



## Water Usage Survey For:

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ Account Number \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_ Premise Number \_\_\_\_\_

Service Address \_\_\_\_\_

### Commercial Rate Best Management Practices (BMP) Survey

The information collected in this survey will determine how you will be charged for water. Customers who have complied with Rate Best Management Practices (BMPs) for water conservation will be charged lower rates than those who have not. For a list of Rate BMPs visit [www.californiaamwater.com](http://www.californiaamwater.com). Please take a few minutes to fill out this survey on the water saving retrofits that have been done at your business or commercial building.

Answer the following questions to the best of your ability. For the most part, retrofits that have occurred within the past two years probably meet the Rate BMP. Not all water fixtures will exist in all businesses.

Misrepresentations of survey information may result in actions by other agencies. Misrepresentations of information will result in immediate re-categorization of the customer service to the proper customer division. Customers found to have mis-categorized themselves through audits or inspections will be given 30 days to correct the issues that led to the mis-categorization. If after 30 days the issues are not resolved, the customers' billing for such service will be re-categorized to the appropriate customer division.

Failure to return the survey will place your business in the highest rate category, resulting in increased charges to your water bill, until a survey is received. For information on how to measure flow rates visit [www.californiaamwater.com](http://www.californiaamwater.com). If you have any questions concerning this survey, please contact our local conservation department at (831) 646-3205.

### Rate BMP Compliancy

#### INDOORS - Please check items that apply to your business

- Showerheads – Maximum flow rate of 2.5 gallons per minute (GPM).
- Washbasin faucets with a maximum flow rate of 2.5 GPM.
- Ultra low flow toilets (1.6 gallons per flush (GPF), High Efficiency Toilets (1.28 GPF) or Ultra High Efficiency Toilets (0.8 GPF). All toilets replaced after December 31, 2014 will have to be High Efficiency or Ultra High Efficiency.
- Water efficient urinals designed to flush with a maximum of 1.0 GPF. Includes High Efficiency Urinals (0.5 GPF), pint urinals (0.25 GPF), or waterless urinals. All urinals replaced after December 31, 2014 will have to be High Efficiency, Ultra High Efficiency, or waterless.
- Water efficient (1.6 GPM) pre-rinse spray valves (as applicable), medical and laboratory photographic, and/or x-ray processing systems must recirculate water used in the rinse process.
- Visitor-serving, public, and quasi-public facilities must display placards or decals promoting water awareness and the need for conservation in visible locations in restrooms, kitchens, and dining areas.
- Visitor-serving facilities must offer towel and linen reuse programs by providing written notice in the rooms.
- Restaurants must provide written notice that drinking water is available only upon request. Notices must be placed on tables and/or menus. Tap water will not be provided unless specifically requested.

#### Is your business compliant with the Indoor Rate BMPs?

- Yes     No     Not sure     Not applicable

**OUTDOORS - Please check items that apply to your business**

- All supplemental irrigation systems require the use of an automated irrigation controller, which must include a water budget feature and may include products, which rely on soil or weather sensors to adjust irrigation schedules.
- Turf grass areas that receive supplemental irrigation must be watered with gear drive rotor sprinklers, multi-stream, multi-trajectory rotating sprinklers, high efficiency fixed spray nozzles or subsurface low volume emitters.
- Low volume irrigation is encouraged for landscaped areas containing trees, shrubs and groundcover. The use of standard fixed spray nozzles will not be allowed in landscape beds measuring 3' or less.
- All automated irrigation controllers must include sensors, or devices that interrupt, or delay a scheduled irrigation event due to rainfall that equals or exceeds an established threshold.
- Hoses, used to hand water landscaped areas, must be equipped with a positive shut off device.

**Is your business compliant with the Outdoor Rate BMPs?**

- Yes     No     Not sure     Not applicable

**Is outdoor watering essential to your business? (Examples: nurseries, golf courses, public parks, ball fields and cemeteries)?**

- Yes     No     Not sure     Not applicable    If yes, please explain \_\_\_\_\_

**How much of your property is irrigated?**

1. What is your business' total square footage parcel (or parcels) served by a meter or meters (includes building footprint, parking, walkways, paths, other used areas, and outdoor landscape and open space areas)? \_\_\_\_\_
2. What is the total square footage of your natural, non-irrigated open space areas? \_\_\_\_\_
3. What is the total square footage of irrigated outdoor landscape areas? \_\_\_\_\_
4. Determine your percentage of outdoor irrigation in the following manner: i. Subtract from the total square footage of the parcel (or parcels) served by a meter or meters the square footage of natural, non-irrigated open space areas. The resulting square footage is the net parcel (or parcels) square footage. ii. Divide the net parcel square footage by the total square footage of irrigated outdoor landscape areas. The resulting quotient is the outdoor irrigation percentage.

- Less than ten percent     More than ten percent     Not sure     Not applicable

**Rate Best Management Practice Assistance**

Are you interested in being contacted by an expert who can help you find ways to reduce your water use further? If yes, California American Water will contact you.

- Yes     No

**Thank you for taking the time to fill out our survey. Your input is greatly appreciated.**

**Please return this survey by mail to:**  
California American Water  
511 Forest Lodge Road, Suite 100  
Pacific Grove, CA 93950

**Or return by fax to:**  
Fax: 831-375-4367

**Para una version en Español de este aviso usted puede visitar nuestro sitio web en [www.californiaamwater.com](http://www.californiaamwater.com).**