

ATTACHMENT A

Information Order

1. Describe any and all actions approved by your governing board since April 1, 2015, to increase conservation.
2. Does your agency have conservation programs that specifically target the following customer classes?
 - A. Residential – Single Family
 - B. Residential – Multi-Family
 - C. Commercial
 - D. Industrial
 - E. Institutional
3. Does your agency have an active leak detection and repair program? (If yes, please describe, including budget and personnel assigned).
4. Does your agency run conservation outreach and education programs? (If yes, please describe and answer the questions below).
 - A. Annual budget
 - B. Has the budget increased since April 1, 2015?
 - C. Which of the following messaging pathways are used?
 - i. Mailers (including billing inserts)
 - ii. Door hangers
 - iii. Phone calls
 - iv. Radio
 - v. TV
 - vi. Newspaper
 - vii. Community Events (e.g., street fairs, neighborhood meetings, business association meetings)
 - viii. Email
 - ix. Website
 - x. Programs in Schools
 - xi. Business Partnerships
 - xii. Billboards
 - D. Average number of hours per month dedicated to conservation education and outreach
 - E. Number of personnel that work on education and outreach more than half-time.
 - i. Does your agency use student interns?
 - F. Are conservation education and outreach programs offered in languages other than English? (If yes, list languages).
 - G. Are any conservation and outreach programs targeted to populations whose primary language is not English? (If yes, please describe).
5. Does your agency run any conservation programs jointly with other entities? (E.g. have you partnered with your electric service provider?).
 - A. Does your agency collaborate with any service organizations? (E.g. Americorps, California Conservation Corps). (If yes, please describe).

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6. Does your agency run any appliance rebate programs? If yes, please describe the rebate amount for each appliance below and provide the total rebate budget.
 - A. Washing Machines
 - B. Dishwashers
 - C. Toilets
 - D. Faucet aerators & showerheads
 - E. Commercial laundry
 - F. Commercial/Institutional Kitchens (e.g. pre-rinse spray valves)
 - G. Other

7. Does your agency run any water efficient landscape programs? (If yes, check below and provide a description of the program including amount available for rebates and total amount budgeted for these programs).
 - A. Landscape Audits
 - B. Turf Removal Rebates
 - C. Water-Wise Gardening Classes/Informational Materials

8. Does your agency have personnel dedicated to water waste enforcement? (If yes, please describe your enforcement program and answer the questions below).
 - A. Number of personnel that work on enforcement more than half-time
 - i. Do any of these personnel speak languages commonly spoken in the community?
 - B. Average number of hours spent on enforcement per week
 - C. Average number of enforcement patrols per week
 - D. Average number of hours spent responding to water waste complaints from residents since April 1, 2015.
 - E. Monthly enforcement budget
 - F. Capacity to receive water waste complaints by the following methods:
 - i. Phone
 - ii. Letter
 - iii. Email
 - iv. Web Portal
 - v. Mobile Application
 - G. Average response time for investigating a water waste complaint
 - H. Average response time for responding to a report of a leaking pipe
 - I. Fine structure for repeat violations

9. Which type of rate structure does your agency use for residential customers?
 - A. Flat Rate
 - B. Uniform Rate
 - C. Inclining Block Rate (Tiered Rate)
 - D. Seasonal Rate
 - E. Allocation-Based Rate
 - F. Other

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- 10.** Has your agency instituted any type of drought rate or pricing (e.g. drought surcharge) since June 1, 2014? (If yes, please describe).
- 11.** What rates and pricing mechanisms are used to incent conservation by non-residential customers?
- 12.** When was the last time your agency modified its rate structure?
- 13.** What is your agency's billing frequency?
- 14.** Provide a complete copy of your agency's rate/tariff
- 15.** Provide a complete copy of your agency's conservation ordinance/rules
- 16.** Are all your residents on water meters?
 - A.** If no, is there a plan in place to install meters?