	Staff has worked with Mesa Public Schools (MPS) to develop a water curriculum helping students establish good water use habits and creating stewards of the future. -*First grade* – Focuses on plants and animals and how they've adapted to the desert. The program has a corresponding puppet show and reaches approximately 4,000 students per year. -*Fourth grade* – Focuses on where water comes from, the treatment process, and water use decisions. It has a corresponding puppet show, and also reaches approximately 4,000 students per year. -*Seventh grade* – Focuses on the science of water—the importance of keeping drinking water clean and the economics of water (for example, they have to simulate that they are buying drilling permits to conduct water testing). -*Annual art and calendar contest* – The City partners with Mesa Public Schools and the Bureau of Reclamation to sponsor the *Water—Use it Wis*ely art contest. Winners have artwork displayed in a calendar that is distributed to 15,000 Mesa residents. Typically, 800-1,000 entries are received each year from Mesa students.
Water Self-Audit Kits for homeowners	Free how-to water audit kits distributed on request.

OUTREACH PROGRAMS: Mesa

Program	Description
Water Use It Wisely mass media campaign	*Water-Use It Wisely* is a multi-media public information campaign that was designed to educate consumers about specific and simple water conservation measures they can use every day to save water and, ultimately, develop and reinforce a life-long water conservation ethic. -The campaign was spearheaded by Mesa, and is now used throughout the state as well as other states throughout the U.S. -It has offered partnering opportunities with other water interests such as ADWR, SRP, CAP and the BOR, and community partners include AZ Diamondbacks, Bashas, Home Depot, and Marakay Homes. Media partners include television Channels 3 and 12, Harkins Theatres, Más Arizona, and the Tribune Newspaper.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	Mesa is a member of the Conservation Committee, which develops outreach and educational programs and materials on a regional level.
Public awareness	Water Conservation works closely with the city's Public Information Office to provide information to our local and regional media outlets.
Publications and water conservation literature	Several brochures on a variety of water saving topics are distributed at libraries, classes and special events. Available upon request.
Special events	Water conservation info-tables at community events provide information to thousands of residents.
Speaker's bureau	Provides information and presentations to local organizations.
Mesa Community College Xeriscape Demonstration Garden	We have partnered with MCC main campus and Red Mountain campus to maintain a demonstration garden that includes interpretive signs and displays featuring low-water use plants and desert landscape techniques.

Metropolitan Domestic Water Improvement District

The following tables provide a brief description of water conservation programs and services provided by the Metropolitan Domestic Water Improvement District. Contact Warren Tenney, Program Coordinator, for more information. Phone: (520) 575-8100, Fax: (520) 575-8454. Address: PO Box 36870, Tucson, AZ 85740.

CURRENT REBATE PROGRAMS AND SERVICES: Metro Water District

Services	Description
Toilet Rebate Program	Customers are offered a rebate for replacing existing high flow toilets with an ultra low-flow toilet. $50.00 is offered for the first toilet, $40.00 is offered for the second.
Graywater/Water Harvesting	A $50.00 rebate is offered to customers who install a graywater or water harvesting system.

EDUCATIONAL PROGRAMS: Metro Water District

Program	Description
Workshops	At least two water conservation-related workshops are offered to District customers each year. Topics have included Graywater/Water Harvesting, Desert Landscaping and Drip Irrigation.
Landscape Water Advice	A detailed guide to landscape watering was sent to 17,500 customers as a billing insert in 2005. The guide also was sent to customers in 2002.

OUTREACH PROGRAMS: Metro Water District

Program	Description
Newsletter	Every other month, the District distributes a newsletter to its customers. Each newsletter contains an article on some aspect of water conservation, providing tips and information related to the season or related to a timely water related issue or technology.
Welcome Packets	The District distributes conservation information to new customers in a Welcome Packet. Approximately 900 packets are given away each year to customers purchasing new homes or moving into existing homes.
Water Conservation Information Packet for Non-Residential Users	An information packet on water conservation is distributed to all non-residential customers inquiring about water service.

Town of Oro Valley

The following tables provide a brief description of conservation programs and services provided by Oro Valley Water Utility, 11000 N. La Canada Dr., Oro Valley, AZ 85737 (520) 229-5000.

CURRENT INCENTIVE PROGRAMS AND SERVICES: Oro Valley

Incentives and Services	Description
Water Audits	A Town employee will visit residential and commercial properties and perform a water audit of a customer's irrigation system to help them determine the amount of water used outdoors and find areas where efficiency can be improved. If requested, an audit of indoor water use will be conducted. All audits are free of charge.
Rain Sensors	The Town provides rain sensors to its customers at a discounted rate ($7.50 each) and provides installation classes free of charge.
Investigations of water in the streets / water wasting	Town staff responds to reports of water wasting and provides educational assistance and information.
Plan Review	Town staff reviews development plans to provide suggestions for water conservation through irrigation techniques and water harvesting.
Low flow retrofit devices	Provided free of charge to Town residents: low flow shower heads and sink aerators.

CURRENT CONSERVATION ORDINANCES: Oro Valley

Ordinances	Description
Adoption of Water Code Section 15-19-3 Escaping Water Ordinance No. (0) 96-13 March 1996	Ensures that no person shall allow water to escape from their premises upon public property, such as alleys, roads or streets, nor upon any other person's property.
Adoption of Conservation Ordinance No. (0) 03-07 March 2003	Establishes use restrictions to manage water during periods of water shortages.
Adoption of Reclaimed Water Ordinance No. (0) 03-31 October 2003	Mandates the use of reclaimed water for turf irrigation for areas that are 2 or more acres in size.
Adoption of Plumbing Code Ordinance No. (0) 04-38 October 2004	Ensures compliance with the 2003 Edition of the International Plumbing Code.

EDUCATIONAL PROGRAMS: Oro Valley

Program	Description
Teaching guides with workbooks	Provided free of charge to teachers and parents within the Town. Available upon request.
Home water audit kits	Provided free of charge to Town residents, civic groups and scout groups. Available upon request.
Rain sensor installation classes	Provided free of charge to Town residents who have purchased a rain sensor.
Bi-monthly newsletter	Included in water bills to all customers. Newsletter always contains conservation education information.

OUTREACH PROGRAMS: Oro Valley

Program	Description
Public Awareness	Water Conservation works closely with the Town's public information office to provide information to our local and regional media outlets.
Publications and Water Conservation Literature	Numerous brochures are provided free of charge and are distributed at the Utility's office, the Town library, classes and special events. Also available upon request.
Special Events	Water conservation tables at community events provide a wide range of information and "freebies" which include xeriscape literature, rulers that also provide leak stream diameters, toilet test dye strips, low flow showerheads, sink aerators, sponges, notepads and magnets with water conservation reminders printed on them, and water conservation oriented coloring books, crayons and stickers for children.
Speaking Engagements	Provides information and presentations on water conservation to local organizations upon request.

City of Peoria

The following tables provide a brief description of conservation programs and services provided by Peoria's Water Conservation Office, 8401 W. Monroe St., Peoria, AZ 85345. Please call (623) 773-7286 for more details on programs.

CURRENT REBATE PROGRAMS AND SERVICES: Peoria

Incentives and Services	Description
Xeriscape Conversion Rebate	Provides up to a $550 incentive for City of Peoria water customers to convert high water use landscaping (e.g., turf) to low water use landscaping. At least 500 sq.ft. must be converted.
Hot Water Recirculator Rebate	Provides a $100 incentive for City of Peoria water or sewer customers to install a hot water recirculator. The device must have a timer.
Irrigation Controller/Timer Rebate	Provides a $30 incentive for City of Peoria water customers to install an irrigation timer. The timer must have certain features, and training will be provided either through an onsite visit or by attending a free class.
Landscape Water Audits	A City employee will visit single-family residential properties and perform a water audit of a customer's irrigation system to help them determine the amount of water used outdoors and find areas where efficiency can be improved.
Investigations of water in the streets / water wasting	City staff responds to reports of water wasting and provides educational assistance and information.

CURRENT CONSERVATION ORDINANCES: Peoria

Ordinance	Description
Adoption of Uniform Plumbing Code Ordinance (1995)	Ensures compliance with the Uniform Plumbing Code and Maricopa County amendments.
Unnecessary Water Waste Ordinance (1999)	Regulates unnecessary waste of water. Enforcement provided by Code Compliance.
Drought Contingency Plan Management Procedure Ordinance (2003)	Declares adoption of the Drought Contingency Plan.
Reclaimed Water Service Ordinance (2005)	Describes procedures and regulations regarding reclaimed water service, and the enforcement thereof.

EDUCATIONAL PROGRAMS: Peoria

Program	Description
Free water conservation and landscape classes for Peoria residents	Classes with how-to information for both indoor and outdoor water conservation are offered. There is an emphasis on low water use landscaping and proper irrigation.
Free water conservation school assemblies (Magic show on resources and conservation)	Free water conservation assemblies and workbooks for elementary school students.
Home water audit kits for homeowners	Free how-to water audit kits distributed at classes, events, and upon request.

OUTREACH PROGRAMS: Peoria

Program	**Description**
Regional partner in the Water – Use It Wisely media campaign	A regional media campaign providing an extensive outreach message to Valley residents.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	The Conservation Committee develops outreach and educational programs and materials on a regional level.
Public Awareness	Water Conservation works closely with the City's Public Information Office to provide information to our local and regional media outlets.
Publications and Water Conservation Literature	Several brochures on a variety of water saving topics are distributed at libraries, classes, and special events. They are also available upon request.
Special Events	Water conservation information tables at community events provide information to thousands of residents.
Water Conservation Advertising	Advertising throughout the year highlights various Peoria water conservation programs and serves as a source of information to citizens.
Speaker's Bureau	Provides information and presentations on water conservation to local organizations upon request.

City of Phoenix

The following tables provide a brief description of conservation programs and services provided by Phoenix's Water Conservation Office, 200 West Washington St., Suite 900, Phoenix, AZ 85003-1611. Please call (602) 256-3430 for more details on programs.

CURRENT CONSERVATION SERVICES: Phoenix

Incentives and Services	Description
Residential Retrofit Program	Phoenix has retrofitted plumbing fixtures and repaired leaks in over 130,000 older homes in its water service area.[1]
Turfgrass water needs/irrigation management	Turfgrass water needs are calculated based on three Phoenix-owned automated weather stations. Turf water needs, expressed in tenths of inches, are made available for area turf managers and residential customers on line. The information also is published daily on the weather page of the *Arizona Republic*.
Industry, Business, Government (IBG) program	Phoenix contracts to offer on-site audits for commercial, institutional and government agencies. The staff provides a broad range of informational programs for IBG water users. The staff also researches product and process improvements.

CURRENT CONSERVATION ORDINANCES: Phoenix

Ordinance	Description
Section 31-8. Discharging water into streets or sidewalks prohibited.	No person shall flow, discharge or run from any premises, residence or place of business, upon any street, alley or public place within the City any water nor shall any person construct or maintain any channel, ditch, flume, or conduit, by means of which water may be discharged into or upon any street, gutterway, sidewalk, alley or public place, from such premises, residence or place of business, except by permission of the Water Services Director. (Code 1062, § 35-5; Ord. No. G-3313, § 1; Ord. No. G3351, §1)

[1] Several iterations of plumbing retrofit have been employed since 1985, including self installation, staff installation, depot pickup of materials with help if needed, contractor installed. As of 1/1/2006 the only program still operating involves plumbing repair and changeouts targeting lower income neighborhoods with older housing stock and larger family groupings.

Ordinance	Description
Section 37-111	b) Beginning on January 1, 1992, water supplied by the City of Phoenix to a customer shall not be used for the purpose of watering landscaping plants planted after December 31, 1991, within the following areas unless the landscaping plants are low water use plants: (1) Any publicly owned rights-of-way of highways, streets, roads, sidewalks, curbs, and shoulders which are used for travel in any ordinary mode, including pedestrian travel except for local street rights-of-way adjacent to the front or side yard of a lot on which a single-family or duplex dwelling is located. (2) Areas located between the rights-of-way of major and collector streets and walls or fences over three feet in height except for areas in the front yard of a lot on which a single-family or duplex dwelling is located.

EDUCATIONAL PROGRAMS: Phoenix

Program	Description
Free water conservation and landscape classes for homeowners	Classes with how-to information are provided with an emphasis on water efficient outdoor irrigation and landscaping with desert adapted plants.
Free water conservation school assembly programs	Free water conservation assembly programs (Abracadabra Productions Magic Show and the Great Arizona Puppet Theater—Zoner and the Drip) and workbooks for elementary school students.
Teacher Resources	Teachers are provided free curriculum materials, resources and information. Approximately 50,000 pieces are mailed on request annually.
Project WET (Water Education for Teachers) activities	Project WET workshops are offered to teachers eight months a year. Teachers receive 16 hours credit toward advanced training certification. Water festivals at school sites for fourth grade students and teachers.
Informational Brochures	Pamphlets covering reclaimed water, conversions, leak detection, irrigation, landscape design, low water use plants, and evaporative coolers are available on request at no charge. Library and customer service sites also distribute these items, and most plants and landscape publications are made available through Phoenix plant nurseries.

OUTREACH PROGRAMS: Phoenix

Program	Description
Demonstration projects	Water and energy efficiencies are demonstrated in homes such as the Desert House at the Desert Botanical Garden (Phoenix was a co-sponsor of this project) and through participation in the Desert Wise Home Program, sponsored by Salt River Project, at new subdivisions located in Phoenix.
Regional partner in the Water - Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents. The campaign provides basic conservation tips via television, newspapers and other media.
Local public awareness program	A comprehensive public awareness program is administered through the Water Department's Public Information Office, which imparts water resources, drought, and conservation information to customers by way of the award-winning WATERways video series on PHX 11 television, the City of Phoenix website, public speaking events, on-hold messages, school programs, water bill flyers, press contacts and other vehicles.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	The AMWUA Conservation Committee develops outreach and educational programs and materials on a regional level.
Events	Water Conservation Office provides representation and materials at events of all size (from street fairs such as Sunday on Central with up to 200,000 attendees, to neighborhood association meetings of a few dozen persons.)
Community Presentations	Water Conservation office provides speakers and presenters for civic club meetings, neighborhood fight-back meetings, village planning committee meetings, homeowners association board meetings, etc.

Town of Prescott Valley

The following tables provide a brief description of conservation programs and services provided by the Town of Prescott Valley, 7501 E. Civic Circle, Prescott Valley, AZ 86314, (928) 759-3105.

CURRENT CONSERVATION INCENTIVES: Town of Prescott Valley

Incentive	Description
Inverted Rate Structure	Customers charged incrementally more for each block of water as their water use increases.

CURRENT CONSERVATION ORDINANCES: Town of Prescott Valley

Ordinance	Description
Low-flow Plumbing Fixtures	Development must comply with the Universal Plumbing Code and State statutes.

EDUCATION AND OUTREACH PROGRAMS: Town of Prescott Valley

Program	Description
Partner in the Water Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Prescott Valley residents.
Public Awareness	The Town provides a variety of water conservation messages through local public access programming (PV-13) and other local media outlets.
Publications and water conservation literature	Brochures on a variety of water saving topics distributed at special events and at Town Hall. Available upon request.

Town of Queen Creek

The following tables provide a brief description of conservation programs and services provided by the Town of Queen Creek, 22350 South Ellsworth Road, Queen Creek, AZ 85242. Please call John Lichtenberger, Neighborhood Preservation Manager, (480) 987-9887 for more details on programs. (Please note that the Town of Queen Creek is not a municipal water provider.)

CURRENT LANDSCAPE REQUIREMENTS AND GUIDELINES: Queen Creek

Requirements	Description
Landscape requirements for new developments	The Town of Queen Creek has adopted landscape requirements for commercial and residential developers. Individual residents are encouraged to use the same designs and plant palette. The approved plant palette is restricted to low water use plants. Trees planted in parking lot islands must be low or very low water use trees. Drip irrigation systems are required to have separate lines for trees and shrubs.

OUTREACH PROGRAMS: Queen Creek

Ordinance Program	Description
Brochures	Queen Creek distributes a number of brochures to encourage general water conservation, as well as the use of Xeriscape and low water use plants. These brochures are distributed at town events and in new resident packets. They are also mailed to residents upon request.

City of Scottsdale

The following tables provide a brief description of conservation programs and services provided by Scottsdale's Water Conservation Office, 9312 N. 94th St., Scottsdale, AZ 85258. Please call (480) 480-5650 for more details on programs.

CURRENT REBATE PROGRAMS AND SERVICES: Scottsdale

Incentives and Services	Description
Turf removal for commercial and residential common areas	A rebate is offered for removal of turf from the landscape and installation of city-approved landscaping. Rebate is based on cost of conversion. $3,000 maximum.
Turf removal for residential customers	A rebate is offered for removal of turf from the landscape and installation of city-approved landscaping. Rebate is based on cost of conversion. $1,500 maximum.
Landscape Irrigation Controller	A rebate is offered for the purchase of a new multiprogram, permanently hardwired, electronically activated irrigation controller. Rebate is limited to actual cost. $250 maximum.
Plumbing Rebate	Conservation devices in pre-1992 homes or businesses are eligible for rebates. Toilet rebates are $75.00 each and showerheads are $5.00 each. Free aerators are distributed upon request.
Hot Water Recirculation System Rebate	Hot water recirculation systems retrofitted to single-family residential home at $200 per customer. A minimum plumbing permit in required.
Investigations of water in the streets / water wasting	Water Conservation staff responds to reports of water wasting and provides educational assistance and information.
Exterior Audit Program	Approximately 395 residential audits are completed each year.
Water Rates	Offers two- tiered rate structure for water users.

CURRENT CONSERVATION ORDINANCES: Scottsdale

Ordinance	Description
Web site	www.scottsdaleaz.gov/Water/Conservation
Sec. 31-31	Water efficient plumbing fixtures.
Sec. 49-247	Limitations on model home landscaping.
Sec 49-246	Limitation on water intensive landscape/turf acreage for new commercial users, new industrial users and common area of residential developments.
Sec 31-31	Water efficient plumbing fixtures in new non-residential facilities.

Sec 49-248	Conservation plans upon establishment of service to new non-residential customers.
Sec. 49-242	Limitation on new water features.
Sec 49-244, Sec. 49-249, Sec. 49-250	Leakage, escape of water prohibited.
Sec. 49-49	Unmetered rates – theft of water.

EDUCATIONAL PROGRAMS: Scottsdale

Program	Description
Free water conservation/ landscape workshops for homeowners	26 to 28 workshops annually with how-to information are provided with an emphasis on water efficient outdoor landscaping.
Free water conservation school assemblies (Zoner and the Drip).	Free water conservation puppet shows and workbooks for elementary school students.
Xeriscape Demonstration Gardens	Under development
Teacher Resources	Teachers are provided free resource materials and information. In-classroom presentations are provided upon request.
Project WET (Water Education for Teachers)	Scottsdale will sponsor six workshops in 2005/2006.
Water Self-Audit Kits for Homeowners	Free how-to water audit kits are offered to customers who have a sudden spike in water consumption.
EnviroKidsDay	One-day special environmental events for 1,000+ Scottsdale students where water activities are presented.
Literature	Develop and distribute water conservation brochures, booklets, and workbooks.

OUTREACH PROGRAMS: Scottsdale

Program	Description
Regional partner in the Water - Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	The Conservation Committee develops outreach and educational programs and materials on a regional level.

Public Awareness	Communication modes used to promote programs include water bill inserts (Pride), City cable, on-hold messages, public events, workshops, website, and local publications. Conservations outreach network includes libraries, Master Gardeners, realtors, landscape architects, local nurseries, other city departments, etc.
Special Events	Water conservation booths at special events such as ArtFest, Scottsdale Home and Garden Show, Master Garden Tour, etc.
Community Presentations	Provide presentations upon request to civic groups, youth programs and HOA boards.

City of Surprise

The following tables provide a brief description of conservation programs and services provided by Surprise's Water Conservation Office, 12425 W. Bell Road, Suite D-100, Surprise, AZ 85374. Please call (623) 875-4231 for more details on programs.

CURRENT REBATE PROGRAMS AND SERVICES: Surprise

Services	Description
Home Water/Landscape Audits	Scheduled by request only.
Dual Flush Toilet Pilot Program	Installed different dual-flush toilets at City Hall in Surprise for public comment and use. Working with vendors and utilities.

EDUCATIONAL PROGRAMS: Surprise

Services	Description
Water Conservation School Program	Free assemblies to local public elementary schools in the Dysart District.

OUTREACH PROGRAMS: Surprise

Services	Description
Informational Brochures	Free pamphlets and brochures on water conservation, leak detection, landscape design, low water use plants, storm water regulations, and watering guidelines.
Special Events/Speakers Bureau	Staff water conservation information tables at community events. Provide presentations upon request to homeowners association groups and others.
City of Surprise Website and Media Outlets	Press releases, water conservation tips, website links.

City of Tempe

The following tables provide a brief description of conservation programs and services provided by Tempe's Water Conservation Office, P.O. Box 5002, Tempe, AZ 85280, (480) 350-2668.

CURRENT REBATE PROGRAMS AND SERVICES: Tempe

Incentives and Services	Description
Xeriscape Landscape Rebate for single family homes	Provides a $250 incentive to convert to low water use landscape: $250 front /$250 back / Total $500.
Toilet Rebate for multi and single family homes	Pays up to 50% of the purchase price not to exceed $75.00.
Water Audits for City facilities	Initiated water audits for parks, rights-of-way and City facilities in 1998.
Investigations of water in the streets / water wasting	Water Conservation staff responds to reports of water wasting and provides educational assistance and information.
Industrial Rebate Program	Pays 25-50% of a project cost up to $20,000 for industries demonstrating a sustainable water reduction of 15% or more.
Commercial toilet rebate program	Pays motels, apartment complexes, schools and business up to $75.00 for replacing 3.5 gallon toilets. Cap of $5,000 per property.
System Related Water Audit Program	City staff monitors and repairs city distribution system with an annual leak detection program and system survey.
Interior retrofit kits	Distributes kits to residents that own pre-1980 homes. Kits include low-flow showerheads, toilet displacement devices, leak detection tablets and Teflon tape to install showerheads. Kits help to bring plumbing fixtures up to 1980 building code standards.

CURRENT CONSERVATION ORDINANCES: Tempe

Ordinance	Description
Low-flow Plumbing Fixture Ordinance	Ensures compliance with the Universal Plumbing Code and State statutes.
Water Wasting Ordinance	Regulates water in the street that causes a public safety hazard. Enforcement provided by Conservation staff.
Non-Residential Landscape Ordinance	Limits water intensive landscape and turf areas at non-residential facilities.

New Model Home Ordinance	Limits water intensive landscape and turf areas.
Water Use Plan Ordinance	All new non-residential customers potentially using 10 acre-feet or more a year must submit a water use summary of landscaping and interior fixtures.

EDUCATIONAL PROGRAMS: Tempe

Program	Description
Free water conservation and landscape classes for homeowners	Classes with how-to information are provided with an emphasis on water efficient outdoor landscaping.
Free water conservation school assemblies. (Abracadabra Program)	Free water conservation assemblies and workbooks for elementary school students.
Xeriscape Demonstration Garden	Demonstration garden provides visitors with a visual representation of low water use landscape techniques.
Teacher Resources	Teachers are provided free resource materials and information. A free water education curriculum guide is available upon request.
Water Self-Audit Kits for Homeowners	Free how-to water audit kits distributed to residents to examine water use.
Youth Garden Grants Program	Grants for schools up to $1000.00 for gardening projects.

OUTREACH PROGRAMS: Tempe

Program	Description
Regional partner in the Water Use It Wisely mass media campaign	A regional mass media campaign providing an extensive outreach message to Valley residents.
Regional partner of the Arizona Municipal Water Users Association (AMWUA)	The Conservation Committee develops outreach and educational programs and materials on a regional level.
Public Awareness	Water Conservation works closely with the City's Communications Department to provide information to our local and regional media outlets.
Publications and water conservation literature	Several brochures on a variety of water saving topics are distributed at libraries, classes and special events. Available upon request.
Special Events	Water conservation info-tables at community events provide information to thousands of residents.

Speaker's Bureau	Provides information and presentations to local organizations.
Water conservation web site	Maintains web site with water conservation information and contact information.

Tucson Water

The following tables provide a brief description of conservation programs and services provided by Tucson Water, PO Box 27210, Tucson, AZ 85726-7210. Please call (520) 791-5080 for more details on programs.

CURRENT CONSERVATION SERVICES: Tucson Water

Incentives and Services	Description
Zanhero Program	This is a residential water-auditing program designed to maximize water conservation potential around the home. The service includes leak detection, replacement of showerheads and aerators, and adjustments of toilets. Landscaping is assessed, and appropriate irrigation requirements are determined. Customers are provided with a report showing water and dollar savings.
Business/Industry/ Government (B/I/G) Program	This is a water conservation assistance program targeting commercial and industrial customers. Facility audits are conducted to identify all uses of water and identify conservation potential.

CURRENT CONSERVATION ORDINANCES: Tucson Water

Ordinance	Description
Xeriscape Landscape Ordinance	Affects all commercial and multi-family construction projects. The ordinance requires adherence to Xeriscape principles, including limitation on high water-use plantings/features, low water use plant requirements, and appropriate irrigation system design.
Plumbing Code	Requires the use of water-efficient plumbing fixtures including 1.6 gallon per flush toilets, 2.5 gallon per minute showerheads, faucets and showerheads.

Water Waste and Theft	Revised June 2000 with tougher definitions of waste and higher penalties. Initial ordinance established a minimum $250.00 penalty; $500 for subsequent occurrences within a three-year period. Penalties can be waived by attending the Water Waste Diversion Program. Violations are currently defined as: (1) Allowing water to escape property, (2) Allowing water to pond greater than ¼ inch, or greater than 150 square feet on any street or parking lot, (3) Washing driveways, sidewalks, parking areas with an open hose/under normal system pressure, (4) Operating misting systems in unoccupied non-residential areas, (5) Operating a permanently installed irrigation system with a broken head or emitter, or a head spraying more than 10% of the spray onto a street or parking lot and (6) Failing to repair a controllable leak.

EDUCATIONAL PROGRAMS: Tucson Water

Program	Description
Water Smart Landscape Workshops	These two-hour workshops target residential customers. They are held on Saturdays in locations throughout the Tucson basin. Workshops are advertised in water bill inserts. Workshop topics include: (1) Drip Irrigation Design, Installation, and Maintenance, (2) Plant Selection and Design and (3) Irrigation Timer Use and Irrigation Scheduling.
SmartScape Landscaper Workshops	This series of eight workshops is designed to teach landscape professionals, property managers, and homeowner associations about water conservation practices in landscape management.
Low 4 Program	Sponsored by Tucson Water, the Pima County Cooperative Extension offers landscape water conservation programs to commercial users, school districts, and the general public. LOW 4 stands for low cost, low maintenance, low water, and low energy landscapes.
'Da Drops – Grade 3	This program includes a student activity book and supplemental teacher guide for classroom use, followed by a special classroom presentation. It is designed to teach about the water cycle, groundwater, and water distribution.
Our Water, Our Future – Grade 5	This five-unit classroom curriculum packet is followed by a classroom presentation. The program is designed to teach students about the water cycle, water supply, and water quality.

Tucson Toolkit – Grades 7-8	This is a five-unit student activity book and supplemental teacher guide. It is designed to teach about the water cycle, water quality, and water conservation. An optional home-audit classroom research project is available.
High School Program	The program is designed to bring water studies into broader curricular areas by building capacity among teachers and encouraging students to develop water-related projects. It includes a teacher internship program: a two-week paid internship offered to high school teachers. Teachers are provided with tours of facilities, presentations on related issues, and job-shadowing opportunities. Development of classroom materials and assistance with development of subsequent elements are work products of this program.
Education Outreach	The education outreach program provides classroom presentations and tours, and supports other education related programs. The Wetlands Program provides tours and classroom presentations that help students understand wastewater treatment, recharge, and conservation. Student projects are encouraged through regional Science Fair awards, the River of Words poetry contest and a Water Expo.

OUTREACH PROGRAMS: Tucson Water

Program	**Description**
Pamphlets and Brochures	A variety of pamphlets and brochures are distributed to Tucson Water customers throughout the year.
Public Service Announcements	Tucson Water produces PSAs containing water conservation messages to air on local broadcast media.
Community Events	Water conservation information is provided at various civic, trade and neighborhood events throughout the year.
Beat the Peak Program	This program informs water customers of the special need to conserve water during peak delivery periods.