



Agenda DATE 8/29/17 TIME 11:49

SERVED BY Christine Chavez

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**SANTA FE WATER CONSERVATION COMMITTEE MEETING
WASTE WATER TREATMENT PLANT, 73 PASEO REAL
CONFERENCE ROOM**

September 12, 2017

3:00 PM TO 6:00 PM

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF AGENDA
4. APPROVAL OF CONSENT AGENDA
5. APPROVAL OF MINUTES FROM THE AUGUST 8, 2017 MEETING

CONSENT AGENDA

6. UPDATE ON CURRENT WATER SUPPLY STATUS (Christine Chavez)
7. MONTHLY OVERVIEW OF SCORECARD PROGRESS (Christine Chavez)
8. SCORECARD MID YEAR EVALUATION RESULTS (Christine Chavez)
9. CHANGE TO RESIDENTIAL REBATE PROGRAM ON WASHING MACHINES (Christine Chavez)

INFORMATIONAL ITEMS:

10. OPEN DISCUSSION OF UNINTENDED CONSEQUENCES OF CONSERVATION (Stephen Wiman) (Christine Chavez)
11. GPCD DISCUSSION (Tim Michael, Christine Chavez)
12. ENFORCEMENT PRESENTATION (Patricio Pacheco)
13. GROUP REPORTS FROM WATER CONSERVATION COMMITTEE WORKING GROUPS
 - A. GROUP 1 – Irrigation Subcommittee (Update to be given in October)
 - B. GROUP 2 – General Education Program (No update)
 - C. GROUP 3 – Marketing Outreach (Bill Roth) (Christine Chavez)
 - D. GROUP 4 – Water Conservation Codes / Ordinances / Regulations (Scott Bunton) (Christine Chavez)
 - E. GROUP 5 – Grants (Bob Coombe) (Christine Chavez)
 - F. GROUP 6 – Commercial Conservation (Lisa Randall) (Christine Chavez)

MATTERS FROM PUBLIC:

MATTERS FROM STAFF:

MATTERS FROM COMMITTEE:

- COMMITTEE REPORT FROM THE SUSTAINABLE SANTA FE MTG (BILL ROTH)

NEXT MEETING – TUESDAY OCTOBER 17, 2017: (NEXT MEETING WILL BE HELD AT THE RAILYARD – ROUNDHOUSE CONFERENCE ROOM, 500 Market Station, Suite 200)

CAPTIONS: MONDAY, OCTOBER 2, 2017 @ 3 PM.

PACKET MATERIAL: WEDNESDAY, OCTOBER 4, 2017 @ 3 PM.

ADJOURN.

Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6520, five (5) working days prior to meeting date.

**SUMMARY OF ACTION
SANTA FE WATER CONSERVATION COMMITTEE MEETING
CITY HALL - 200 LINCOLN AVE.
CITY COUNCILOR'S CONFERENCE
TUESDAY, AUGUST 8, 2017, 4:00 PM**

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**SANTA FE WATER CONSERVATION COMMITTEE MEETING
CITY HALL - 200 LINCOLN AVE.
CITY COUNCILOR'S CONFERENCE
TUESDAY, AUGUST 8, 2017, 4:00 PM**

1. CALL TO ORDER

The Santa Fe Water Conservation Committee Meeting was called to order by Mr. Stephen Wiman, Acting Chair, at 4:00 pm, on Tuesday, August 8, 2017, in the Councilor's Conference Room, City Hall, 200 Lincoln Avenue, Santa Fe, New Mexico.

2. ROLL CALL

MEMBERS PRESENT

Aaron Kauffman
Tim Michael
Robert D. Coombe
Stephen K. Wiman, Acting Chair
Ken Kirk
Doug Pushard
Bill Roth
Scott Binton
Justin Lyon

MEMBERS ABSENT

Councilor Peter Ives, Chair, Excused
Lisa Randall, Co-Chair, Excused

OTHERS PRESENT

Christine Chavez, City of Santa Fe, Water Conservation Manager
Caryn Grosse, Water Conservation
Mary Schruben
Elizabeth Martin, Stenographer

3. APPROVAL OF AGENDA

MOTION A motion was made by Mr. Coombe, seconded by Mr. Binton, to approve the agenda as presented.

VOTE The motion passed unanimously by voice vote.

4. APPROVAL OF CONSENT AGENDA

MOTION A motion was made by Mr. Binton, seconded by Mr. Coombe, to approve the consent agenda as presented.

VOTE The motion passed unanimously by voice vote.

5. APPROVAL OF MINUTES

Mr. Binton said his name is spelled Vinton in several places in the roll call and minutes.

Mr. Kirk said on page 3 the work should be compiled.

MOTION A motion was made by Mr. Binton, seconded by Mr. Coombe, to approve the minutes as amended.

VOTE The motion passed unanimously by voice vote.

CONSENT AGENDA

6. UPDATE OF CURRENT WATER SUPPLY STATUS

7. MONTHLY OVERVIEW OF SCORECARD PROGRESS

ACTION ITEM

8. MID YEAR UPDATES TO THE SCORECARD

Ms. Chavez said every month we will be putting the updates to the Scorecard in the packet and hopefully that will be helpful to you. We hope to have the Committee decide where we are regarding our progress on each item. There is a spreadsheet in the packet and that reflects the things we have done. This will be a helpful document in other Committees and a conversation tool between other Departments. It gives us an opportunity to align the work we are doing and helps us focus our efforts. This is a brand new tool. She reviewed the document. This is our mid year report and will also go to the Public Utilities Committee for their information and discussion.

Each item on the Scorecard was discussed and a progress designation was given by the Committee as follows:

Goal: Education Outreach

1. Education Initiative

Mr. Michael asked what is the status of the new program.

Ms. Chavez reported that the number of 20 classes that we indicated was too many for us to do logistically. We are looking at 13 to 15 classes participating. We did have a subcommittee who looked at the comprehensive education component. It is all City based. We all came together with our outreach components.

Mr. Coombe asked are we using the passport program.

Ms. Chavez said yes. At each place they go they get their passport punched.

The progress designation given by the Committee was between Median and Significant.

2. Children's Water Fiesta

Ms. Chavez gave an overview of the Water Fiesta. The Water Fiesta lasts 2 days. Last year we had 651 students. We have presenters each day who do different lessons each. We are trying to focus on one part of the guide we give the kids this year. Comprehensive Education students will get more. This year the Water Fiesta will be September 19th and 20th. We will also have exhibits from the Labs.

The progress designation given by the Committee was Significant.

3. Children's Poster Contest

Ms. Chavez said the art work from the Children's Poster Contest has gone into a calendar previously. We are not going to do a calendar again because it competes with the Public Utility calendar. We will reallocate that money to do the passports and some printing for the education program.

Chair Wiman asked so it will go on but we will not do a calendar. What gets them excited.

Ms. Chavez said the winner will have their design on the side of a City bus. We are going to try different age groups and will do a presentation on what we are looking for before the contest.

Ms. Chavez said we have had no progress on this. We have to take the calendar off. There has been some discussion about us partnering with Meow Wolf and we may be able to do something with art with them.

Mr. Pushard said we can say no progress, but don't take it off.

Ms. Chavez said we have done this for so long. We got some feedback that we had been doing it for a long time.

Mr. Roth said the side of the bus is great. What is the cost of that.

Ms. Chavez said for a year it is \$1,800. We are going to do it but not as much as the past.

Chair Wiman asked can we get some publicity in the paper for the top 3.

Mr. Roth said it would be good to get the images out there. Maybe Pasa Tempo.

Mr. Lyons said it might be cheap to add a banner to the water application that has the top design or a few designs.

Ms. Chavez said we have hundreds of images from the past. We have the right to use them in any way and we have used them in some ads.

Mr. Michael said it seems like if that could be folded into the Water Fiesta that might work.

Ms. Chavez said it might. We can think about that.

Chair Wiman asked can we leave it dormant for one year and all fight to get it back the next year. It is amazing and creative for students.

Mr. Roth asked what is the status with Meow Wolf.

Ms. Chavez said they are an amazing organization to partner with. We can talk about that as it develops. It would be a whole day community event.

Mr. Kirk asked could the calendar be in transition.

Ms. Chavez said it is not in transition.

Chair Wiman said there is room for prior education on what we are looking for, but they also teach us some ideas.

Mr. Coombe asked how many submissions do you get.

Ms. Grosse said our lowest was 170 and our highest was over 600.

Mr. Pushard said this is an annual scorecard and we are just going through and talking about the progress toward each item.

Ms. Chavez said the annual compilation is in December then we can come up with a new scorecard.

Mr. Pushard said it goes along with the budget process. The discussion we will have will be 3 months from now for the budget. You can advocate at that discussion to keep this.

Mr. Coombe said this reflects the plan for the current year. The plan was to scale back the poster contest to not include calendars.

Ms. Chavez said yes, we needed the money.

Chair Wiman asked so no progress but defer to marketing outreach.

Mr. Pushard said Ms. Chavez said it is a lot of work, the Chair wants it there. Lets put it as a discussion item so we can get updated on all sides of the program.

The progress designation given by the Committee was No Progress.

4. QWEL Training

Ms. Chavez said we recently transitioned this to the Santa Fe Community College and it is a great partnership. We are working on marketing that program as part of an Associates Degree. It is a Certification Program now. We want to expand the training to include grey water. It is part of their water program at the college. All of our staff has been certified.

The progress designation given by the Committee was Significant Progress.

5. QWEL Lite

Ms. Chavez said with QWEL Lite we wanted to build an outreach program that focused on 5 classes.

Ms. Grosse said we did one or two at community activities.

Ms. Chavez said we collaborated on the conference and did presentations there. We also did the Home Show, Community Days, the Water Is Life Festival and the Green Expo, but not 5 independent classes. We have done more than 5 community events.

Chair Wiman asked will all the events be reported on the Scorecard. We don't want to lose site of them.

Ms. Chavez said yes they will.

Chair Wiman asked where do you stand with grey water training to the public.

Ms. Chavez said we have not been able to pull that together but it is on our radar.

Chair Wiman asked will you revive that for the summit next year.

Mr. Pushard said yes.

The progress designation given by the Committee was Significant.

6. Master Gardeners

Ms. Chavez said we have been working with Tom Dominguez and she has been on a couple of site visits with him. We have a good relationship. She will present next year at their event. Some of the Master Gardeners have come to us to get info for their presentations. We need to continue this relationship.

The progress designation given by the Committee was Significant.

MOTION A motion was made by Mr. Pushard, seconded by Mr. Binton, to approve the progress designations given by the Committee under the Education Outreach Goal.

VOTE The motion passed unanimously by voice vote.

Goal: Communication and Customer Service

1. Eye on Water Rollout

Ms. Grosse reported that they have 30,000 residential meters and 2,500 customers on the program.

Mr. Michael asked is that the entire customer base.

Ms. Grosse said with commercial it would be 34,000.

Mr. Lyons said he thought we revised the goal down to 5%.

Ms. Grosse said we started at 10%.

Ms. Chavez said Councilor Lindell said at the PUC meeting that she thought this number was way low. She wants us to concentrate on getting everyone on Eye On Water. We are looking at how to increase this number. We are making good progress

on the stated goal.

Ms. Coombe said this is doing well.

Mr. Roth said we could offer a \$5 rebate be given to utility customers if they sign up. They sign up and they get the incentive.

Ms. Chavez said we can look at that.

Mr. Michael said the 10% number is the number of people signed up not the number of people necessarily using it.

Mr. Coombe asked should it be 10% of the number of meters.

Ms. Chavez said we will clarify that.

Mr. Coombe said it would be interesting over time to see what the usage is like and on the people who have signed up on the app if there is a change in water usage or is it doing anything to modify behavior.

Ms. Chavez said that could be the second phase of the Eye On Water project.

Mr. Pushard said one idea is we don't like publishing the top water users but he can attest that this application has saved water. Maybe publishing stories about saving water with the app by customers spotting leaks would be good.

Ms. Chavez said we have been putting testimonials on our site. We are trying to highlight those.

Mr. Lyons said he checked his cameras and the water app after being gone for 3 weeks. It was nice to see all that. It gave him good peace of mind, safety and security.

Ms. Grosse said she was baking cookies and turned up the swamp cooler and got notice from Eye On Water when she did and to tell her she forgot to turn back the thermostat. It worked.

The progress designation given by the Committee was Significant.

2. Indoor and Outdoor Water Audits

Ms. Chavez said we have gotten lots of feedback on self audits and Caryn has made a lot of progress on the guides.

Mr. Roth said you handed me State Grey Water Guide which was very good. How is that being distributed.

Ms. Grosse said it is given to anyone asking about grey water and is used by the State Engineer and at community events.

Mr. Roth said it is an amazing piece of information. It should be right out front.

The progress designation given by the Committee was Some.

3. Outdoor Rebates.

Ms. Chavez said we have made some progress on all of these. We have to finish out by the end of the year.

The progress designation given by the Committee was Some.

4. Residential and Commercial Rebates.

Ms. Chavez said we easily met our goal. This will be measured on a fiscal year goal. We have some new ideas for commercial rebates to make the program more successful.

Mr. Coombe asked there are no commercial applications.

Ms Chavez said no.

Mr. Pushard asked where are we now.

Ms. Grosse said we had a 20% increase in the fiscal year. From 2015 to 2016 calendar year the water savings went up by more than 3 times. We more than doubled the money we spent on the rebate program. From 2016 to 2017 it went up more than \$100,000 for rebates.

Mr. Roth asked who is getting this money. Is it mostly from the east side. It would be most helpful to the lower income areas. We should target it toward people who are not as aware of it and could use the money.

Chair Wiman asked what is the reason for lack of commercial applications.

Ms. Chavez said the app was too complicated and time consuming. We also could have probably advertised more about it. We can do better. They get the money a year after they apply. People have to save an acre foot of water to get the \$25,000 but less for other rebates. The changes we make now will help us.

Mr. Roth said this information should be out on the rack of brochures. Developers want money. If there is \$25,000 available it will happen.

Ms. Grosse said all of the rebates apply to existing buildings, not new, except for one.

Mr. Roth said that is an invaluable incentive.

Ms. Chavez said we need to look at this further. We should remind Land Use of it.

Mr. Roth said it would be well worth having a presentation with them about what is available.

Ms. Chavez said that is a great suggestion. We can do that easily enough.

Ms. Chavez said we should indicate we have not been successful on the commercial side.

The progress designation given by the Committee was between Some and Significant.

5. Enforcement Program

Ms. Chavez said our enforcement program is very strong. We could do more on educational programs for the high water season.

Mr. Roth asked could we get them to come in and give a presentation about what are the most common violations. That would give us an idea of where we need to go public education.

Ms. Chavez said they would love to do that.

Chair Wiman said in the past the City has not been leading by example. He has noticed that lately there is big improvement.

Ms. Chavez said Parks is also trying to be more proactive with their systems.

The progress designation given by the Committee was Some.

6. Strategic Marketing Plan.

Ms. Chavez said our subcommittee has been giving recommendations, but we did meet every single goal and then some.

Mr. Roth asked is it complete.

Ms. Chavez said for last fiscal year, but now we are working on next one. One

goal not met was the one for community events. One event was not done. The Summit might have qualified for that.

The progress designation given by the Committee was Significant.

MOTION A motion was made by Mr. Kirk, seconded by Mr. Coombe, to approve the progress designations given by the Committee under the Communication and Customer Service Goal.

VOTE The motion passed unanimously by voice vote.

Goal: Effective Program Management

1. Human Resources

Ms. Chavez said we are fully staffed. Enforcement changed to full time and we are doing interviews now. It is the first time we have been fully staffed in a very long time.

The progress designation given by the Committee was Significant.

2. Financial Resources and Budget

Ms. Chavez said we met the goal for the budget cycle. Tracking the budget is something she does that every day.

Ms. Chavez said we need to amend the key indicator to 16/17 and 17/18. We do a breakdown with details now as well.

The progress designation given by the Committee was Significant.

3. Organizational Development

Ms. Chavez said all of us can do every aspect of the job. We have not badged all staff yet. It is still not clear if we have to be commissioned officers.

Chair Wiman asked who are all these City employees walking about with badgers

Ms. Chavez said some are inspectors and Land Use people. She needs to follow up on that one.

Ms. Chavez said we are continuing to get staff certified. We are working on it.

The progress designation given by the Committee was Significant.

4. Water Conservation Committee

Ms. Chavez said we try to keep all the work aligned.

Chair Wiman said he is on 2 Committees. Ms. Chavez's leadership is significant

The progress designation given by the Committee was Significant.

5. Integration with Water Resources

Ms. Chavez said we are charged with GPCD and the AWWA audit. They are both near completion. We just support the others.

The progress designation given by the Committee was Some.

MOTION A motion was made by Mr. Kirk, seconded by Mr. Lyons, to approve the progress designations given by the Committee for the Effective Program Management Goal.

VOTE The motion passed unanimously by voice vote.

Goal: Stewardship and Conservation

1. Regional Collaborations

Ms. Chavez said Lisa is serving on the Alliance. We have had representation at both things.

Mr. Roth asked can we get a report on that. It might be something we would like to hear about.

Ms. Chavez said yes. There has not been a lot of progress.

Ms. Grosse said we can let everyone know when the meetings are.

Chair Wiman said that is a good idea.

Ms. Chavez said that group could be stronger. We can see what happens on

Thursday and have Lisa come give an update.

The progress designation given by the Committee was Significant.

2. GPCD Audit

Ms. Chavez said it is not completed.

Chair Wiman asked is there a major reason why it is so difficult.

Ms. Chavez said we are looking at data totally differently now. The billing system is not integrated with Badger yet so we have 2 different systems. We have already gone through so many hurdles that now she feels the information is good.

Chair Wiman asked will what you are learning this year make it easier next year.

Ms. Chavez said it should, but we will be getting a new billing system next year. A year or 2 of transition then we will be good.

Chair Wiman asked have you done a comparison with other cities.

Ms. Chavez said we will do that when this is completed. We will compile a comparison at that point.

Chair Wiman said it would be easier to compare with other New Mexico cities rather than other Southwest cities.

Ms. Chavez said we are not mandated to use same system yet.

Mr. Pushard said there is no penalty for not submitting information. He agrees that comparison to New Mexico cities is best.

Chair Wiman asked what about Los Alamos. Are they under the same system as us.

Ms. Chavez said we would look really good with that comparison.

Chair Wiman said comparing to New Mexico cities would be best.

The progress designation given by the Committee was Some.

3. AWWA audit

Ms. Chavez said this is not complete

Ms. Grosse said we have gotten all the data to the consultant with the exception of the GPCD audit information.

Ms. Chavez said Caryn has had to meet with 4 or 5 Division Directors along with staff to get the information. It is very involved but she is so good about documenting that we have it all aligned. It will be more manageable in the future. It is valuable information.

The progress designation given by the Committee was Some.

MOTION A motion was made by Mr. Binton, seconded by Mr. Roth, to approve the progress designations given by the Committee to the Stewardship and Conservation Goal.

VOTE The motion passed unanimously by voice vote.

Mr. Michael said this is impressive. Later on in year we will do this again as a wrap up. He thinks we have finally concluded getting a list of things to do and tracking them. We thought we needed to know if we are effective. We thought as next years is built that we can think about the things we want to focus resources on through the lens of looking to see if it is focused on conserving water.

Chair Wiman said progress coming from the office is pretty impressive. Thank you Christine.

Ms. Grosse said if the group has a better way to rank our progress we are willing to change how we rank it. This was a first attempt at it. If you have ideas let her know.

Mr. Pushard said we can have a discussion in the future and have them up on the wall and everyone goes up and puts on their grade.

Mr. Roth said we could use stickers.

Mr. Pushard said gold stars.

Chair Wiman said one of the problem with this situation is you are downgraded for things out of your control. Great job.

INFORMATIONAL ITEMS

9. DISCUSSION ABOUT COMMITTEE INVOLVEMENT IN OTHER CITY COMMITTEE MEETINGS

Ms. Chavez there has been so much work with Sustainable Santa Fe. They are just about to submit the draft to all the departments. The goal of the Committee was to complete a plan for carbon neutrality by 2020. We just got ours. So much is going on there. She has presented a couple of times to them. They have no idea what we do. If we could take turns attending the meeting so we can report back that would be great. She asked the Chair if we could present for 5 minutes at her meeting. We have not heard back yet. We can rotate pretty easily.

Ms. Schruben said this coming meeting will be in the Council Chambers with a speaker at 3:00 pm. The speaker is from Rice University and is proposing a project for students to come in and measure the carbon for the City of Santa Fe.

Mr. Roth said maybe put up dates for the rest of the year in an email so we can sign up.

Mr. Kirk asked what are the Committees. How many are there.

Ms. Chavez said we will do a list with meeting dates. Also the River Commission may be helpful to attend. She will see if we can report to that Commission. There is a lot of work to be collaborated on. We could take a meeting a year each.

Chair Wiman said he suggests that whoever is going to attend the meeting write up a couple of paragraphs and run that by Christine to say what this Committee is doing rather than our interpretation of what we are doing. That would be helpful.

Ms. Chavez said we can use the Scorecard update. We won't have much time to present.

Mr. Lyons asked is there a Sustainability Office at the City.

Ms. Chavez said yes, that is John Alejandro.

Mr. Pushard asked will this become a standing committee report.

Ms. Chavez said yes.

10. GROUP REPORTS FROM WATER CONSERVATION COMMITTEE WORKING GROUPS

A. IRRIGATION SUBCOMMITTEE

None.

B. GENERAL EDUCATION PROGRAM

Mr. Kauffman said we met today. We are looking at the possibility of assisting the Community College in their Water Conservation classes. Zubie Wilson requested assistance in the new course he will be teaching going forward. Anyone interested in reviewing the curriculum is welcome. He also asked for input regarding how to improve enrollment in the program. He would like promotion by Committee members. We discussed the possibility of shrinking some of the courses to a quarter credit for a very short specialized course. Also he asked if we would be interested in reviewing the overall curriculum and identify if any particular courses should be removed or added. His impression is he will be sending Christine their syllabus and she can send it to anyone interested.

Ms. Chavez said send her an email if you are interested.

C. MARKETING OUTREACH

Mr. Roth said he and Stephen met. We worked on figuring out a way to get basic usage information and related data out to the community. We have a couple of column inches on the weather page right now. We are looking for other outlets for it. We are going to have Lynn do a universal graphic for other media outlets. Maybe a crawl on top of the New Mexican site. We need to work more on Hispanic speaking users and translate informational documents. We want to expand and revise the strategic plan efforts some. We are meeting again on the 15th.

D. WATER CONSERVATION CODES, ORDINANCES AND REGULATIONS

Mr. Binton said he and Bill met and Caryn joined us. She provided us with the Ordinances on the commercial user rebates. It is something the Committee and others may want to look at with respect to users. The legalize of the Ordinance looks fine. The question we not able to answer was what are the problems and what changes would be beneficial. Then it is a simple matter to prepare a draft for the Committee and then take it to the Governing Body to consider. Also we asked to take a look at the grey water code. We did not have it in front of us. Caryn gave us the references of where to find it. We will look at that and come back to see what can be done there. What are the problems experienced here so we will know what our objectives are. He and Bill saw the committees purpose as ministerial, not policy setting. We are a subcommittee. We are there to serve when we know what changes the overall organization feels need to be made.

Ms. Chavez said you are a very important subcommittee. As work develops in other subcommittees we will need help from you. We will meet with you to follow up

Mr. Pushard asked are all the Ordinances in the drop box.

Ms. Chavez said no. They are in her computer. She will check to see if we have

enough room to put all of those in the drop box. That is a good idea.

Chair Wiman said he keeps hearing grey water today. It is out there but we are not addressing it.

Mr. Roth said we have a golden opportunity to address this since the commercial and multi family green code is being rewritten. He has discussed ideas with Katherine. It might be a non potable water use requirement in commercial. Some part of it could be landscaping served with captured water. There is a water capture requirement with the St. Michaels corridor.

Ms. Chavez said we should have Matt O'Rielly come talk to Committee about that.

E. GRANTS

Mr. Coombe said he and Aaron met today. We asked about where we are at the present. Last time the office had a grant was 3 years ago. The sense was procedurally it can be difficult with the City. There is a Resolution afoot to streamline the approval process withing the City.

Ms. Chavez said it will be heard next week at Council.

Mr. Coombe said it allows the City Manager to sign off on grant applications. We talked about where we wanted to go with this. The idea is grants for projects would allow the Water Conservation office to expand it's footprint beyond it's current budget and personnel. Are there projects out there consistent with our Water Conservation goals that are potentially fundable. We can then identify potential funding sources and the scale of projects. Where funding may be as well. We came to the thought that we have to start beginning to be thinking of projects that are possible and important for the Water Conservation office. We want to solicit this Committee for ideas that we take up at subsequent meetings. Then we can generate a short abstract for each viable idea. Maybe 5 at most. Then talk seriously what the potential sources of funding might be. The subcommittee would like ask the Committee as a whole to submit project ideas to Christine. Something brief. A paragraph or 2 at this stage that might be interesting for us to pursue. That pertains to the goals and objectives of the Water Conservation office. If we could do that before the next meeting then we can begin this conservation at the next meeting.

Chair Wiman said Andy Otto applies for lots of grants and they are out there. We will ask him his ideas.

Mr. Coombe said large and small.

Chair Wiman said lets all think of ideas and send them to Christine.

F. COMMERCIAL CONSERVATION

Mr. Pushard said the recommendation was that we go ahead with the restaurant sector. The objective is to incentivize water efficiency in the restaurant sector. They are high users. There is water to be had. It is a sector that is easy enough to tackle. We put a program in place and will get it done over the next eyar. We have put together a draft time line. At the next meeting we will try and have a value presentation and list of benefits. We are going to look at commercial restaurant rebates in other cities and outside resources and try to get Lonnie's scope of work done so he can be brought on board. In October we will try to finalize the questionnaire and audit and do a pilot of a couple. We will make sure the restaurants understand what we are asking from the audit and questionnaire. Out of survey results about what other cities are doing we may look at recommendations for code or rebate changes we want to put into place. In November we will train the people to do audits and start audits. That will run through January and we will start doing audits and ongoing reports in February.

Ms. Chavez said we will keep recapping this as developments happen.

11. MATTERS FROM THE PUBLIC

Ms. Schruben said she serves on the public Banking Committee and we meet next Tuesday. She has also been on the Sustainable Santa Fe Environmental working group for 2 years and the Climate Action Task Force prior to that. She attends the Municipal Tree Board meetings and sometimes the PARC meeting. It has come to their attention that they have reduced the watering schedules for some parks and upped some. We still don't have a great deal of accurate information of water usage in the parks. Right now her interest is not the medians, but she is interested and concerned about the fact that water has been cut back substantially. People don't know. It would be good if with all the great work you do could shine a light on this effort for the public to understand that water is a significant portion of the park budget and contributes to our community. If only ball parks are going to be watered people need to know. The whole formula needs to be worked into the fabric of what we do. Getting the actual numbers of water usage in parks individually from the Water Department would be great. One of the reasons trees die back is that the water is off in November and not on again until April. The cost to replace a tree is over \$800. This business of replacing trees every 3 or 4 years is very expensive. She would like the Committee to consider addressing this in some way.

Ms. Chavez said we have the park study Bob did. We can look at that and forward it to you. That would be a start.

Ms. Schruben said we compared the stats from the water company to the report Bob did and it was vastly different.

Ms. Chavez said we know parks are an issue and we will look at that.

Chair Wiman said thank you Mary.

12. MATTERS FROM STAFF

None.

13. MATTERS FROM THE COMMITTEE

Mr. Kirk said he wanted to commend Doug for his article on Sunday.

14. NEXT MEETING, TUESDAY, SEPTEMBER 12TH

Chair Wiman said our meeting will be at 3:00 pm at the Wastewater Treatment Plant.

Ms. Chavez said wear closed toed shoes.

15. ADJOURN

MOTION A motion was made by Mr. Roth, seconded by Mr. Kauffman, to adjourn.

VOTE The motion passed unanimously by voice vote.

There being no further business before the Committee the meeting adjourned at 6:15 pm.

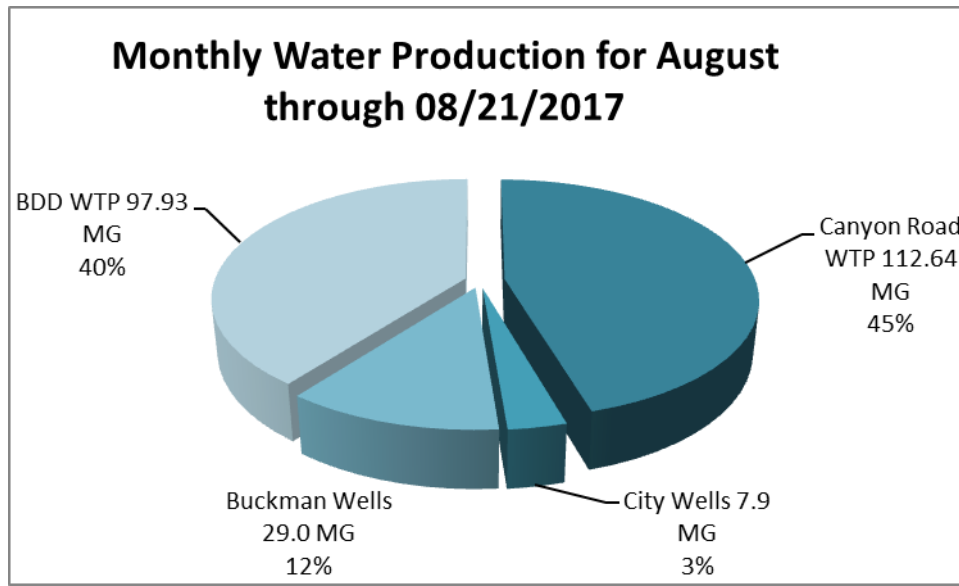
Stephen Wiman, Acting Chair



Elizabeth Martin, Stenographer

**City of Santa Fe, Source of Supply Section
Water Production Update through August 21, 2017
Public Utilities Committee Meeting
September 6, 2017**

Water Production for August (through 08/21/2017)



Total Production of System

Sum: 247.5 million gallons (MG) for 21 days

Daily Average Consumption: 11.8 million gallons per day (MGD)

Reservoir Storage Levels:

McClure: 45.74% or 498.58 MG

Nichols: 47.54% or 103.16 MG

Combined: 53.43% or 601.11 MG

Santa Fe River Flow

Below Nichols (Living River Flows): 0.4 cubic feet per second or 0.26 MGD

Above McClure (Inflow to Reservoir): 2.95 cubic feet per second (cfs) or 1.91 MGD

Baca Street Well

The City will meet with the NMED Petroleum Storage Tank Bureau and the Ground Water Quality Bureau (GWQB) again in September to further discuss the ongoing investigation and findings at this site. A date for that meeting has not been set with the NMED.

Former Ortiz Landfill

INTERA Corporation has finished their field investigations at the former Ortiz Site with the installation of test pits and gas monitoring wells. Soil gas monitoring wells were sampled, and field work was completed, during the week of July 10th through July 14th. Samples were submitted to Hall Environmental Analysis Laboratory in Albuquerque for appropriate analyses, as requested by the New Mexico Environment Department. The final analytical results and investigation report should be available by the end of August.

2016 Water Quality Reports

Annual Consumer Confidence Reports (CCRs) for Calendar Year 2016 were distributed to all customers of the City of Santa Fe's Public Water Supply System in the June billing cycles for water customers. Additional copies have been placed at several City buildings including City Hall, State of New Mexico buildings, County buildings, public libraries, commercial businesses, and other locations around the City. The CCR has also been posted on the City's website. A press release was issued in early July to announce the availability of these reports. Staff also appeared on a radio show to discuss the report and water quality. The City of Santa Fe met all Safe Drinking Water Act standards during 2016.

Old Filter Plant

Trail construction by the Parks and Recreation Department at the Old Filter Plant Site has been delayed due to the presence of documented cultural sites and the need for performance of a cultural resources survey, as well as clearance of the project under appropriate archaeological/cultural resource protection requirements. The Water Division is assisting the Parks and Recreation Department, which is constructing the trail, in consulting with the City's Historic Preservation Division. The Division will assist in surveying the trail route and securing appropriate clearances through mitigation and/or avoidance measures, if necessary, to protect the historic and cultural resources at the site.

Los Alamos National Laboratory Sitewide Monitoring Program

The continuance of the **"Los Alamos National Laboratory's Sitewide Monitoring Program, City of Santa Fe, Buckman Water Supply Wells, Sampling and Analysis Plan"** was approved in June of this year for the 2017/2018 sampling cycle. The first quarterly samples under the 2017/2018 plan were taken at the end of June. Results have not been received at this time.



Water Conservation Office

Monthly Overview of Scorecard Progress – August 2017



Education Outreach:

Education Initiative:

- Water Fiesta Scheduled for September 19-20, 2017.
- Presenter email sent out
- Save the date sent to teachers
- Teachers to meet at GCCC on September 13, 2017
- Email sent out on new education program to teachers on August 25, 2017
- Comprehensive Education guide and Passport book completed

General Outreach:

- Demonstrated the Drinking Water Model at the Southside Farmer's Market on August 1, 2017
- Christine Chavez presented program to the Association of Government Accountants (AGA) monthly luncheon on 8/25 at Frenchy's Park Barn



Communication and Customer Service:

Eye On Water Rollout:

- 2,601 accounts signed up for Eye On Water as of August 24, 2017

Indoor Water Audits:

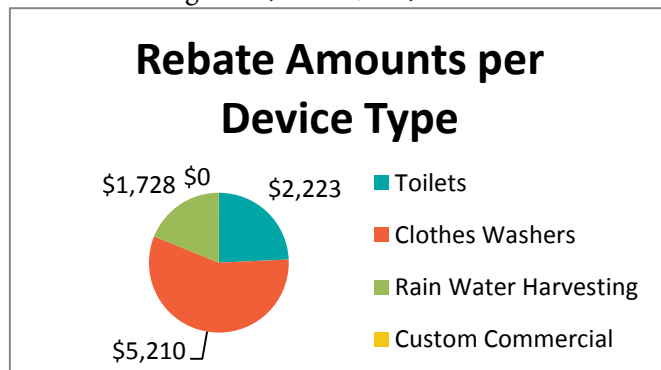
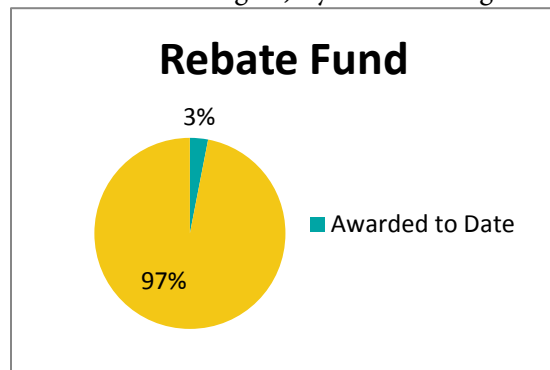
- Cistern inspection August 17, 2017

Enforcement Activity:

- 8/1/2017 Sandoval St. Warning: Fugitive water in alley
- 8/10/2017 Agua Fria/ Cerrillos Rd. Warning: Fugitive water
- 8/17/2017 St Frances Dr. Warning: Time of day

Residential and Commercial Rebates:

New Fiscal Year began July 1. Remaining fund balance as of August 24, 2017: \$290,839



Rebates awarded FY-to-date:

- HET (all types) 39
- Clothes Washers (all types) 20
- Rain Water Harvesting (including rain barrels) 16
- Custom Commercial 0

Strategic Marketing Plan:

- Radio Show Guests (Caryn Grosse, Glenn Schiffbauer, Adam Schlachter, Scott Ciener from Luna Laundry)
- Strategic Marketing Plan for FY17/18 being finalized – deadline mid-September
- Water Sources graphic being finalized for the Santa Fe New Mexican
- Social media calendar being updated along with radio show content/ guests
- General Water Conservation PowerPoint updated

**Effective Program Management****Organizational Development:**

- Mario Torres was hired as the Water Conservation Enforcement Officer – start date on 9/4.
- Personal Action Development Plans (PADP's) were completed for all employees for FY 16/17
- Caryn Grosse, Lisa Noriega and Christine Chavez are all enrolled in classes for the Fall 2017 semester at the SFCC

Water Conservation Committee:

- New Subcommittees formed
- Education & Grants Subcommittee – Bob Coombe, Aaron Kauffman (SFCC work with QWEL and Water Conservation Curriculum review) (Grant ideas for the Water Conservation Program)
- Commercial Subcommittee – Scott Bunton, Stephen Wiman, Tim Michael, Doug Pushard, Lisa Randall (Commercial pilot project with restaurants)
- Marketing Outreach Subcommittee – Bill Roth, Stephen Wiman (review of strategic marketing plan and updates to water source and supply section of the Santa Fe New Mexican)
- Codes/ Ordinances/ Regulations Subcommittee - Bill Roth, Doug Pushard, Scott Bunton, Ken Kirk (support of the restaurant rebate)
- Irrigation Subcommittee – Doug Pushard (Outdoor Irrigation Rebate)
- Meetings scheduled with Manager and new WCC members
- Bill Roth attended the Sustainable Santa Fe Commission meeting on 8/16

Integration with Water Resources:

- GPCD work being continued with Utility Billing and ITT
- AWWA audit is in progress (pending GPCD calculations)
- Annual Water Report information is being gathered (pending GPCD calculations)
- Caryn Grosse assisting with the Long Range Water Supply Plan

**Stewardship and Conservation:****Regional Collaborations:**

- Christine Chavez attended meeting on 9/25 for next year's Next Generation Water Summit
- Lisa Noriega and Patricio Pacheco attended the New Mexico Water Conservation Alliance (NMWCA) meeting on August 10, 2017
- NMWCA is providing financial assistance for Lisa to attend the WaterSmart Conference in Las Vegas, NV on October 4-6, 2017

City of Santa Fe, New Mexico

memo

Date: August 24, 2017

To: Public Utilities Committee
Water Conservation Committee

From: Christine Y. Chavez, Water Conservation Manager

RE: Mid-year Scorecard Results



The Water Conservation Committee broke out into subcommittee work late last fall to develop a program scorecard. The scorecard was put in place in January 2017 and the mid-year scoring by the Water Conservation Committee took place last month. The scorecard has been of tremendous value to the Water Conservation Program in aligning our efforts accordingly and measuring our success. Monthly scorecard updates are developed by staff and presented to the Public Utilities Committee and the Water Conservation Committee. The scorecard itself has also been presented at Public Works and also for the Sustainable Santa Fe Commission.

It is broken up into four categories:

- Education Outreach
- Communications and Customer Service
- Effective Program Management
- Stewardship and Conservation

Overall our progress has been very successful and all programming has been aligned with the scorecard itself. The Water Conservation Committee will do a final evaluation of the program in December and will begin work on developing the 2018 calendar year scorecard in late fall.

Program	Status	Key Performance Indicators for 2017	Accomplishments	no progress	some progress	significant progress
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Goal: Education Outreach

Education Initiative <i>A collaboration of several city entities to educate 4th grade students on where our water comes from, how it is treated, where wastewater goes and how it is treated and recycled, and how recycling and energy play a role</i>	New Program being developed for 2017-2018 school year	<ul style="list-style-type: none"> 20 classes participating Partner with other organizations for outreach in elementary and secondary grades 	<ul style="list-style-type: none"> Passport Program branding Anticipate 10-13 classes will participate this year Partnering with BDD, WWM, ESD, etc. Provided model presentation, tour of watershed to 15 classes 		X X	
Children's Water Fiesta <i>A long-standing program which will be expanded and incorporated into the Education Initiative, above</i>	Ongoing Program	<ul style="list-style-type: none"> Increase attendance from 650 to 850 students Develop additional activities, including peer-to-peer activities presented by high school students 	<ul style="list-style-type: none"> Fiesta scheduled for September 19 & 20 Anticipate adding 3-5 classes for each day Peer Educator groups have been developed with Santa Fe High and Monte del Sol 			X
Children's Poster Contest <i>A long-standing program, which will be expanded and aligned with the Education Initiative, above</i>	Ongoing Program	<ul style="list-style-type: none"> Educational messaging developed prior to contest Link to Education Initiative outreach in schools 	<ul style="list-style-type: none"> Program on hold this year 	X		
Qualified Water Efficient Landscaper (QWEL) Training <i>A WaterSense certified training program for professional landscapers to encourage outdoor water efficiency</i>	Ongoing Program	<ul style="list-style-type: none"> Transition program to SFCC Expand to include gray water All WCO staff certified 	<ul style="list-style-type: none"> SFCC held first QWEL course in May Gray water is still in development Current staff are all QWEL certified 			X
Community Workshops/QWEL Lite <i>Workshops and other outreach events for customers on outdoor water efficiency</i>	Ongoing Program	<ul style="list-style-type: none"> Sponsor or conduct 5 sessions (April-September) Bring in at least 2 speakers Provide grey water training to public 	<ul style="list-style-type: none"> Outreach at community events including Home Show, Community Day, Water is Life Festival and Green Expo Sponsored, attended NGWS conference-plan to add gray water component to next year's conference 			X
Master Gardeners <i>Collaboration with the Master Gardeners program to educate and encourage outdoor water efficiency</i>	Ongoing Program	<ul style="list-style-type: none"> Present as part of 2017 series Work with volunteers on parts of our program 	<ul style="list-style-type: none"> Presented to 2017 Master Gardener classes Will continue to develop relationship with Master Gardeners 			X

Goal: Communications and Customer Service

Eye On Water Rollout <i>An app for smartphones and home computers which allows customers to see their water use and set alerts for leaks and overuse</i>	New Program	<ul style="list-style-type: none"> 10% of customer base participating by end of CY 2017 	<ul style="list-style-type: none"> 2,589 users signed up for EOW as of 8/22. On track to hit 10% by end of year 			X
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Indoor and Outdoor Water Audits <i>Audits provided by Water Conservation Office, as well as information for customers who prefer DIY projects</i>	Ongoing Program	<ul style="list-style-type: none"> • Self-audit program • Do-it-yourself drip irrigation guide • Greywater guide 	<ul style="list-style-type: none"> • Self-audit guide nearly complete • Drip guide is in progress • NM OSE has excellent gray water guide • Staff performed 4 water loss audits at customers' requests 		X	
Outdoor Rebates <i>Rebates and incentives to encourage the use of water-efficient landscaping and irrigation equipment</i>	New Program	<ul style="list-style-type: none"> • Irrigation equipment rebate • Rain water harvesting rebate • Greywater rebate 	<ul style="list-style-type: none"> • Irrigation equipment rebate amounts may need to be revisited • Rain water harvesting rebate amounts have been determined-need to coordinate rollout with Land Use • Laundry to Landscape rebate makes most sense for use of gray water in existing buildings 		X	
Residential and Commercial Rebates <i>Rebates and incentives to encourage the use of water-efficient fixtures and appliances</i>	Ongoing Program	<ul style="list-style-type: none"> • Increase residential participation by 20% • 8 commercial applications for FY 2017-18 	<ul style="list-style-type: none"> • From 2015 to 2016, residential rebates more than tripled, by quantity, dollar value and water savings • The budget for FY2017-18 has been increased to \$300,000 • No applications have been received for commercial rebate despite interest 		X	X
Enforcement Program <i>Increase enforcement activities, including educational visits for first-time violations</i>	Ongoing Program	<ul style="list-style-type: none"> • Respond to Water Waste Hotline Calls • Educational programs for high water season 	<ul style="list-style-type: none"> • Patricio, other staff handling calls as they come in-first visit is educational outreach, averaging 1 written warning per week • New Enforcement Officer will be taking point on this when hired 		X	
Strategic Marketing Plan (SMP) <i>Plan developed by PR consultant for coordination of outreach and marketing efforts. Creates a more consistent message and brand</i>	Ongoing Program	<ul style="list-style-type: none"> • Meet 90% of goals within SMP as coordinated by consultant • Align with conservation programming for FY 2017-18 	<ul style="list-style-type: none"> • Met all goals • Developing new plan for next year 			X

Goal: Effective Program Management

Human Resources <i>Fully staff Water Conservation Office to be able to accomplish all other programs</i>	Ongoing Program	<ul style="list-style-type: none"> • Fully Staffed by June 2017 • Enforcement Officer position staffed by May 2017 	<ul style="list-style-type: none"> • Fully staffed except for Enforcement Officer • Candidate has been selected and will be on board shortly 			X
Financial Resources and Budget <i>Utilize resources to accomplish goals and programs</i>	Ongoing Program	<ul style="list-style-type: none"> • Submit Conservation Budge by February 2017 • Track Budget for FY 2017 	<ul style="list-style-type: none"> • Goals met 			X

Organizational Development <i>Develop staff knowledge and skills to accomplish program goals</i>	Ongoing Program	<ul style="list-style-type: none"> • Staff cross-trained on all programs • All staff badged for enforcement • All staff certified as relevant to program (QWEL, WERS, CLIA, ARCSA, Backflow, etc) 	<ul style="list-style-type: none"> • Staff all work on all programs • Conflicting information about commissioning process-working to get definitive answer • Staff participate in certification programs as they become available-all staff currently QWEL certified 			X
Water Conservation Committee <i>Utilize skills and knowledge of committee to further refine programmatic goals</i>	Ongoing Program	<ul style="list-style-type: none"> • Fill open Committee positions • Align Committee and subcommittee work with Water Conservation Office 	<ul style="list-style-type: none"> • All committee positions have been filled • Committee and subcommittee work has been aligned with Water Conservation Office 			X
Integration with Water Resources <i>Collaborate to develop comprehensive planning</i>	Ongoing Program	<ul style="list-style-type: none"> • Long Range Water Supply Plan • Water Reuse Plan and outreach • AWWA Audit • GPCD • Annual Water Report 	<ul style="list-style-type: none"> • Long Range Water Supply Plan, Water Reuse Plan and outreach and Annual Water Report are WR&C projects supported by Water Conservation • AWWA Audit-all data except GPCD has been delivered to consultant • GPCD-most recent data pull looks good-hopefully able to complete this month 		X	

Goal: Stewardship and Conservation

Regional Collaborations <i>Collaborate with other municipalities and utilities</i>	Ongoing Program	<ul style="list-style-type: none"> • NMWCA board representation • State Water Planning Initiatives 	<ul style="list-style-type: none"> • Lisa serving on NMWCA board • Participation with other agencies responding to State legislation 			X
GPCD Analysis <i>Greater understanding of water use within the City, State and Region</i>	Ongoing Program	<ul style="list-style-type: none"> • Complete 2017 GPCD calculations on quarterly basis • Annual comparison with other Southwestern cities • Program adaptation 	<ul style="list-style-type: none"> • Still working on 2016-data issues have largely been resolved • Annual comparison with other New Mexico cities might be more "apples to apples" than to other Southwestern cities who all calculate differently 		X	
AWWA Audit <i>Greater understanding of water system and potential for losses of water and revenue</i>	Ongoing Program	<ul style="list-style-type: none"> • Incorporate 2016 results into conservation programming 	<ul style="list-style-type: none"> • All data except GPCD has been provided to consultant-results will be incorporated when available. 		X	

Water Conservation Scorecard

Progress Snapshot
August 9, 2017

The Water Conservation Scorecard was developed as a tool to measure overall performance and aid with strategic planning by aligning program activities to the Mission, Goals and Objectives (MGO) developed by the City of Santa Fe Water Division as they relate to Water Conservation. The 14 goals were consolidated into four categories: Educational Outreach, Communication and Customer Service, Effective Program Management, and Stewardship and Conservation. Measurement targets were established for each of the programs.



Goal Category: Education Outreach

Program	Status	Key Performance Indicators (KPI) for 2017	Progress
Education Initiative <i>A collaboration of several city entities to educate 4th grade students on where our water comes from, how it is treated, where wastewater goes and how it is treated and recycled, and how recycling and energy play a role</i>	New Program being developed for 2017-2018 school year	<ul style="list-style-type: none"> 20 classes participating Partner with other organizations for outreach in elementary and secondary grades 	little/no progress
Children's Water Fiesta <i>A long-standing program which will be expanded and incorporated into the Education Initiative, above</i>	Ongoing Program	<ul style="list-style-type: none"> Increase attendance from 650 to 850 students Develop additional activities, including peer-to-peer activities presented by high school students 	some progress
Children's Poster Contest <i>A long-standing program, which will be expanded and aligned with the Education Initiative, above</i>	Ongoing Program	<ul style="list-style-type: none"> Educational messaging developed prior to contest Link to Education Initiative outreach in schools 	little/no progress
Qualified Water Efficient Landscaper (QWEL) Training <i>A WaterSense certified training program for professional landscapers to encourage outdoor water efficiency</i>	Ongoing Program	<ul style="list-style-type: none"> Transition program to SFCC Expand to include grey water All WCO staff certified 	some progress
Community Workshops/QWEL Lite <i>Workshops and other outreach events for customers on outdoor water efficiency</i>	Ongoing Program	<ul style="list-style-type: none"> Sponsor or conduct 5 sessions (April-September) Bring in at least 2 speakers Provide grey water training to public 	significant progress
Master Gardeners <i>Collaboration with the Master Gardeners program to educate and encourage outdoor water efficiency</i>	Ongoing Program	<ul style="list-style-type: none"> Present as part of 2017 series Work with volunteers on parts of our program 	significant progress



Goal: Communication and Customer Service

Program	Status	Key Performance Indicators (KPI) for 2017	little/no progress	some progress	significant progress
Eye On Water Rollout <i>An app for smartphones and home computers which allows customers to see their water use and set alerts for leaks and overuse</i>	New Program	<ul style="list-style-type: none"> 10% of customer base participating by end of CY 2017 			
Indoor and Outdoor Water Audits <i>Audits provided by Water Conservation Office, as well as information for customers who prefer DIY projects</i>	Ongoing Program	<ul style="list-style-type: none"> Self-audit program Do-it-yourself drip irrigation guide Greywater guide 			
Outdoor Rebates <i>Rebates and incentives to encourage the use of water-efficient landscaping and irrigation equipment</i>	New Program	<ul style="list-style-type: none"> Irrigation equipment rebate Rain water harvesting rebate Greywater rebate 			
Residential and Commercial Rebates <i>Rebates and incentives to encourage the use of water-efficient fixtures and appliances</i>	Ongoing Program	<ul style="list-style-type: none"> Increase residential participation by 20% 8 commercial applications for FY 2017 			
Enforcement Program <i>Increase enforcement activities, including educational visits for first-time violations</i>	Ongoing Program	<ul style="list-style-type: none"> Respond to Water Waste Hotline Calls Educational programs for high water season 			
Strategic Marketing Plan (SMP) <i>Plan developed by PR consultant for coordination of outreach and marketing efforts. Creates a more consistent message and brand</i>	Ongoing Program	<ul style="list-style-type: none"> Meet 90% of goals within SMP as coordinated by consultant Align with conservation programming for FY 2017 			



Goal: Effective Program Management

Program	Status	Key Performance Indicators (KPI) for 2017	little/no progress	some progress	significant progress
Human Resources <i>Fully staff Water Conservation Office to be able to accomplish all other programs</i>	Ongoing Program	<ul style="list-style-type: none"> Fully Staffed by June 2017 Enforcement Officer position staffed by May 2017 			
Financial Resources and Budget <i>Utilize resources to accomplish goals and programs</i>	Ongoing Program	<ul style="list-style-type: none"> Submit Conservation Budge by February 2017 Track Budget for FY 2017 			
Organizational Development <i>Develop staff knowledge and skills to accomplish program goals</i>	Ongoing Program	<ul style="list-style-type: none"> Staff cross-trained on all programs All staff badged for enforcement All staff certified as relevant to program (QWEL, WERS, CLIA, ARCSA, Backflow, etc) 			
Water Conservation Committee <i>Utilize skills and knowledge of committee to further refine programmatic goals</i>	Ongoing Program	<ul style="list-style-type: none"> Fill open Committee positions Align Committee and subcommittee work with Water Conservation Office 			
Integration with Water Resources <i>Collaborate to develop comprehensive planning</i>	Ongoing Program	<ul style="list-style-type: none"> Long Range Water Supply Plan Water Reuse Plan and outreach AWWA Audit GPCD Annual Water Report 			




Goal: Stewardship and Conservation


Program	Status	Key Performance Indicators (KPI) for 2017	little/no progress	some progress	significant progress
Regional Collaborations <i>Collaborate with other municipalities and utilities</i>	Ongoing Program	<ul style="list-style-type: none"> NMWCA board representation State Water Planning Initiatives 			
GPCD Analysis <i>Greater understanding of water use within the City, State and Region</i>	Ongoing Program	<ul style="list-style-type: none"> Complete 2017 GPCD calculations on quarterly basis Annual comparison with other Southwestern cities Program adaptation 			
AWWA Audit <i>Greater understanding of water system and potential for losses of water and revenue</i>	Ongoing Program	<ul style="list-style-type: none"> Incorporate 2016 results into conservation programming 			


City of Santa Fe, New Mexico

memo

Date: July 21, 2017

To: Shannon Jones, Public Utilities Director 
Rick Carpenter, Water Division Director

From: Caryn Grosse, Water Conservation Specialist 

Via: Christine Y. Chavez, Water Conservation Manager 

RE: Adjustment to Clothes Washer Rebate Program

Background:

Recently, the Water Conservation Office received an appeal from a customer whose application for a high efficiency clothes washer rebate had been denied because she had received a \$100 washing machine rebate in 2005. The terms and conditions of the rebate application (which the customer accepted) note that customers are only eligible for one washing machine rebate per account. The customer indicated that she did not interpret this as meaning only once in the lifetime of the account. She stated that limiting the clothes washer rebate to once in the lifetime of an account creates a disincentive for customers to upgrade to high efficiency models when replacing old machines.

Research of other utilities' rebate programs shows that while most limit their rebate to one per account as we do, a few programs allow for replacement with qualifying high efficiency products at various intervals, ranging from one to five years, although they offer a substantially lower rebate amount than Santa Fe's program.

New federal standards went into effect in 2015 which require all new machines to be more efficient than they were even five years ago, however when balanced against the life cycle assessment of a clothes washer including the materials, embodied energy and carbon footprint, five years is a very short amount of time. A 10 year time period seems more appropriate: in 2014, a 10 year lifespan was assumed for the analysis of the rebate program undertaken by Water Conservation Committee members Doug Pushard and Tim Michael, and manufacturers design their machines to last at least 10 years under normal use conditions (<http://www.consumerreports.org/washing-machines/how-to-make-your-washer-and-dryer-last.>)

Proposed Change:

To find the best balance between life cycle impacts, changes in standards and customer incentives, the Water Conservation Office proposes changing the requirements to read "*Each residential customer is eligible for a rebate on a maximum of one clothes washer per household per account within a 10 year period.*" We also propose that the change be made retroactive to the program update which occurred in May 2016. A retroactive change will require the Water Conservation Office to reprocess seven applications which have already been denied due to previous language. Assuming all seven applications qualify, the cost to the rebate fund would be less than \$2,000.00.



City Of Santa Fe Water Conservation Enforcement

By: Patricio M. Pacheco
City of Santa Fe Water Conservation Education & Compliance specialist

Water Conservation Enforcement

Water Waste Hotline Calls

- When call is received the following information is obtained
 - Name of violator
 - Address of violation
 - Nature of the violation
 - Time/date of violation
 - Frequency of violation
 - Name and phone number of caller for follow up

Enforcement Patrol

- When going out on patrol, we attempt to find, inspect & get info on water violations that may be taking place;
 - Name/ Address of violator
 - Nature of violation
 - Time/Date of violation
 - Frequency of violation

Water conservation Enforcement

- Look at violations database and billing database for history of previous violations
- Items to take on visit:
 - Warning and Citation books
 - Eye on Water Cards
 - Signage
 - Camera
 - Door hanger
 - Literature (City of Santa Fe Comprehensive Water Conservation Requirements)
 - City of Santa Fe I.D./Conservation Badge

Water Conservation Enforcement

- If there is evidence of the violation, take photos with time/date stamp setting on. Make notes for use in writing the violation letter. Attempt to find the resident, owner or manager of the property. **If No One is Present**– Leave a door hanger marked with the violations observed. Follow up as indicated.
- First Time Offenders - First time offenders may not be aware of the requirements of the City of Santa Fe water conservation ordinance. Provide the *City of Santa Fe Comprehensive Water Conservation Requirements* brochure, explain that this visit is a warning and subsequent violations may result in fines being assessed to their water bill, up to \$200 per violation. Indicate that the visit will be followed up with a letter containing details of the violation(s) and the photos of the evidence.
- Repeat Offenders - Repeat offenders have already been warned, and are familiar with the City of Santa Fe water conservation requirements. Explain the violation(s) which were observed, write out a citation and indicate that the visit will be followed up with a letter containing details of the violation(s) and photos of the evidence, and that the fine will be assessed to their water bill.

Water Conservation Enforcement

- Water Use Violation Fees

- 1st violation: \$20

- 2nd violation: \$50

- 3rd violation: \$100

- 4th and additional violations: \$200

- Write the follow up letter with pictures and save the letter with the customer name or street address and date.
- Mail the original letter to customer, put a copy in the file, along with any field notes. If a citation was issued, include it in the file, and submit copies of the letter and citation to Billing along with the appropriate billing cycle summary so that the citation fee can be added to the customer's water bill.

Water Conservation Violations

Fugitive Water
< 10 sq ft.



Time Of Day
Watering between 10am & 6pm



Water Conservation Violations

**Vehicle Washing Without
Nozzle**



**Water Waste
Leaks >0.25 gpm**



Water Conservation Violations

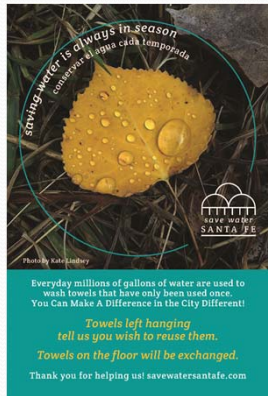
**Using water to clean hard
surfaces**



Serving water without request



Water Conservation signage options



Water Conservation Questions





City of Santa Fe Water Conservation Requirements

APPLIES TO ALL SANTA FE WATER UTILITY CUSTOMERS



TRAIN YOUR EMPLOYEES

TO AVOID COSTLY VIOLATION FEES, PLEASE ADVISE YOUR STAFF ON THESE KEY REQUIREMENTS

INDOOR

**Food & Beverage,
Hotels & Lodging and Spas**
Serve customers water **only**
upon request.

Change the sheets and towels once every
4 days for guests staying more than 1
night

Display Signage
Be sure to display **water conservation
signage** on menu or by use of a "table
tent" and in the restroom(s) of your
establishment.

Photo by Kate Lindsey



Order our **NEW** signage
at no charge! Visit
savewatersantafe.com
or call 505.955.4225

COMMERCIAL SAVINGS



Industrial, commercial and
institutional customers can take
advantage of rebates savings up
to **\$25,000** or half the cost of
the equipment, whichever is less.
To **save water and money** call
the Water Conservation Office to
schedule a consultation.

Rebate Program

High Efficiency Toilet

\$25 for 1.28 gpf Hotel/Motel
\$50 for 1.0 gpf or less Hotel/Motel
\$200 for Commercial tank type
\$400 for Flushometer Valve

Urinal Installation

\$550 for 0.125 gallon (pint) per
flush urinal
\$630 for water-free urinal

OUTDOOR

Landscape & Irrigation

Outdoor irrigation is prohibited
between **10 am and 6 pm** from
May 1 through Oct 31.

Do not let irrigation water escape
onto hard surfaces, and be sure
to use shut-off-nozzles when
hand watering with a hose.

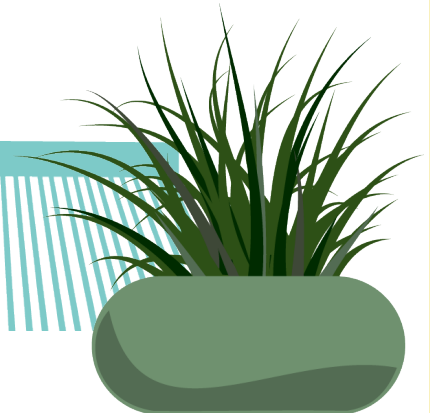
Installation of turf grass/
seed must contain **25% or less**
Kentucky bluegrass.

Car Lots & Hard Surfaces

Commercial car sale lots and
other lots with on-site vehicle
washing facilities are limited to
washing each vehicle **1 time per
month**.

Using water to clean hard
surfaces with a hose or power
washer is **prohibited** (e.g.
driveways, sidewalks, parking
lots, outdoor eating areas).

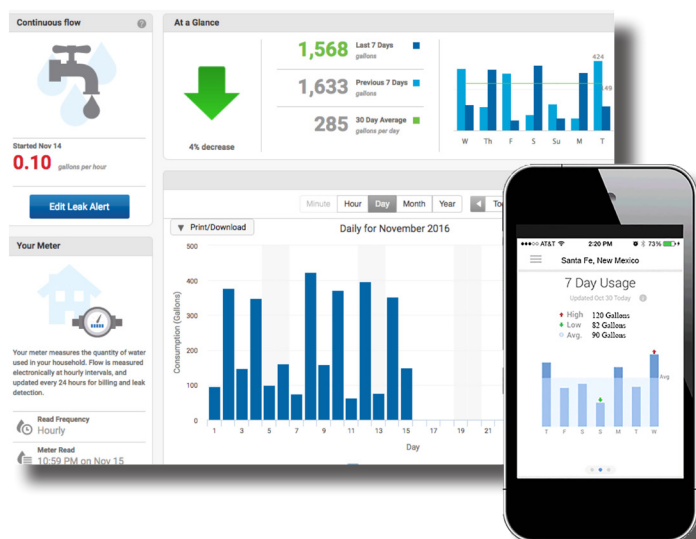
Download the **Southwest Plant Selector** app (see backside for details)



Take Advantage of Water Saving Tools

You pay for every drop that flows through your meter. Saving water will save you money on your water bill. Make every drop count by using these available tools.

EyeOnWater Monitor your water usage



You now have online access to your hourly water usage information. You can download the app on your phone or login using your computer to keep tabs on how much water you use on a daily, weekly, monthly or yearly basis.

See water use data in near real time
Set up leaks alerts so you don't waste water
Save water and money on your bill

SIGN UP FOR YOUR ONLINE ACCOUNT AND
DOWNLOAD THE APP TODAY!

eyeonwater.com

WATER EFFICIENCY AUDIT

The Santa Fe Water Conservation Office offers **free** leak detections and water efficiency audits, as well as consultations to help you determine which rebate program(s) is best for your business.

Please contact the [Water Conservation Office](#) to set up an appointment at 505.955.4225

www.savewatersantafe.com

City of Santa Fe Water Conservation Office
505.955.4225 | wcoffice@santafenm.gov



A circular graphic with a purple flower at the top. The text 'Southwest Plant Selector' is in the center. Below it, 'Download the App Today!' and 'and start saving water Santa Fe'. A curved banner on the right says 'saving water is always in season' and 'conservar el agua cada temporada'. At the bottom right is the 'save water SANTA FE' logo with the website 'savewatersantafe.com'. At the bottom center is the text: 'New Mexico State Office of Engineers', 'Center for Landscape Water Conservation', 'New Mexico State University Board of Regents'.

Southwest Plant Selector

Download the App Today!
and start saving water Santa Fe

save water
SANTA FE
savewatersantafe.com

New Mexico State Office of Engineers
Center for Landscape Water Conservation
New Mexico State University Board of Regents

Southwest Plant Selector is an app of expert-recommended **xeric plants** specifically for New Mexico. Reduce the water use in your landscape by downloading the app today.