Link to Fillable Version: https://forms.office.com/r/BYR8Yuunb4

B A C W A
BAY AREA
CLEAN WATER
A G E N C I E S

BACWA Recycled Water Program Survey ⅗

Please respond by January 5, 2026

* Required

PART 1. BASIC INFORMATION

1

Agency Name *

[   ]

2

Contact Name

[   ]

3

Agency Contact Email Address *

Please enter an email

4

Do you operate under the Statewide General Order (WQO 2016-0068-DDW), or an agency-specific order?   (If other, please list the Order number, eg., 92-064) *

◯   Statewide General Order WQO 2016-0068-DDW

◯   Other

PART 2. USER SELF-MONITORING

This section asks about inspections that are performed by the customer or site supervisor. Your agency's inspections will be covered in Section 4.

5

What **user self-monitoring frequency** does your agency require for these user types? This is for inspections performed by the customer or site supervisor. Please specify the observation frequency, not the reporting frequency.

	N/A	Monthly	Quarterly	Annually	Other
Parks	◯	◯	◯	◯	◯
Schools	◯	◯	◯	◯	◯
Golf Courses	◯	◯	◯	◯	◯
Commercial Landscape Irrigation	◯	◯	◯	◯	◯
Agricultural Irrigation	◯	◯	◯	◯	◯
Streetscapes / Medians	◯	◯	◯	◯	◯
Residential Common Area Irrigation	◯	◯	◯	◯	◯
Toilet Flushing /Dual Plumbed	◯	◯	◯	◯	◯
Cooling Towers	◯	◯	◯	◯	◯
Construction Sites	◯	◯	◯	◯	◯

6

Please describe any "Other" responses above.

[   ]

7

What format does your agency use for **self-monitoring inspection reports?**

☐ **App.** Users fill out a form through an app installed on a phone or tablet

☐ **Online Form.** Users fill out an online form through a web portal

☐ **Email.** Users provide an electronic file (e.g., Word or PDF file) via email to my agency

☐ **Paper.** Users fill out hard copy paperwork

8

How does your agency respond if a user Self-Monitoring Report is not submitted by the due date?

☐ My agency does not respond

☐ Send a Notice of Violation

☐ Shut off recycled water service

☐ Other

PART 3. TRAINING

9

Does your agency offer training for recycled water users?

○ Yes

○ No

10

How often are training sessions **offered**? (e.g., 1/quarter, 1/year, as-needed)

[   ]

11

If training sessions are mandatory, how often must users attend a training session? (e.g., 1/year, 1/5 years, etc.)

[   ]

12

How are training sessions conducted? (Select all that apply)

☐ One-on-one session / individual users

☐ Group Sessions / Multiple users

☐ Virtual

☐ In-Person

☐ BACWA training videos (https://www.youtube.com/watch?v=WWysu6Xn8dU)

☐ Other pre-recorded videos

☐ Live training

☐ Other

13

How long is a typical training session? (hours)

[   ]

The value must be a number

Does your agency enforce training program requirements?

- [ ] No, we do not perform enforcement

- [ ] Yes, Send a Notice of Violation

- [ ] Yes, Shut off recycled water service

- [ ] Other

PART 4. AGENCY INSPECTIONS

This section asks about inspections for which **your agency (the recycled water program administrator)** is responsible. Self-inspections by users (customers or site supervisors) were covered in Section 2.

15

What inspection frequency does **your agency** use for each of these user types?

	N/A	Quarterly	2/Year	1/Year	Every 2 Years	Other
Parks	○	○	○	○	○	○
Schools	○	○	○	○	○	○
Golf Courses	○	○	○	○	○	○
Commercial Landscape Irrigation	○	○	○	○	○	○
Agricultural Irrigation	○	○	○	○	○	○
Streetscapes / Medians	○	○	○	○	○	○
Residential Common Area Irrigation	○	○	○	○	○	○
Toilet Flushing / Dual Plumbed	○	○	○	○	○	○
Cooling Towers	○	○	○	○	○	○
Construction Sites	○	○	○	○	○	○

Please describe any "Other" responses above.

PART 5. IRRIGATION

17

Does your agency serve **irrigation** customers? *

◯ Yes

◯ No

18

Approximately **how many** irrigation use sites does your agency serve?

[   ]

The value must be a number

19

Do you require a user representative to be onsite during inspections of **irrigation** use sites?

◯ Yes

◯ No

20

Who performs agency inspections of irrigation use sites? (select all that apply)

- [ ] My agency staff only

- [ ] Staff from a different agency

- [ ] A private contractor acting as a third party agent

21

When you conduct a site inspection for an **irrigation** use site, do you require that the irrigation system be turned on?

- ( ) Yes, **all** irrigation stations must be turned on

- ( ) Yes, part of the system must be turned on

- ( ) No, not required

- ( ) Other

22

On average, how long does it take to complete an inspection for each irrigation use site? (Hours)

[   ]

The value must be a number

23

During site inspections, do you conduct a **one-sided cross-connection test**?

◯ Yes

◯ No

24

After the initial cross-connection test for each irrigation use site, how often do you conduct a **full cross-connection test**?

◯ Only if there is a need

◯ Once per 4 years (1x / 4 years)

◯ Once per year (Annually)

◯ Other

Table 4 of the Statewide General Order (WQO 2016-0068-DDW) Monitoring and Reporting Program requires an "Application Rate" (inches/acre/year). How does your agency meet this requirement? (if applicable)

Table 4: Use Area Monitoring and Reporting Requirements

Parameter	Units	Sample Type	Sampling Frequency[a]	Reporting Frequency
Recycled Water User	--	--	--	Annually
Recycled Water Flow	gpd[b]	Meter[c]	Monthly	Annually
Acreage Applied[d]	Acres	Calculated	--	Annually
Application Rate	inches/acre/year	Calculated	--	Annually
Soil Saturation/Ponding	--	Observation	Quarterly	Annually
Nuisance Odors/Vectors	--	Observation	Quarterly	Annually
Discharge Off-Site	--	Observation	Quarterly	Annually
Notification Signs[e]	--	Observation	Quarterly	Annually

[a] Or less frequently if approved by the Regional Water Board Executive Officer
[b] gpd denotes gallons per day.
[c] Meter denotes meter reading, a pump run time meter, or other approved method.
[d] Acreage applied denotes the acreage to which recycled water is applied.
[e] Notification signs shall be consistent with the requirements of 22 CCR section 60310(g).

PART 6. DUAL PLUMBED USERS

26

Does your agency serve **dual-plumbed** use sites?

○ Yes

○ No

27

Approximately **how many** dual-plumbed use sites does your agency serve?

[   ]

The value must be a number

28

How often do you perform a **cross-connection inspection** for each dual-plumbed use site?

[   ]

29

How often do you perform a **cross-connection test** for each dual-plumbed use site?

[   ]

PART 7. HYDRANT USERS

30

Does your agency serve **hydrant users** for temporary uses such as construction?

○ Yes

○ No

31

Approximately how many **hydrant users** (for temporary uses such as construction) does your agency serve?

[   ]

The value must be a number

32

Do you provide training to hydrant / construction users?

○ Yes

○ No

Which inspections, if any, do you conduct for hydrant / construction users?

☐ None

☐ Hydrant or meter connections

☐ Truck signage

☐ Use areas

☐ Other

PART 8. COMMERCIAL FILL STATIONS

34

Does your agency serve **commercial fill station** users?

○ Yes

○ No

35

Do you issue permits to commercial fill station users?

○ Yes

○ No

36

Is your fill station located with a secure area (such as a treatment facility), requiring gate access?

○ Yes

○ No

37

When can commercial fill stations users access the fill station?

◯ 24-hour access

◯ Business hours only

38

Do you provide training to commercial fill station users?

◯ Yes

◯ No

39

Which inspections, if any, do you conduct for fill station users?

☐ None

☐ Hydrant or meter connections

☐ Truck signage

☐ Use areas

☐ Other