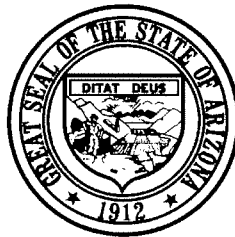


A Summary of Water Conservation Programs in Active Management Areas

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



March 30, 2007

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Introduction

Each year, information is 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. This year, nineteen organizations have submitted information to be included in the summary. The information contained in this summary is current as of March 2007 and is intended to serve as a resource for municipal water providers and other organizations wishing to begin or expand their water conservation programs. It also serves as an ongoing record of the accomplishments achieved by municipal providers in the area of water conservation. This report will be made available to those who request it and also will be posted on the Arizona Department of Water Resources website.

As periodic updates will be made to this document, any municipal water provider located in an Active Management Area who has not submitted information on their water conservation program is invited to do so at any time. Municipal providers wishing to submit additional and/or updated information about their programs also are 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 water 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.

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 participating 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	Staffs water conservation information tables at community events.

Speakers Bureau	Provides presentations upon request to civic groups, youth programs and homeowner associations.
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**CONSERVATION RATE STRUCTURE AND CURTAILMENT
TARIFF: Arizona American Water**

Program	Description
Conservation Rate Structure	Arizona American Water currently has Arizona Corporation Commission (ACC) approved conservation rate structures in their service areas.
Curtilment Tariff	Arizona American Water currently has an ACC approved curtilment tariff for all of their service areas in a drought.

City of Avondale

The following tables provide a brief description of water conservation programs and services provided by Avondale's Water Conservation Office, 623-333-4400, fax 623-333-0440, 399 E. Lower Buckeye Road, Ste. 100, Avondale, AZ 85323.

INCENTIVE PROGRAMS AND SERVICES: Avondale

Incentives and Services	Description
Xeriscape Landscape Rebate for Single Family Homes	Provides an incentive of up to \$400 to install a low water use landscape and/or conversion of at least 500 sq.ft. of turf area.
Irrigation Timer Rebate	Provides a rebate of up to a \$50 for the installation of an automatic irrigation timer.
Plumbing Rebate Program	Provides a rebate of up to a \$75 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 Water Budgeting Assistance	Provides a summary of water saving options and a month-by-month outdoor water budget for homeowner associations 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.

CONSERVATION ORDINANCES: Avondale

Ordinance	Description
Chapter 4-76 Plumbing Code	Ensures compliance with the Uniform 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 and 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 it deems necessary upon the use of irrigation or outdoor sprinkler systems.
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 Gardem	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.
Member of the Arizona Municipal Water Users Association (AMWUA)	Avondale is a member of the AMWUA Conservation Committee, which develops water conservation programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner

	associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Water Conservation staff works closely with the City's Public Information Office to provide information to 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 homeowner association boards.

City of Chandler

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

INCENTIVE 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 an 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.
Water Rates	Offers a tiered rate structure for water users.

CONSERVATION ORDINANCES: Chandler

Ordinance	Description
Chapter 29-401.3 and 401.4 Low Flow Plumbing	Ensures compliance with the Uniform Plumbing Code and 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 Rights of Way	Requires rights of way to be planted with plants from ADWR's low water use plant list.
Chapter 35 - 1903 Landscaping	All turf areas equal to or greater than five acres in size must use reclaimed water when available. Water features must recirculate and be in high pedestrian traffic areas. Limits high water use plants including

	turf to 20% in model homes; 10% in non-residential development and 40% in multi-family housing.
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 landscaping and irrigation.
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 Garden, 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, low water use plants, city water conservation programs and home water management 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.
Member of the Arizona Municipal Water Users Association (AMWUA)	Chandler is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities

	include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Water Conservation staff works closely with the City's Communications Department to provide information to local and regional media outlets.
Special Events	Water conservation information tables at community events provide information to thousands of residents.
Community Presentations	Provides presentations upon request to civic groups, youth programs and homeowner association boards.

Town of Gilbert

The following tables provide a brief description of water conservation programs and services provided by Gilbert's Water Conservation Office, (480) 503-6098, 525 N. Lindsay Rd, Suite 150, Gilbert, AZ 85234. Website: www.ci.gilbert.az.us

INCENTIVE PROGRAMS AND SERVICES: Gilbert

Incentives and Services	Description
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.
Water Audits	Provides free commercial and residential water audits that include site inspection and information on efficient water use both in the landscape and in the home.
Water Rate Structure	Offers four-tier rate structure for water users.
Drought Management Plan	Strategy plan for drought conditions.
High Consumption Program	Assists citizens with high consumption complaints. This may include a site inspection to discover the cause of the increased bill. Water conservation literature is distributed during this inspection.

CONSERVATION ORDINANCES: Gilbert

Ordinance	Description
Town of Gilbert (TOG) Code Ch. 10; Art. 11	Ensures compliance with the Uniform Plumbing Code and State statutes.
TOG Code Chptr 66; Art VIII	Prohibition on certain covenants, conditions and restrictions (CCRs) that restricts homeowner associations from mandating turf or prohibiting Xeriscape.
TOG Code Chptr 66; Art VIII Limitations on Fountains	Limits fountain size and placement; requires features such as recirculating pumps, automatic timer and wind shut-off valves; includes hours of operation.

TOG Code Chptr 66; Art VIII Sec 66-362 Landscaping in New Developments	The amount of water intensive landscaping in common areas of a new residential/multifamily development shall not exceed 10% of the total landscapable area. The amount of water intensive landscaping can be increased to 50% if reclaimed water is used.
TOG Code Chptr 66; Art VIII Sec 66-363 Model Homes in New Residential Developments	Limits the combined water intensive landscaping, water features, and pools to 20% of the landscapable area.
TOG Code Chpt 66 ART VIII Sec 66-371 Water Conservation Plans	New non-residential developments with an average estimated annual water use of more than 9,000 gallons per day shall submit a water conservation plan complete with best management practices.
TOG Code Chpt 66 Art VIII Sec 66-372 Landscaping in Non- residential Developments	Limits water intensive landscaping in all new non-residential developments to 20% of the remaining landscapable area in excess of 10,000 square feet. If the development is less than 10,000 square feet, the amount of water intensive landscaping cannot exceed 10%. If reclaimed water is used, the amount of water intensive landscaping can increase.
TOG Code Chptr 66 ART VIII Sec 66-380 Water Supply Reduction Management	This section sets forth actions to be taken by the Town in the event that a drought condition or a water system failure requires a reduction in demand for potable water.
TOG Code Chptr 66 ART III; Sec 66-101 Turn-ons, Unauthorized Connections, Resale, Construction Water	Prohibits unlawful connections, theft of services for water without a legal connection, unlawful use of hydrant water and provides for penalties of such.

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	Free water conservation assemblies and workbooks for elementary school students (Abracadabra Program).
Earth Day	An annual one-day environmental program for students

	held at McQueen Park.
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.
Self-Audit Kits and Guides for Homeowners	Free how-to water audit kits distributed at classes and events.
Publications and Informational Water Conservation Brochures	Develop and distribute pamphlets covering water conservation, reclaimed water, conversions, leak detection, irrigation, landscape design and low water use plants. Literature is distributed to libraries, at workshops, by mail, at special events, at model home sites, to all new home buyers, to all resale home buyers, in holders at all municipal buildings and is available to all citizens 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.
Member of the Arizona Municipal Water Users Association (AMWUA)	Gilbert is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
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 homeowner association boards.
Landscape Watering Advice for Residential Customers	Landscape information packets are distributed to all new homeowners of newly constructed houses. Information about available programs is mailed to all new homeowners of existing homes.
Website	www.ci.gilbert.az.us

City of Glendale

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

INCENTIVE PROGRAMS AND SERVICES: Glendale

Incentives and Services	Description
Xeriscape Landscape Rebate for Single Family Homes	A \$200 rebate for installing a low water use landscape at a new home. A \$150 rebate for every 1,000 sq.ft. of turf removed, up to \$750 for existing home landscapes.
Rebate for Turf Removal Commercial and Non-residential (common areas)	Eligible applicants receive \$1500 plus \$150 for every 1,000 square feet of turf removed up to \$3000 total. Non-residential properties (including homeowner association common areas) must participate in the Water Budgeting Program and qualify through an application process.
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	Use of a database tracking system to monitor water usage at city parks and rights of way. Provides an annual audit at several other city facilities.
Investigations of Water in the Streets / Water Wasting	Water Conservation staff responds to reports of water wasting and provides educational assistance and information. On-line report form on website.

CONSERVATION ORDINANCES: Glendale

Ordinance	Description
Low-flow Plumbing Fixture Ordinance (1986)	Ensures compliance with the Uniform 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.
Water rates (by Council resolution)	Tiered water rate structure that encourages water conservation.

EDUCATIONAL PROGRAMS: Glendale

Program	Description
Free Water Conservation and Landscape Classes for Homeowners	12 to 20 classes are offered each year providing how-to information with an emphasis on water efficient outdoor landscaping.
Xeriscape Demonstration Garden at Main Library	Demonstration garden provides visitors with examples of low water use plants and design ideas.
Free Self-Guided Tour	An audio listening tour provides visitors with information on plants and design techniques.
Art in the Garden	Three water conservation themed art pieces created by local elementary school children. Funded by a grant from the Arizona Commission on the Arts.
Free Water Conservation School Assemblies (Abracadabra Program)	Free water conservation assemblies and workbooks for more than 6,000 elementary school students each year.
Teacher Resources	Teachers are provided free resource materials and information. A free water education curriculum guide is available upon request.
Library Youth Programming Partnership: Desert Explorers Dia De Los Ninos Great Puppet Theater	A partnership with the three Glendale libraries to provide water conservation themed interactive programs. Attended by parents, teachers and more than 800 children a year.
Water Watchers School Program	Pilot program for 4 th , 5 th , and 6 th grade teachers and their students. Funded by a grant from the Bureau of Reclamation.
Water Self-Audit Kits for Homeowners	Free how-to water audit kits used in the Utilities customer service program for high water users. Also distributed at classes, events, and by request.
How-to Publications and Water Conservation Literature	Brochures on a variety of water saving topics are distributed at libraries, classes and special events. Also available by mail, by phone and through an on-line order form.

OUTREACH PROGRAMS: Glendale

Program	Description
Regional Partner in the Water Use It Wisely Media Campaign	A regional mass media campaign providing an extensive outreach message to Valley residents.
Member of the Arizona Municipal Water Users Association (AMWUA)	Glendale is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Public information and water conservation messaging through water bill inserts (<i>Connection</i>), <i>Clean and Green</i> direct mail newsletter, City cable, on-hold messages, public events, workshops, website, and local publications.
Special Events	Water conservation information tables at community events provide information to thousands of residents.
Community Presentations	Provide presentations upon request for the Glendale Homeowner Association (HOA) Academy, Glendale University, HOA boards, and other local organizations and civic groups.
“Friends of the Garden” Volunteer Program	Volunteers assist in maintaining the Xeriscape Garden and water conservation programs providing over 600 volunteer hours a year. Partner with the Maricopa Volunteer Center to bring in several corporate groups and college student groups every year.
Water Watchers Interns	Partnership with several regional colleges, universities, and high schools to provide intern experiences within our Water Watchers youth program.

City of Goodyear

The following tables provide a brief description of water 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 LPSCO, 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 Resources Administrative Assistant, at 623-882-7504.

INCENTIVE 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.
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 methods or enhance management and oversight of their system.
Water Audits for Customers (only for residents south of I-10)	<p>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.</p> <p>The \$45 Water Audit is completely voluntary and consists of three phases:</p> <p>Step 1 - Internal audit – conducted by resident on worksheet provided by City.</p> <p>Step 2 - Electronic Audit – conducted in conjunction with Step 1 – City installs an electronic box to the meter to determine water usage patterns.</p> <p>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.</p> <p>Once the three steps are completed, the Water Resources Department will study the data and issue a report suggesting areas where water conservation measures can assist in usage reduction.</p>

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, 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.

CONSERVATION ORDINANCES/POLICIES: Goodyear

Ordinance/Policy	Description
Building Code requires Water and Energy Efficiency	Ensures compliance with the Uniform Plumbing Code and State statutes.
Planning Department requires Proper Landscape	All right-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.
Member of the Arizona Municipal Water Users Association (AMWUA)	Goodyear is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at

	conferences, trade shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Water conservation articles appeared in every issue of monthly citizen newsletter, <i>Infocus</i> , in 2004 and in several issues in 2005 and 2006.
Publications and Water Conservation Literature	Several brochures on a variety of water saving topics are distributed at homeowner association 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.
Speakers 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 water conservation programs provided by the Town of Marana. Contact Program Coordinator, Ann Meaders, (520) 382-2572, 5100 W. Ina Road, Tucson, AZ, 85743.

CONSERVATION SERVICES: Marana

Services	Description
Home Water Audits	Provides 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 water 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. Website: www.cityofmesa.org

INCENTIVE 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 homeowner associations). Additionally, each year Mesa asks multifamily and homeowner association 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. This effort was renewed in 2006 with a facility water use inventory and some preliminary audits. The City began a 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.
Water Rates	Offers two-tier rate structure for water users.
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.

CONSERVATION ORDINANCES: Mesa

Ordinance	Description
Low-flow Plumbing Fixture Ordinance	Ensures compliance with the Uniform 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	<ul style="list-style-type: none"> - 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 <i>Open Line</i>, the utility bill newsletter, or through a Landscape Class news service, available through the City of Mesa web site.
Landscape Water Reminder News Service	A Landscape Watering Reminder news service is available through www.cityofmesa.org . This monthly reminder advises subscribers on watering frequencies based on current weather conditions. There are currently about 1,000 subscribers.
School Programs	<p>Staff has worked with Mesa Public Schools to develop a water curriculum helping students establish good water use habits and creating stewards of the future.</p> <ul style="list-style-type: none"> - <i>First grade</i>: Focuses on plants and animals and how they have adapted to the desert. The program has a corresponding puppet show and reaches approximately 4,000 students per year. - <i>Fourth grade</i>: Focuses on where water comes from, the treatment process, and water use decisions. It has a corresponding puppet show, and also reaches

	<p>approximately 4,000 students per year.</p> <ul style="list-style-type: none"> - <i>Seventh grade</i>: 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). - <i>Annual art and calendar contest</i>: Partner with Mesa Public Schools and Bureau of Reclamation to sponsor the <i>Water—Use it Wisely</i> art contest. Winners have artwork displayed in a calendar that is distributed to 15,000 Mesa residents. Typically, 500-800 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	<p><i>Water-Use It Wisely</i> 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.</p> <ul style="list-style-type: none"> - 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 Salt River Project, Central Arizona Project and the Bureau of Reclamation, and community partners include the AZ Diamondbacks, Bashas, Home Depot, and Marakay Homes. <p>Media partners include television Channels 3 and 12, Harkins Theatres, Más Arizona, and the Tribune Newspaper.</p>
Member of the Arizona Municipal Water Users Association (AMWUA)	<p>Mesa is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade shows, and events; evaluation of</p>

	regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Water Conservation staff works closely with the City's Public Information Office to provide information to local and regional media outlets. Communication modes used to promote programs include water bill inserts (<i>OpenLine</i>), City cable, public events, workshops, website, and local publications.
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 information tables at community events provide information to thousands of residents.
Speakers Bureau	Provides information and presentations to local organizations.
Mesa Community College Xeriscape Demonstration Garden	Partners 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.

INCENTIVE PROGRAMS AND SERVICES: Metro Water District

Incentives and 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 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 water conservation programs and services provided by Oro Valley Water Utility, 11000 N. La Canada Dr., Oro Valley, AZ 85737, (520) 229-5000.

INCENTIVE PROGRAMS AND SERVICES: Oro Valley

Incentives and Services	Description
Water Audits	A Town employee will visit residential and commercial properties to audit a customer's irrigation system and/or interior appliances. An overall assessment is made with which the auditor can assist customers in determining the amount of water used, possible explanations for excessive usage, and educate customers on how and where efficiency can be improved. Audits may be requested by and for any Oro Valley Water Utility customer. The service is provided free of charge.
Rain Sensors	The Town provides rain sensors to its customers at a discounted rate (\$7.50 each) and will provide an illustrated bi-lingual installation guide with each sale.
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 where appropriate and provides recommendations on water conservation equipment, practices and techniques.
Low-Flow Retrofit Devices	Provided free of charge to Town residents: low-flow shower heads and sink aerators.

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. (O) 03-31 October 2003	Mandates the use of reclaimed water for turf irrigation for areas that are two or more acres in size.
Adoption of Plumbing Code Resolution No. (7) 07-08 October 2004	Ensures compliance with the 2006 Edition of the International Plumbing Code
Adoption of Graywater Ordinance No. (O) 07-18. March 2007	Amending the Town of Oro Valley Town Code, Chapter 15, Water Code, Adopting Section 15-18-12, Graywater Use. Specifically allows the use of graywater by residential customers.
Adoption of Rainwater Harvesting Ordinance No. (O) 07-19. March 2007	Amending the Town of Oro Valley Town Code Chapter 15, Water Code, Adopting Section 15-18-10, Residential Rainwater Harvesting; and Adopting Section 15-18-11, Rainwater Harvesting for Commercial and Master Subdivision Development Projects. Specifically allows the use of rainwater harvesting by both residential and commercial customers.
Amendment to Backflow Prevention and Cross-Connection Control Program March 2007	An Ordinance of the Town of Oro Valley, Arizona Amending the Oro Valley Town Code, Chapter 15, Water Code, Amending Section 15-23, Backflow Prevention and Cross-Connection Control Program. Modifies existing code to accommodate graywater and rainwater harvesting issues.
Adoption of Building Code Change Ordinance No. (O) 07-20. March 2007	Amending the 2006 International Residential Code, Chapter 38, Power and Lighting Distribution. Adopting Section E3801.12, Additional outlets - mandatory installation of a minimum of two switch controlled outlets for use with point of service hot water recirculation systems. One would be located under the kitchen sink, with a second one located under the private or owner's bathroom lavatory sink, or under the lavatory sink in the main or common bath.
Drought Preparedness Plan	Completed a drought preparedness plan and submitted it to the Arizona Department of Water Resources for review.

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 Guide	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.
Water Management Classes	Two irrigation and water management classes are offered to landscape professionals each year. The classes are sponsored by the Town of Oro Valley and are offered through and taught by the Irrigation Association.

OUTREACH PROGRAMS: Oro Valley

Program	Description
Public Awareness	Water Conservation staff works closely with the Town's Public Information Office to provide information to 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 water 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.

INCENTIVE PROGRAMS AND SERVICES: Peoria

Incentives and Services	Description
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 or on-demand capabilities.
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.
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.
Education for cases of Water in the Streets / Water Wasting	City staff responds to reports of water wasting and provides educational assistance and information (door hangers).

CONSERVATION ORDINANCES: Peoria

Ordinance	Description
Adoption of Uniform Plumbing Code Ordinance (1995)	Ensures compliance with the Uniform Plumbing Code (1991) 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.
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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.
Member of the Arizona Municipal Water Users Association (AMWUA)	Peoria is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Water Conservation staff works closely with the City's Public Information Office to provide information to local and regional media outlets.
Water Conservation Advertising	Advertising throughout the year highlights various Peoria water conservation programs and serves as a source of information to citizens.

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.
Desert Fusion Garden	Nearly a quarter acre of land outside Peoria City Hall illustrates the principles of Xeriscape, with a focus on showing creative plant combinations that can be translated into residential settings.
<i>Think About Xeriscape</i> Video Series	A 30-minute film and four 5-minute segments airing on Peoria Channel 11 inform viewers about Xeriscape, converting to Xeriscape, and the City's rebate program. The backdrop for the video is the City's own conversion to the Desert Fusion Garden.
<i>Peoria Times</i> Water Conservation Column	Monthly articles highlight certain aspects of water conservation and provide more information on Peoria programs to readers.
Special Events	Water conservation information tables at community events provide information to thousands of residents.
Speakers Bureau	Provides information and presentations on water conservation to local organizations upon request.

City of Phoenix

The following tables provide a brief description of water conservation programs and services provided by Phoenix' Water Conservation Office, (602) 261-8367, 200 W. Washington St., Ste. 900, Phoenix, Arizona.

INCENTIVE PROGRAMS AND SERVICES: Phoenix

Incentives and Services	Description
Plumbing Retrofit Program	Homeowners in targeted neighborhoods receive water audits, irrigation system improvements and efficient fixtures at no charge.
Arizona Meteorological Network (AZMet)	Phoenix owns three automated weather stations which provide turf watering needs for turf area managers and residential customers. Information is available online and daily in the Arizona Republic.
Pre-rinse Spray Nozzle Retrofit	Restaurants and food service providers receive water efficient pre-rinse spray nozzles for their dishwashing process at no charge. Phoenix Water Conservation staff conducts a survey of each facility to identify opportunities for future programs targeting the food service industry.

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.
Section 23-33. Escape of water prohibited	It shall be unlawful for any person to willfully or negligently permit or cause the escape or flow of water from any source in such quantity as to cause flooding, to impede vehicular or pedestrian traffic, to create a hazardous condition to such traffic, to create a condition which constitutes a threat to the public health and safety, or to cause damage to the public streets or alleys of the City of Phoenix. Each violation of this Section, and each

	day on which a violation occurs, shall be considered a separate offense.
Sec. 37-27. Waste of water; failure of consumer to make repairs to pipes, valves and fixtures	<p>(a) Owners of property served by City water are responsible for all leaks, or damages on account of leaks, from the service pipes leading from the consumer's side of the meter to the premises served.</p> <p>(b) Every consumer shall at all times maintain in good repair all his water pipes, faucets, valves, plumbing fixtures or any other water appliances, to prevent waste of water.</p> <p>(c) Where any consumer willfully neglects to make such necessary repairs, the water shall be shut off by the Water and Sewers Department and shall not be turned on again until such repairs have been made to the satisfaction of the Department and a service activation fee paid by the consumer to the Department.</p> <p>(d) Customers are responsible for all water consumption by leaks or damages on account of leaks from the service pipes leading from the meter to the premises served. The Water and Sewers Department will be responsible for all water consumption inaccurately billed. Inaccurate billings will be adjusted by an amount determined by the Director.</p>
Sec. 37-111. Limitations of water use	<p>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:</p> <p>(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.</p> <p>(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.</p>

EDUCATIONAL PROGRAMS: Phoenix

Program	Description
Free Water Conservation and Landscape Classes for	Classes with how-to information are provided with an emphasis on water efficient outdoor irrigation and

Homeowners	landscaping with desert adapted plants.
Teacher Resources	Teachers are provided free curriculum materials, resources and information. Approximately 50,000 pieces are mailed 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. Water conservation assembly programs (Abracadabra Productions Magic Show and the Great Arizona Puppet Theater—Zoner and the Drip) and workbooks for elementary school students.
Informational Brochures	Pamphlets covering reclaimed water, conversions, leak detection, irrigation, landscape design and low water use plants are available at no charge.

OUTREACH PROGRAMS: Phoenix

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.
Member of the Arizona Municipal Water Users Association (AMWUA)	Phoenix is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Water Conservation works closely with the City's Communications Department to provide information to local and regional media outlets.
Special Events	Water conservation information tables at community events provide information to thousands of residents.
Community Presentations	Provides presentations upon request to civic groups, youth programs and homeowner association boards.

City of Prescott

The following tables provide a brief description of water conservation programs and services provided the City of Prescott, Water Conservation Division of Public Works. Contact Water Conservation Coordinator, Shaun Rydell, (928) 777-1130, 433 N. Virginia, PO Box 2059, Prescott, AZ 86302. Website: www.cityofprescott.net, link conservation. E-mail: water.smart@cityofprescott.net

INCENTIVE PROGRAMS AND SERVICES: Prescott

Incentives and Services	Description
Tiered Water Rates (Ord. No. 4253, 2006)	Increase in City water rates: two adjustments effective 07/01/06, additional rate increase 07/01/07. Campaign to inform consumers on rate increase and water conservation opportunities that can assist them in saving water and money. Radio, utility bills and newspaper.
Customer Water Audits	Residential and commercial self and staff assisted water audits. Internal utility bill review conducted and custom packet sent to customers. Residential self audit kit and additional information is supplied to help customers identify water waste and save water and money.
Indoor/Outdoor Water Smart Kits	Low cost low-flow showerheads, sink nozzles, and outdoor irrigation do-it-yourself audit kits provided to customers within the City service area (\$50.00 value for \$10.00). Water conservation incentive credit (see below) is available with proof of installation of kit components.
Water Conservation Incentive Program (Ord. No. 4527, 02/28/06)	Offering a utility bill credit to customers to replace inefficient indoor devices with water saving fixtures. Includes toilets, showerheads, hot water recirculation pumps, water efficient washing machines, commercial urinals and waterless products. Promote conversion of lawns to Xeriscape to reduce outdoor water use. Proof of purchase and program conditions apply. Staff will track program results annually to inform community on water savings.

CONSERVATION ORDINANCES: Prescott

Ordinance	Description
Provisions of Water Outside of the City (Ord. No. 4503, 2006)	New water service in the county is limited only to customers who agree and pay for service connections, required to hook-up to city sewer service.

Time of Day Watering (Ord No. 4536, 04/11/06)	Outdoor watering which uses spray or other airborne irrigation shall not be permitted between the hours of 8:00 a.m. and 8:00 p.m. (April 15-November 1). Exceptions for hardships, newly planted landscape, commercial plant stock care, temporary service and repair, community facilities, parks and recreation, or other places used for public festivals and events.
Commercial and Residential Plumbing Code Revisions Sec 3-10-3 (Ord 2377 6/11/92, 2007 rev.)	Plumbing Code requirements. Low flow fixtures and hot water recirculation devices required for residential, multi-family and non-residential sectors.
Water Conservation Code Sec 3-10-10.	Water tampering/water waste ordinances. Use of potable water for artificial lakes and decorative spray type fountains is prohibited.

EDUCATIONAL PROGRAMS: Prescott

Program	Description
Water Smart Program	Recently adopted “Water Smart” as Prescott’s conservation tag line. Distribute pamphlets and brochures on water conservation, leak detection, winterizing the outdoor irrigation system, low water use plants, Xeriscape landscaping, Prescott AMA-low water use plant list, regional watering guidelines, rainwater harvesting. 12 month campaign – Water Smart education cards – one card mailed monthly in the city utility bills. All documents are available at the library, the Public Works Department and City Hall. Most material is available on the City website. Advertising and promotion on radio, newspaper, utility billing, magnetic signs, yard signs and City website.
Xeriscape Demonstration Projects at City Facilities and Community Parks	One “Water Smart” garden demonstration project to be developed annually to provide citizens with a visual representation of low water use plants, landscape techniques, and ideas. Propose to map or tour garden projects in the future.
Project WET (Water Education for Teachers)	Facilitate water conservation education. Available to elementary schools and community service organizations in the Prescott service area. Area-wide referrals and assistance provided on request.
Certified Landscape Irrigation Auditor Training (2007-2008)	Irrigation system auditor training is offered to landscape and nursery industry professionals. Participants are

	encouraged to promote this service among their customers.
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OUTREACH PROGRAMS: Prescott

Program	Description
Central Yavapai Water Conservation Partnership (CYWPC)	Prescott is represented on a regional working group that seeks to support water conservation and education. Presently the group is working on a regional work plan and media campaign.
Water Conservation Committee (Appointed in 2004)	Staff assists the Mayor-appointed committee of community volunteers to accomplish their water conservation goals. Presently reviewing existing landscape development code. Considering a proposal to allow a maximum amount of lawn or oasis area in commercial and residential development/required adequate soil preparation for oasis areas/required installation of low water use plants/required outdoor water budget as part of landscape design application/required installation of rain shut-off valve on all automatic irrigation systems.
April – Water Awareness Month	Annual community proclamation recognizing the value and limits of the region’s water supply and promoting the sustainability of the area’s water resources.
Special Events	Staffs and assembles water conservation displays at community events. Annual events include April Water Awareness Month - Earth Day, Native Plant Sale at Highlands Center for Natural History, and Yavapai Contractors Association Home and Garden Show, a three- day event.
Event Sponsor	Water festival – regional water celebration and educational event for 4 th grade students in the Prescott area. Prescott Creeks – Environmental Film Festival sponsor. Provides display at this event. Project WET teacher training – Prescott water conservation staff provides printed materials on water conservation and offers staff support on request.
Speakers Bureau	Presentations to civic groups, citizen water groups, youth programs and homeowner associations on the area’s water resources and Prescott’s water conservation programs.

Town of Prescott Valley

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

CONSERVATION INCENTIVES: Prescott Valley

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

CONSERVATION ORDINANCES: Prescott Valley

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

EDUCATION AND OUTREACH PROGRAMS: Prescott Valley

Program	Description
Member of Central Yavapai Water Conservation Partnership	Developing regional (Prescott AMA-wide) approaches to water conservation to develop a more efficient and effective message. Participant in Project WET campaigns.
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 water 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 Supervisor, (480) 358-3303 for more details on programs. (Please note that the Town of Queen Creek is not a municipal water provider.)

LANDSCAPE REQUIREMENTS AND GUIDELINES: Queen Creek

Ordinance Requirements	Description
Zoning Ordinance 5.3 Landscaping	The Town of Queen Creek has requirements for commercial and residential developers.
Subdivision Ordinance Chapter VI	All plant material in new commercial development shall be selected from the booklet, <i>Landscape Plants for the Arizona Desert</i> , developed by the Arizona Municipal Water Users Association, with some exceptions. Irrigation systems are required to have separate valves for trees and shrubs. Trees planted in islands must be low or very low water use trees.

OUTREACH PROGRAMS: Queen Creek

Outreach Programs	Description
Brochures	The Town of Queen Creek distributes a number of brochures and booklets to encourage the use of Xeriscape and low water use plants. Brochures and booklets are distributed at Town events, in new resident packets and are mailed to residents upon request.

City of Scottsdale

The following tables provide a brief description of water 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. Website: www.scottsdaleaz.gov/water

INCENTIVE PROGRAMS AND SERVICES: Scottsdale

Incentives and Services	Description
Turf Removal for Commercial and Residential Common Areas Rebate Program	A rebate is offered for the removal of turf from the landscape and installation of City-approved landscaping. Rebate based on cost of conversion, \$3,000 maximum.
Turf Removal for Residential Customers Rebate Program	A rebate is offered for the removal of turf from the landscape and installation of City-approved landscaping. Rebate based on amount of turf removed, \$1,500 maximum.
Landscape Irrigation Controller Rebate Program	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 Program	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 Program	Hot water recirculation systems retrofitted to single family residential homes are rebated one per customer. Rebate is limited to actual cost, \$200 maximum. A minimum plumbing permit is required.
Investigations of Water in the Streets / Water Wasting	Water Conservation staff responds to reports of water wasting and provides educational assistance and information.
High Water Use Complaint Resolution	Assists citizens with high water use complaints. This typically includes site inspections to discover the cause of an increase in the water bill
Exterior Audit Program	A free irrigation water audit to single family residential homes. Approximately 395 audits are completed each year.
Multi-Family Exterior Audit Program	A consultant is contracted to conduct a limited number of audits on an annual basis.
System Related Water Audit Program	City staff utilizes its Meter Accuracy Program for maintenance of the distribution system.

Water Rate Structure	A three-tier rate structure designed to encourage water conservation.
Drought Management Plan	Strategy plan for drought conditions.

CONSERVATION ORDINANCES: Scottsdale

Ordinance	Description
Sec. 31-31 Water efficient plumbing fixtures	Water-efficient appliances (toilets and showerheads) are required in new residential homes and existing multi-housing units.
Sec. 49-247 Limitations on model home landscaping	Model homes must demonstrate best water management practices for desert landscaping. Ordinance includes limitations on high water use plant material and turf placement.
Sec. 49-245, Sec. 49-246 Limitation on water intensive landscape/turf	Limits water intensive landscape for common areas in residential and non-residential settings.
Sec. 31-31 Water efficient plumbing fixtures in new non-residential facilities	Water-efficient appliances (toilets and showerheads) are required in non-residential facilities.
Sec. 49-248 Conservation plans upon establishment of service to new non-residential customers	Limits water intensive landscapes for businesses.
Sec. 49-242 Limitation on new water features	Limits fountain size and placement and requires features such as recirculating pumps and wind shut-off valves.
Sec. 49-244, Sec. 49-249, Sec. 49-250 Leakage, escape of water prohibited	Ordinances used to address water-in-the-street complaints.
Sec. 49-49 Unmetered rates	Unmetered water is theft of water. Ordinance used to penalize offenders who draw water from the City of Scottsdale water system without passing it through a meter.

EDUCATIONAL PROGRAMS: Scottsdale

Program	Description
Distribution of Conservation Information to New Non-residential Customers and Submittal of a Water Use Plan	Water Conservation staff provides a conservation packet to high water use facilities. In addition, if a facility estimates its water use will be over nine acre-feet per year, a water use plan must be submitted by the facility

by New Large Facilities	to the Water Conservation Office.
Residential Educational Workshop Program	Eighteen to twenty workshops are provided annually. How-to information is presented with an emphasis on water efficient outdoor landscaping.
Non-residential Educational Workshop Program	Work with other Valley cities and partners such as Salt River Project and the Arizona Multi-Housing Association to present workshops on water conservation topics.
Scottsdale Xeriscape Garden at Chaparral Park	Demonstrating the beauty of saving water is the purpose that has guided the design and educational components of this Xeriscape garden. Outdoor classrooms offer learning opportunities that engage the senses, demonstrate water-saving principles, and showcase beautiful low-water-use plants. The garden is under construction and is expected to be completed in 2008.
Teacher Resources	Teachers are provided free resource materials and information.
Project WET (Water Education for Teachers)	The City of Scottsdale is offering a variety of free on-site educational interactive water activities to elementary and middle school students. These activities were developed by Project WET.
Free Water Conservation School Assemblies (Zoner and the Drip)	Free water conservation puppet shows and workbooks are available for elementary school students.
EnviroKidsDay	An annual one-day environmental program for 1,000+ fourth grade students. Project WET water activities are presented.
Self Water Audit Guide and Kit for Homeowners	The audit guide and kit is offered free to water customers.
Publications and Water Conservation Literature	Develop and distribute water conservation brochures, booklets, and workbooks. Topics cover landscape design, low water use plants, rainwater harvesting, graywater use, etc. Distributions modes include libraries, workshops, mailings, special events, etc. Publications are free to citizens.

OUTREACH PROGRAMS: Scottsdale

Program	Description
Regional Partner in the Water Use It Wisely Mass Media Campaign	The City of Scottsdale partners with other Valley cities in a regional mass media campaign providing an extensive outreach message to Valley residents. See www.wateruseitwisely.com .
Member of the Arizona Municipal Water Users Association (AMWUA)	Scottsdale is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Communication modes used to promote programs include water bill inserts (<i>Pride</i>), City cable, on-hold messages, public events, workshops, website, and local publications. Conservation outreach network includes libraries, Master Gardeners, realtors, landscape architects, local nurseries, other City departments.
Special Events	Water conservation information booths at special events such as ArtFest, Scottsdale Home and Garden Show, Master Gardener Tour.
Community Presentations	Provide presentations upon request to civic groups, youth programs and homeowner association boards.
Landscape Watering Advice for Residential Customers	Landscape information packets are mailed to all new owners of newly constructed houses. Information about available programs is mailed to all new owners of existing homes.
Website	www.scottsdaleaz.gov/water

City of Surprise

The following tables provide a brief description of water 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. Website: www.surpriseaz.com

INCENTIVE PROGRAMS AND SERVICES: Surprise

Incentives and Services	Description
RinseSmart Program	Partnership with the Arizona Department of Water Resources to provide pre-rinse nozzles to the restaurant industry.
Dual Flush Toilet Pilot Program	Installed several brands of dual flush toilets at City Hall.

CONSERVATION ORDINANCES: Surprise

Ordinances	Description
Adoption of International Plumbing Code Ordinance (2007)	Ensures compliance with the International Plumbing Code and State Amendments.
Water Waste Ordinance (2007)	Hotline to report waste of water, educational letter sent to violators.
Drought Contingency Plan (2007)	Declares adoption of the Drought Contingency Plan.

EDUCATIONAL PROGRAMS: Surprise

Services	Description
Water Conservation School Program	Free assemblies to local public elementary schools in the Dysart District.
Residential Landscape Workshops	Free landscape workshops on water conservation topics such as irrigation scheduling and low water use plants.

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	Staffs water conservation information tables at community block parties and City sponsored events. Provides presentations to civic groups and homeowner associations.
City of Surprise Website and Media Outlets	Channel 11, City website, press releases, water conservation tips.

City of Tempe

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

INCENTIVE 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.

CONSERVATION ORDINANCES: Tempe

Ordinance	Description
Low-flow Plumbing Fixture Ordinance	Ensures compliance with the Uniform Plumbing Code and State statutes.
Water Wasting Ordinance	Regulates water in the street that causes a public safety hazard. Enforcement provided by Water 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 \$1,000.00 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.
Member of the Arizona Municipal Water Users Association (AMWUA)	Tempe is a member of the AMWUA Conservation Committee, which develops outreach and educational programs and materials on a regional level. Activities include: providing training and certification for landscape professionals; offering workshops for homeowner associations and multihousing property managers; developing and printing regionally distributed educational and resource materials; coordination and development of regional publicity efforts; outreach at conferences, trade

	shows, and events; evaluation of regional water conservation efforts; support of local and national water conservation initiatives; as well as technical assistance, joint planning, and advocacy.
Public Awareness	Water Conservation staff works closely with the City's Communications Department to provide information to 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 information tables at community events provide information to thousands of residents.
Speakers Bureau	Provides information and presentations to local organizations.
Water Conservation Web Site	Maintains web site with water conservation information and contact information. www.tempe.gov/conservation

Tucson Water

The following tables provide a brief description of water 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.

CONSERVATION SERVICES: Tucson Water

Services	Description
Zanhero Program	This is a residential water audit program designed to maximize water conservation potential around the home. The service includes leak detection, replacement of showerheads and aerators, and adjustment 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 to identify conservation potential.

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 and 2.5 gallon per minute faucets and showerheads.
Water Waste and Theft	Revised June 2000 with tougher definitions of waste and higher penalties. Initial penalty is a minimum of \$250.00; \$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.
Emergency Water Conservation	Allows for prohibitions or limitations on certain types of uses of water under emergency conditions. Restricted uses include car washing, landscape watering, filling/refilling swimming pools.
Drought Response	Adopted in the spring of 2007, this ordinance allows for implementation and enforcement of the City of Tucson Drought Response Plan. The Plan was approved by Mayor and Council in December 2006.

EDUCATIONAL PROGRAMS: Tucson Water

Program	Description
Smartscape Program	<p>Sponsored by Tucson Water, the Pima County Cooperative Extension offers landscape water conservation programs to commercial users, school districts, and the general public. This program was previously known as the LOW4 Program. Program components include:</p> <p>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, (3) Irrigation Timer Use and Irrigation Scheduling and (4) Water Harvesting.</p> <p>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. Spanish language Smartscape workshops became available in 2006. Advanced Smartscape Training also was made available in 2006.</p> <p>Two additional educational programs are offered to landscape professionals: Landscape Water Audit Training and a Turf Maintenance Workshop.</p>

‘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.
Project WET (Water Education for Teachers)	This is a training program for teachers utilizing the Project WET curriculum materials. These teacher workshops enhance educators’ ability to teach about water and provide them with the resources necessary to reach out to students across the curriculum.
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. The Sweetwater Wetlands Field Guide is distributed through the Wetlands Program. The Facility Tour Program offers tours of various Tucson Water facilities in conjunction with a classroom presentation. Visits are designed to enhance knowledge of water supply, water quality, and conservation issues. 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.

CONSERVATION PLANNING/RATE STRUCTURE: Tucson Water

Program	Description
Conservation Planning Program	This is an ongoing effort to evaluate existing programs and to identify conservation potential throughout the community to assist in the development of new programs. Projects include: (1) conducting periodic surveys to assess general knowledge and attitudes about water conservation and (2) developing evaluation methods for ongoing programs. More intensive surveys designed to collect more precise data on conservation methods and techniques are conducted on seven to ten-year intervals. A comprehensive planning project is currently in the final stages of completion. This project analyzed conservation potential in various water use sectors, encouraged public participation through the establishment of a Community Conservation Task Force, and contained economic analysis of measures recommended by the Task Force.
Conservation Rate Structure	Tucson Water has an increasing block rate for residential customers. A summer surcharge rate is charged to commercial customers from May through September.