



Inland Empire Utilities Agency Regional Water Use Efficiency **Business Plan**

FYs 2026/27-2027/28

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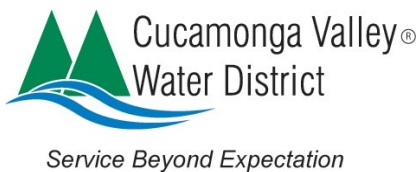


Executive Summary

The Inland Empire Utilities Agency (IEUA or Agency) Water Use Efficiency (WUE) Business Plan (BP or Plan) for fiscal years (FYs) 2026/27 and 2027/28 summarizes efforts to enhance regional water supply reliability into the next two years. IEUA proactively develops these Plans to equip the Region with a forward-looking planning tool, even though doing so is not a regulatory requirement. Building on the previous WUE BPs, IEUA and its Customer Retail Water Agencies (Customer Agencies) have continued to implement and refine the “Core + Flex Program Model” introduced in 2022. Customer Agencies, include the cities of Chino, Chino Hills, Ontario, and Upland; and the water providers Cucamonga Valley Water District, Fontana Water Company, Monte Vista Water District, San Antonio Water Company, and West Valley Water District. IEUA proactively develops these Plans to equip the Region with a forward-looking planning tool, even though doing so is not a regulatory requirement.

In recent years, IEUA has updated the Plan on a biennial basis to remain responsive to evolving Customer Agency needs and regulatory requirements by addressing short-term and immediate priorities. This shorter planning cycle supports timely adjustments to regional priorities, including reducing water demand, meeting state compliance obligations, addressing unique regional and local challenges, and refining the “Core + Flex Program Model”. IEUA will maintain this adaptive approach through FYs 2026/27– 2027/28.

IEUA plans to deliver regional WUE programming with an annual budget of approximately \$1.6 million. Current external support includes grants from the Metropolitan Water District of Southern California (MWD) and the Department of Water Resources (DWR) for the Turnkey Turf Transformation Program (TTTP/T3). IEUA will pursue additional external funding opportunities as they arise, while Customer Agencies access and implement WUE programs through the “Core + Flex Program Model”.



WUE Business Plans Over the Years

IEUA's WUE BPs have evolved in response to changing regulatory requirements, regional water supply conditions, funding opportunities, and Customer Agency priorities. Together, these prior planning efforts established the foundation for the current two-year plan and the continued refinement of the "Core + Flex Program Model".

Previous WUE Business Plans

2010 – 2015 WUE BUSINESS PLAN

IEUA published its first WUE BP in 2010, establishing a regional framework for managing water conservation programs. The 2010–2015 WUE BP identified a portfolio of regional initiatives designed to achieve targeted water savings and served as a five-year roadmap for IEUA and its Customer Agencies. The Plan defined the purpose and overall structure of IEUA's WUE programs, supporting regulatory compliance while maximizing opportunities for external funding. To track progress, IEUA also updates its annual Regional WUE Programs Report that documents program implementation, water savings, expenditures, and related activities. These reports enabled comparison between planned and actual outcomes and supported ongoing program evaluation and refinement. The reports are available at <https://www.ieua.org/read-our-reports/water-use-efficiency-reports>.

2015 – 2020 WUE BUSINESS PLAN

The 2015–2020 WUE BP established programmatic goals aligned with California's "20x2020" mandate (SBX7-7, 2008), which required urban retail water suppliers to reduce per capita water use by 20 percent by 2020. The legislation allowed agencies to achieve compliance either individually or through a regional approach. Through coordinated regional efforts, IEUA and its Customer Agencies successfully met the requirements of SBX7-7 and achieved the 2020 gallons-per-capita-day (GPCD) target. Following the conclusion of the 20x2020 framework, California SB 606 and AB 1668, collectively known as *Making Conservation a California Way of Life*. This legislation established a more comprehensive regulatory structure for urban water efficiency. This framework introduces individualized Water Use Objectives (WUOs) for urban retail water agencies. It applies increasingly stringent efficiency standards across most water use sectors. Due to its complexity, the associated rulemaking continued to evolve over the next decade afterwards.



2022 – 2024 WUE BUSINESS PLAN

In 2020, the COVID-19 pandemic disrupted the traditional five-year business planning cycle. During the same period, the Region evaluated how to address and adapt to evolving WUE regulatory requirements. Customer Agencies expressed interest in modernizing IEUA's WUE program structure to better reflect local priorities and operational needs. As outlined in the 2022–2024 WUE BP, IEUA engaged Customer Agencies through a series of coordination meetings to identify desired program enhancements. This collaborative process resulted in the development of the "Core + Flex Program Model", which is designed to provide greater flexibility and incorporate equity considerations. Under this model, Core Programs accounted for approximately 70 percent of the WUE budget and focused on regionally beneficial, cost-effective initiatives. Flex Programs comprised the remaining 30 percent, allowing Customer Agencies to allocate funding toward locally prioritized projects. Although Flex Programs are not required to demonstrate quantifiable water savings, they must directly support broader WUE objectives.

2024 – 2026 WUE BUSINESS PLAN

The 2024–2026 WUE BP was built on lessons learned during the initial implementation of the "Core + Flex Program Model". Rather than emphasizing long-term water-savings forecasts, the Plan focused on evaluating program performance, administrative processes, and evolving regional needs to inform future program design. During this period, the Region experienced growing interest in geographic information system (GIS) mapping platforms, data-driven consulting services, localized water-saving programs, and other innovative initiatives that reflected a shift in regional priorities for water-use efficiency. Traditional program, such as landscape water efficiency and plumbing fixture upgrades continued to perform strongly through rebates and direct-install services. However, consistent with trends across California, the Region increasingly prioritized resources and strategies to support compliance with the *Making Conservation a California Way of Life* framework. In response, the "Core + Flex Program Model" evolved to an even 50/50 allocation between Core and Flex funds. This adjustment provided Customer Agencies with greater flexibility to address unique local challenges while maintaining regionally cost-effective programming.

Additionally, AB 1572, commonly referred to as California's non-functional turf ban, increased attention to emerging outdoor water-use requirements. To support these efforts, IEUA successfully secured grant funding through the DWR's 2022 Urban Community Drought Relief Program. This funding supported implementation of the Turnkey Turf Transformation Program, which aimed to replace non-functional turf at highly visible, publicly owned properties, with project completion anticipated by December 2026.



Upcoming WUE Business Plan

2026 – 2028 WUE BUSINESS PLAN

The 2026–2028 WUE BP will continue the two-year planning cycle established in prior iterations, providing the region with a clear and adaptable framework to address both immediate and emerging challenges. This shorter planning horizon has proven effective, enabling the region to regularly evaluate the “Core + Flex Program Model” and implement timely adjustments without waiting for a longer-term planning update. The upcoming plan also reflects key regulatory developments, including the final rulemaking associated with the *Making Conservation a California Way of Life* framework. Customer Agencies are now required to comply with these standards or face potential penalties beginning in 2027. In addition, the statewide ban on non-functional turf will take effect in 2027, prompting the region to proactively prepare for compliance and support necessary transitions.

The plan period will also mark the completion of the multi-year T3 Program, creating an opportunity to evaluate program outcomes and explore expansion viability through external funding sources, such as MWD’s MAAP and other grant opportunities. Furthermore, the new plan introduces several pilot WUE programs designed to expand the portfolio of services, including leak detection and data-driven support initiatives. Based on feedback from WUE Workgroup meetings, IEUA has identified key areas where it can further support Customer Agencies in keeping programming responsive, effective, and aligned with regional needs.

***Goal:** Building on the foundation and support services started over the last few year, IEUA anticipates expanding on its efforts by providing even more customized and targeted support for the Customer Agencies on their road to regulatory WUE compliance.*

Considerations for WUE Programming

IEUA's WUE programming is shaped by a range of external and regional factors, including evolving regulations, drought-related supply conditions, MWD funding opportunities, and grant availability. Together, these considerations influence program design, funding strategies, and the support provided to the Customer Agencies.

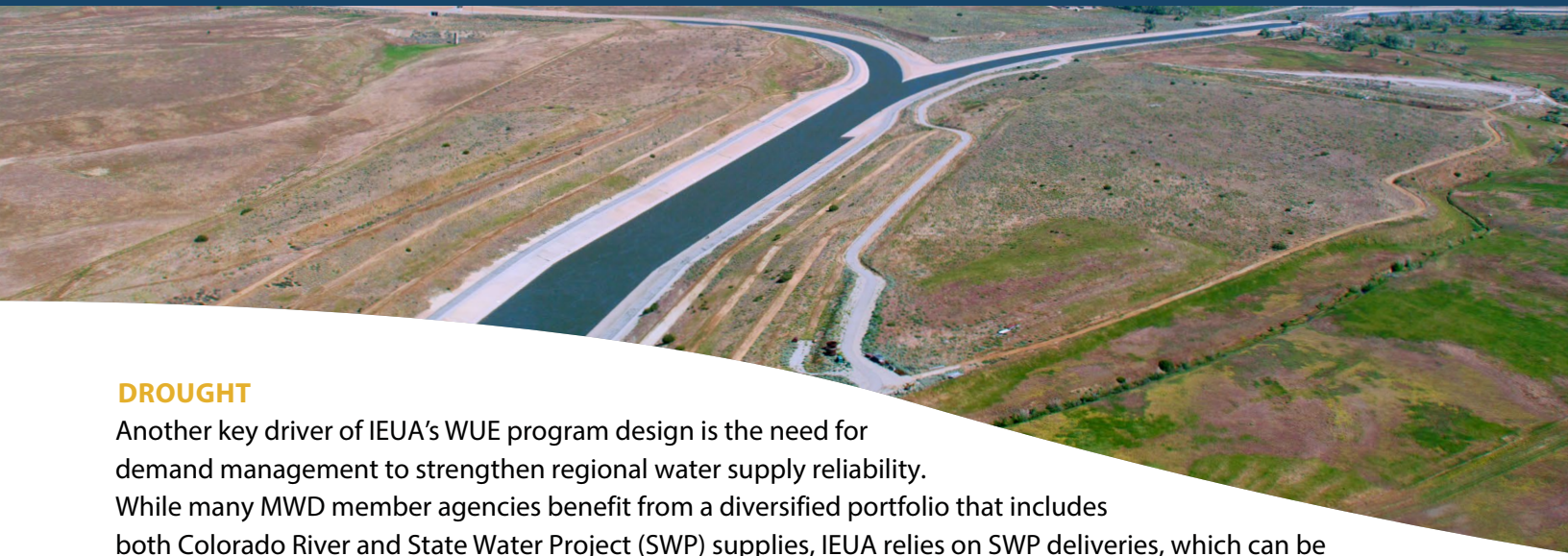
REGULATORY STATUTES

Regulatory Statute	Requirements	Approach	IEUA Plan
AB 1420 (2007)	Mandatory Best Management Practices (BMP) Compliance	Aligned with actions to meet California Urban Water Conservation Council BMP Compliance (now the California Water Efficiency Partnership/Alliance for Water Efficiency)	2010-2015 WUE BP
SB 7X-7 (2008)	Reduce per capita water use by 10% by 2015 and 20% by 2020	Customer Agencies set their GPCD reduction goals and signed an agreement to work with IEUA for an optional regional goal	2015-2020 WUE BP
SB 606/ AB 1668 (2018)	Customer Agencies must establish Water Use Objectives (WUOs) to achieve efficient annual urban water use.	Continue refining IEUA's approach to best support Customer Agencies in meeting regulatory and supply reliability goals	FYs 2022/23–2023/24, FYs 2024/25–2025/26, and FYs 2026/27–2027/28 WUE BPs
AB 1572 (2024)	Prohibits irrigating non-functional turf with potable water at CII, municipal, and HOA properties	Create resources, programming support, and outreach for targeted sectors	FYs 2024/25–2025/26 and FYs 2026/27–2027/28 WUE BPs

Since the adoption of SB 606 and AB 1668, the associated rulemaking has been finalized, and implementation is underway. The California Water Efficiency Partnership (CalWEP) provides a comprehensive overview of the *Making Conservation a California Way of Life* framework, including guidance on the Urban Water Use Objective components that Customer Agencies must meet. Enforcement of these standards is anticipated to begin in 2027, marking the critical point of transition from planning to compliance. For ongoing updates and interpretation of the regulation, *CalWEP's What the Framework* webpage offers a centralized location for tracking key developments: <https://calwep.org/what-the-framework/>

In parallel, AB 1572 (Non-functional Turf Irrigation Ban) introduces a regulatory ban on NFT irrigation using potable water. Beginning in 2027, state and local government properties are the first sectors subject to the ban. CII and HOA properties are subject to the regulation in subsequent years. Each Customer Agency is expected to tailor its implementation to local conditions, available resources, and customer composition. IEUA will continue to provide support to its Customer Agencies as they prepare for and respond to these phased requirements. To assist with outreach and implementation, the region has also supported CalWEP's statewide public-facing resource center, which explains NFT requirements and provides tools for compliance: <https://nonfunctionalturfca.org/>

Collectively, these regulatory statutes have significantly influenced the direction of WUE programming. Compliance with these regulations is the responsibility of the Customer Agencies and does not fall under IEUA's obligations. However, IEUA takes a proactive role by offering resources and assistance to support them as needed through technical assistance, planning guidance, and programmatic resources to facilitate compliance and advance long-term WUE goals.



DROUGHT

Another key driver of IEUA's WUE program design is the need for demand management to strengthen regional water supply reliability.

While many MWD member agencies benefit from a diversified portfolio that includes both Colorado River and State Water Project (SWP) supplies, IEUA relies on SWP deliveries, which can be particularly vulnerable during drought conditions. Learn more about the Agency's current Water Shortage Contingency Plan at <https://www.ieua.org/read-our-reports/planning-and-resources-reports/>.

To address future drought challenges, IEUA has structured its programs through a "Core + Flex Program Model". This approach prioritizes consistent investment in high-performing water-efficiency programs through the "Core" component, ensuring dependable, quantifiable water savings.

METROPOLITAN WATER DISTRICT

The region benefits from a well-defined strategy for accessing Metropolitan Water District (MWD) funding for programs outside MWD's administered programs. Known as the Member Agency Administered Program (MAAP), MWD currently allocates more than \$700,000 to IEUA over each two-year budget cycle, consistent with both the current and previous WUE BPs. However, future funding levels may vary based on MWD's approved MAAP budget.

Because MAAP funds are collected through MWD's rates and charges, IEUA is committed to ensuring the region fully claims and effectively utilizes these resources. IEUA's primary strategy has been to apply MAAP funds as reimbursements to its most in-demand programs, reducing overall costs and improving return on investment. One example is the recently launched and well-received Residential Irrigation System Enhancement Program.

When MAAP funding cannot be used for regional program reimbursements due to program limitations, IEUA makes these funds available to its Customer Agencies to support their local initiatives. All MAAP-funded programs must comply with MWD's established approval protocols.

In addition, MWD offers the Municipal Leak Detection Grant Program to IEUA, which supports leak detection and repair activities within utility distribution systems. This funding does not cover leaks on the customer side of the meter. Approximately \$100,000 is allocated for these services, which IEUA distributes to Customer Agencies on a first-come, first-served basis as a pass-through resource.

GRANTS

IEUA is committed to maximizing the impact of its WUE Program by actively pursuing external grant opportunities from agencies such as the California DWR, the U.S. Bureau of Reclamation, and other funding partners. These grant resources may be used to enhance existing programs or to introduce new initiatives, such as the T3 Program.

The Turnkey Turf Transformation Program is funded by the California Department of Water Resources through the 2022 Urban Community Drought Relief Grant. While Southern California customers have long benefited from water use efficiency incentives, including turf rebates, additional efforts are needed to meet evolving state requirements. TTTP supports compliance with California's non-functional turf ban by removing large areas of non-functional turf at commercial, industrial, and institutional (CII) sites, with over 50% of projects located in underserved communities. These projects reduce water use, improve regional supply reliability, and support sustainable growth.



IEUA partnered with its Customer Agencies to identify and implement projects across the region. Notable efforts include a landscape transformation at Chino City Hall; parkway improvements in the City of Chino Hills; multiple median and parkway projects in the City of Fontana; and climate-appropriate upgrades at two parks in the City of Rancho Cucamonga. Additional projects include the Montclair Fire Station, the Sunset Ridge Apartments in Upland, and planned turf conversion at Ontario International Airport's roadway entrance. All TTTP sites are anticipated to be completed by December 2026.

As external funding opportunities may arise in future years, IEUA will continue to pursue funding opportunities that expand its portfolio of resources available to support regional WUE efforts.

Regional WUE Program Budget

The annual \$1.6 million WUE budget is approved by IEUA's Board and funded through the Agency's Water Resources Fund. The Water Resources Fund (WW) derives revenue from several sources, including Meter Equivalent Unit (MEU) charges, One Water Connection fees, grants, and reimbursements. MEUs reflect the capacity associated with each water connection, and monthly rates are based on the meter size of a typical residential unit. One-Water Connection fees are collected for new water connections and recorded in the Recycled Water fund. Grant funding received by the Agency is also used to supplement the WW fund. Lastly, IEUA captures reimbursements from MWD to offset and supplement these revenues. For more information, please visit <https://www.ieua.org/read-our-reports/financial-reports/>

MEU BREAKDOWN

Although MEU charges do not fund the entire regional WUE budget, IEUA uses the MEU structure to allocate funding by Customer Agency. The table below provides an example.

Customer Agency	FY 2025/26 MEUs	FY 2025/26 MEU %
Chino	40,640	10%
Chino Hills	39,619	9%
CVWD	106,969	25%
FWC	90,287	21%
MVWD	22,631	5%
Ontario	82,492	19%
SAWCO	1,898	0%
Upland	35,686	8%
WVWD	5,029	1%
Total	425,250	100%

Regional WUE Programming

Throughout the year, IEUA convenes several regional WUE workgroup meetings with representatives from the Customer Agencies, partner organizations, and IEUA staff. These meetings provide a collaborative forum to discuss emerging programs and feature external water agency partners, contractors, and consultants who share innovative WUE initiatives implemented across the industry. Workgroup participants also exchange insights from conferences, identify program needs, and brainstorm resources that would best support their respective stakeholders. This collaborative approach enables both the Customer Agencies and IEUA to align their priorities and gauge interest in future programming. IEUA will implement a comprehensive portfolio of WUE programs in FYs 2026/27– 2027/28.

CORE + FLEX PROGRAM MODEL

The “Core + Flex Program Model” is IEUA’s funding structure for delivering WUE programs, with resources divided into two categories: Core and Flex.

Core Programs: Regionally managed by IEUA, Core Programs comprise 50% of the WUE budget and are intended to be cost-effective, standardized, and provide equitable benefits for the Customer Agencies. These programs represent essential efforts towards rebates, memberships, regional events, and key water-saving initiatives. The majority of Core funding is allocated based on the MEU distribution.

Core Funded Programs	Chino	Chino Hills	CVWD	FWC	MVWD	Ontario	SAWCo	Upland	WVWD	Total
FY 2025/26 MEU Ratio	10%	9%	25%	21%	5%	19%	0%	8%	1%	100%
RISE Program	\$62,118	\$60,558	\$163,503	\$138,005	\$34,592	\$126,090	\$2,900	\$54,547	\$7,687	\$650,000
CalWEP/ AWE Dues					\$20,000					\$20,000
Waterwise HOA Summit					\$2,500					\$2,500
Miscellaneous Support					\$2,500					\$2,500
Residential Device Rebates					\$75,000					\$75,000
Water Savings Study					\$50,000					\$50,000

Flex Programs: Comprising the remaining 50% of the budget, Flex Programs provide Customer Agencies with the flexibility to direct funding toward programs, projects, or resources that best address the specific needs of their service areas and customers. Customer Agencies may choose to supplement IEUA-administered programs or implement their own initiatives. Flex funds are fully allocated based on the MEU distribution.

Core Funded Programs	Chino	Chino Hills	CVWD	FWC	MVWD	Ontario	SAWCo	Upland	WVWD	Total
FY 2025/26 MEU Ratio	10%	9%	25%	21%	5%	19%	0%	8%	1%	100%
Flex Budget	\$76,453	\$74,533	\$201,235	\$169,852	\$42,574	\$155,188	\$3,570	\$67,134	\$9,461	\$800,000

Together, this model balances centralized program delivery with local flexibility. Its primary goal is to ensure consistent regional water savings and shared benefits, while empowering Customer Agencies to tailor solutions to their unique needs and priorities.



To support implementation, IEUA distributes the annual WUE Flex Form each May for the upcoming fiscal year. This process allows the Customer Agencies to designate how they will allocate their Flex funds, either by selecting IEUA-offered programs or identifying Customer Agency-led projects. Following form submittal, IEUA incorporates these selections into program planning and implementation for the new fiscal year. Programming to be implemented in the next two years includes the following:

Core Programs



RESIDENTIAL IRRIGATION SYSTEM ENHANCEMENT PROGRAM

Launched in FY 2025/26, the Residential Irrigation System Enhancement (RISE) Program offers a no-cost to the customer irrigation system audit, sprinkler repairs and enhancements, and a weather-based irrigation controller (depending on funding availability). As a core program, RISE is made available for all Customer Agencies. The budget allocation per agency is determined by their MEU percentage, as described earlier in this plan. Customer Agencies may assign flex funds to the RISE program to expand its reach.



CALIFORNIA WATER EFFICIENCY PARTNERSHIP & ALLIANCE FOR WATER EFFICIENCY MEMBERSHIPS

IEUA maintains memberships with the California Water Efficiency Partnership (CalWEP) and the Alliance for Water Efficiency (AWE) to stay aligned with current water efficiency best management practices (BMPs). Membership with these organizations provides useful resources to IEUA and its Customer Agencies, including in-depth overviews of water legislation/regulations, access to educational speakers for IEUA-hosted events, public-facing educational resources for customers, technical guidance, research, and professional development tools.



WATERWISE HOMEOWNERS ASSOCIATION SUMMIT

IEUA and its Customer Agencies host the Waterwise Homeowners Association (HOA) Summit to help CII customers prepare for upcoming non-functional turf watering ban and other relevant regulations. The HOA Summit educates CII customers, HOA leaders, and landscape professionals on policies affecting HOAs and other CII properties. The event showcases examples of climate-appropriate CII landscapes and provides information on available rebates and financial incentives for transforming those landscapes. As the NFT ban approaches, the event continues to evolve to reach a broader CII audience, share resources as they become available, and connect customers with potential partners and support resources that can assist in with compliance.



MISCELLANEOUS SUPPORT

The Region sets aside approximately \$2,500 for miscellaneous items that may arise during the FY, such as unplanned regional outreach opportunities or the purchase of WUE promotional items.



SOCALWATERSMART DEVICE REBATES

IEUA's Customer Agencies participate in the MWD SoCalWaterSmart Device Rebate Programs. MWD provides a base incentive for water-saving devices, and IEUA and its Customer Agencies provide approximately \$75,000 in additional Core funds for residential device rebates. Customer Agencies may apply flex funds towards device rebates, increasing the total incentive available to customers. Device rebates incentivize water users to purchase from a limited selection of water-saving devices when they replace devices in their homes or businesses. Eligible devices include high-efficiency toilets, high-efficiency clothes washers, and weather-based irrigation controllers. For a full list of eligible device rebates, please visit SoCalWaterSmart.com.



SOCALWATERSMART TURF REPLACEMENT REBATES

The MWD SoCalWaterSmart Turf Replacement Program incentivizes the replacement of turf grass with climate-appropriate landscaping. MWD provides a base incentive of \$2 per square foot of replaced turf. Customer Agencies can assign flex funds to turf rebates to increase the incentive available to their customers. The Region collaborates with its communities to promote the program, including events like the Waterwise HOA Summit.



WATER SAVINGS STUDY

To better quantify the RISE program's impacts, IEUA will fund a water-savings study during FYs 2026/27–2027/28. The Water Savings Study will determine the approximate annual and lifetime water savings of the RISE program. The results will help inform future program planning and water savings calculations.

Flex Programs



CHINO BASIN WATER CONSERVATION DISTRICT GARDEN AND PUMPKIN FESTIVAL

The Chino Basin Water Conservation District hosts an annual Garden and Pumpkin Festival. IEUA and participating Customer Agencies support the annual community event. The event provides water professionals with an opportunity to promote water conservation, water-efficient practices, and available resources.



DETECT REPAIR IMPROVE PLUMBING PROGRAM

Debuting in FY 2026/27, the Detect Repair Improve Plumbing (DRIP) Program addresses indoor residential water waste caused by leaks and inefficiencies inside the home. The program offers no-cost site visits for customers, plumbing fixture evaluations, leak detection, water pressure testing, fixture repairs, retrofits, and installations.



LANDSCAPE WATER BUDGET PROGRAM

Launching in FY 2026/26, the program seeks to help reduce CII water waste by establishing CII site-specific irrigation budgets, compiling and reporting water use data, conducting landscape irrigation surveys, and tracking budgets and water use in an online database.





LANDSCAPE TRAINING CLASSES

Customer Agencies may direct Flex funds toward educational programs, such as landscape training workshops. These classes educate residential customers on water efficiency and landscaping practices.



WATER EDUCATION AND THEATER PROGRAM

IEUA also aims to educate students about water conservation and sustainability. IEUA offers in-school water education performances and educational guides that teach primary school students about WUE, water sources, and pollution prevention, especially as it pertains to Southern California.



NON-FUNCTIONAL TURF ASSISTANCE PROGRAM

IEUA plans to implement a new program in FYs 2026/27–2027/28 to assist CII customers in identifying NFT on their properties. The program will also provide a no-cost landscape evaluation and educate customers about the resources available to help them transition NFT areas into climate-appropriate landscapes.



WATER LOSS PROGRAM

The Water Loss Program, debuting in FY 2026/27, will support Customer Agencies' goals of curbing water loss on the utility side of the meter through water-loss auditing and reporting services. The program offers various elective services that address different stages of water-loss reduction, including leak detection.



CUSTOMER AGENCY ADMINISTERED PROGRAMS

In addition to MWD and IEUA administered programs, Customer Agencies administer their own water efficiency programs and initiatives. Flex funds may be assigned to these programs provided they achieve quantifiable water savings, support regulatory compliance, enhance supply reliability, or supply water conservation education and outreach.



Looking Forward

IEUA plans to conduct regular check-ins with its Customer Agencies throughout the upcoming two-year business plan cycle to understand evolving needs and priorities. Key considerations during these discussions may include:

- Ability to fully utilize the annual budget
- Transparency and accessibility of program data
- Opportunities to maximize MWD MAAP reimbursements and other external funding
- Flexibility of the “Core + Flex Program Model” to adapt to changing conditions
- Overall satisfaction with IEUA-managed programs
- Additional factors, as applicable

IEUA has maintained a consistent annual WUE budget of \$1.6 million through the last several years. As program needs evolve and additional services are incorporated into the WUE portfolio, like the new Water Loss Program, IEUA may consider increasing the overall budget in future years. Expenditures and program demands will be closely monitored, and any recommended funding adjustments will be presented in a future WUE BP and align with IEUA's financial goals and plans.

IEUA publishes progress on these priorities in the Annual Regional WUE Programs Report, detailing program activity, estimated water savings, benefits, outcomes, and funding expenditures. To see IEUA's recent WUE reports, please visit <https://www.ieua.org/read-our-reports/water-use-efficiency-reports/>



Thank you to the IEUA Board, its staff, Customer Agencies, external partners, and community members who made the upcoming WUE BPs possible.