



Agenda

**SANTA FE WATER CONSERVATION COMMITTEE MEETING
CITY HALL – 200 LINCOLN AVE.
CITY COUNCILOR'S CONFERENCE ROOM**

April 9, 2019
4:00 PM

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF AGENDA
4. APPROVAL OF CONSENT AGENDA
5. APPROVAL OF MINUTES FROM THE MARCH 12, 2019 MEETING

CONSENT AGENDA:

6. UPDATE ON CURRENT WATER SUPPLY STATUS (Andrew Erdmann, Water Conservation Specialist Senior, paerdmann@santafenm.gov, 955-4223)

ACTION ITEMS:

7. AN ORDINANCE AMENDING SECTION 25-4.3 SFCC 1987 REGARDING THE COMMERCIAL WATER USER REBATE PROGRAM TO EASE THE APPLICATION AND REBATE ADMINISTRATION PROCESS AND TO CLARIFY CERTAIN SECTIONS OF THE CODE. (Councilor Romero-Wirth) (Christine Chavez, Water Conservation Manager, cychavez@santafenm.gov, 955-4219)

INFORMATIONAL ITEMS:

8. DISCUSSION ON MULTI-FAMILY GRAY WATER OPPORTUNITIES (Christine Chavez, Water Conservation Manager, cychavez@santafenm.gov, 955-4219)
9. DISCUSSION ON REBATE OPPORTUNITIES FOR NEW CONSTRUCTION (Christine Chavez, Water Conservation Manager, cychavez@santafenm.gov, 955-4219)
10. DISCUSSION OF UPCOMING JOINT CITY/ COUNTY MEETING ON MAY 7th (Christine Chavez, Water Conservation Manager, cychavez@santafenm.gov, 955-4219)

UPDATES FROM SUBCOMMITTEE GROUPS:

11. 5 YEAR WATER CONSERVATION PLAN (Christine Chavez, Water Conservation Manager, cychavez@santafenm.gov, 955-4219 and Stephen Wiman skwiman@icloud.com)
12. BUILT ENVIRONMENT (Christine Chavez, Water Conservation Manager, cychavez@santafenm.gov, 955-4219 and Bill Roth sr.billroth@gmail.com)
13. ICI (Christine Chavez, Water Conservation Manager, cychavez@santafenm.gov, 955-4219 and Scott Bunton sbunton2713@hotmail.com)

MATTERS FROM PUBLIC:

MATTERS FROM STAFF:

MATTERS FROM COMMITTEE:

NEXT MEETING – (Councilor's Conference Room): TUESDAY, MAY 14, 2019

CAPTIONS: Due BY 3:00 pm, April 22, 2019

PACKET MATERIAL: DUE BY 3:00 pm, April 24, 2019

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.

RECEIVED AT THE CITY CLERK'S OFFICE

DATE: April 2, 2019

TIME: 4:28 PM

**SUMMARY OF ACTION
SANTA FE WATER CONSERVATION COMMITTEE MEETING
CITY HALL - CITY COUNCILOR'S CONFERENCE ROOM
CITY HALL - 200 LINCOLN AVENUE
TUESDAY, MARCH 12, 2019, 4:00 PM**

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**SANTA FE WATER CONSERVATION COMMITTEE MEETING
CITY HALL - CITY COUNCILOR'S CONFERENCE ROOM
CITY HALL - 200 LINCOLN AVENUE
TUESDAY, MARCH 12, 2019, 4:00 PM**

1. CALL TO ORDER

The meeting of the Santa Fe Water Conservation Committee was called to order at 4:00 pm by Councilor Romero-Wirth, Chair, on Tuesday, March 12, 2019 at City Hall, in the Land Use Conference Room, Santa Fe, New Mexico.

2. ROLL CALL

MEMBERS PRESENT

Councilor Carol Romero-Wirth, Chair
Lisa Randall, Vice Chair
Tim Michael
Doug Pushard
Ken Kirk
Stephen K. Wiman
David Carlson
Scott Bunton
Robert Coombe
Bill Roth

MEMBERS ABSENT

Stephen Schmelling, Excused

OTHERS PRESENT

Christine Chavez, City of Santa Fe, Water Conservation Director
Andy Otto, Santa Fe Watershed Association
Andrew Erdmann, City of Santa Fe, Water Conservation
Katherine Mortimer, Land Use Department
Dalinda Bangert, Land Use Department
Mary Schruben
Glenn Schiffbauer, Green Chamber of Commerce
Anders Hastings, Student at Santa Fe Prep
Elizabeth Martin, Stenographer

3. APPROVAL OF AGENDA

Ms. Chavez said Item 7 has to be moved to an information item. Katherine Mortimer has another meeting so she would like to move she and Dalinda to the

beginning of the agenda.

MOTION A motion was made by Mr. Bunton to approve the agenda as amended.

It was decided that Item 7 could be an action item.

Mr. Bunton withdrew his motion.

MOTION A motion was made by Mr. Pushard, seconded by Mr. Kirk, to approve the agenda as amended.

VOTE The motion passed unanimously by voice vote.

4. APPROVAL OF CONSENT AGENDA

MOTION A motion was made by Mr. Kirk, seconded by Ms. Randall, to approve the consent agenda.

VOTE The motion passed unanimously by voice vote.

5. APPROVAL OF MINUTES FEBRUARY 12, 2019

MOTION A motion was made by Mr. Michael, seconded by Mr. Roth, to approve the minutes as presented.

VOTE The motion passed unanimously by voice vote.

CONSENT AGENDA

6. UPDATE ON CURRENT WATER SUPPLY STATUS

Approved on consent.

INFORMATIONAL ITEM (moved up on agenda)

9. GREEN BUILDING CODE UPDATES

Ms. Bangert said she included an informational piece in the meeting packet on the updates to the Green Building Code. She reviewed the information.

Ms. Bangert said we are making some changes to the code and adding multifamily units. We have written the Legislation and are ready to go with it. The biggest impact effects water efficiency, interior and exterior, for all multifamily buildings. We are starting out with a lowering of the WERs score to 65. Right now a single family dwelling is required to get a 70. A lower number is better. 99% of the single family dwellings are coming in at around 65 now. That is the biggest part of the change. We are getting rid of the check list for remodels and making certain items mandatory. The items in the packet information are mandatory. It is a simplification for people. There are also a few new requirements. Appliance water efficiency requirements are mandatory. They must be Energy Star rated. Other items include some flow requirements for swamp coolers, water softeners that have to operate in a certain way for flush outs and requirements for reverse osmosis systems. We are also asking if it is an addition or renovation of the landscape that they do compost and mulch.

Ms. Schruben asked does a household history of water use calculate into the WERs rating.

Ms. Bangert said no. It looks at the overall water use projected for a home fully occupied, etc. We want to look at the home and how it performs as opposed to a certain person's water history. We are looking to rate the house. It is based on what the home should do under smart operations, not individuals.

Mr. Pushard asked what is the time frame for doing this.

Ms. Bangert said we are not totally sure yet. We are just beginning this process. It goes through legal and several committees then Council. We are hoping by January.

Mr. Pushard said we have another class in June. Are you concerned that we do not have enough raters.

Ms. Bangert said we are going to have a sampling of 1 out of 7 so the number of raters will not grow that much.

Mr. Pushard asked on the outdoor have you considered making it mandatory to use a smart irrigation controller.

Ms. Bangert said no, we have not.

Mr. Pushard said California is the only state to mandate that at this time. He applauds them for doing the compost.

Ms. Bangert said we are not requiring them to have irrigation.

Mr. Pushard said we give a really nice rebate on those controllers.

Ms. Mortimer said you don't have to get a building permit to do landscaping. If we mandate something we are going to stop seeing them at all. We are doing outreach in a more coordinated fashion. It is the carrot model.

Mr. Pushard said thank you for lowering the score and doing the remodel. On the remodel did you think about doing WERS or should we do a pilot on some remodels.

Ms. Bangert said we thought about how to handle that. Some remodels come in and they may be doing something that effects a kitchen or bath. Instead we said if they are remodeling a bathroom they have to have these flows.

Mr. Roth said on current remodels they assess WERS if they are touching more than 50% of electrical or mechanical systems.

Ms. Mortimer said it is by square footage.

Mr. Roth said so it is 50% of the entire square footage.

Ms. Mortimer said we do include gut remodels.

Ms. Bangert said for new construction you have to have a full WERS rating. We thought the better thing to do was what the flow rate should be.

Chair Romero-Wirth asked for our guest would you explain HERS and WERS.

Ms. Bangert said HERS, Home Energy Rating, is the energy use of the home, comparing the energy of your home to the home you are planning to build. WERS is water use, comparing projected water use of a home to code minimum flow rates.

Mr. Pushard said it is comparing what is installed to the water budget to see how they fit. 100 is the code. Anything less is percentages using less water.

Chair Romero-Wirth asked this bill lowers the WER from 70 to 65.

Ms. Bangert said yes. We want to ratchet down along the way and encourage people to come up with news ways of conservation.

Ms. Chavez asked is there anything included that addresses the Chris Calvert concern. Will we be lowering the score requiring the builders to look at more options such as graywater stub outs.

Ms. Bangert said stub outs do not improve your score in any way. They need a graywater system installed to water plants to get any credit.

Ms. Mortimer said for people who want to lower their water use there is a tool to see how they are doing. We image by the time we get to where we drop another 5 points we will work with local suppliers to come up with systems that are simple and proven technology. We want to work with the vendors to create these things that might be more simplified and cheaper.

Ms. Mortimer said we will come back to you with the actual Legislation when it is introduced to City Council and you can take action on it.

Chair Romero-Wirth asked would this go to Public Utilities, Public Works or both.

Ms. Mortimer said both probably and Finance then Council. Maybe this Committee as well.

Chair Romero-Wirth asked after this is approved by the Governing Body how long will it take to implement.

Ms. Mortimer said we are hoping it will be approved this summer with an effective date of January 2020.

Mr. Roth asked what is the HERS score now.

Ms. Bangert said it is 65 now. This takes a single family to 55.

Ms. Randall said she thought in the past there were times when Ordinance changes came before this Committee for a vote of approval. Shouldn't it come here.

Chair Romero-Wirth said she thinks that is the better path to take. Here first then the Council Committees.

Chair Romero-Wirth said thank you for your time and for coming.

ACTION ITEMS

7. COMMERCIAL WATER CONSERVATION ORDINANCE DRAFT

Ms. Chavez said the draft Ordinance is in your packet. This comes to you from the ICI workgroup. Doug drafted this document. We have a rebate Ordinance that went into effect three years ago. We have had one application in three years. We have advertised all we could. We are currently participating in a pilot project on a cooling tower. We are hoping that information will give us something for opportunities for those that use cooling towers. We realized this Ordinance needs a lot of work. The ICI workgroup met last Thursday and we brought this here today for discussion.

Mr. Bunton said the draft in the packet is what Jesse redid for us. You will see the strike out revisions. The workgroup felt it was important to put into place two different kinds of rebate payments. The first one is a Prescriptive Rebate based on standards where you know in advance how much will be saved. The second one is a Performance Rebate where you become aware the savings after the fact. Language was added to take into account the two types of payments. He reviewed the changes.

Ms. Chavez said we have some things that we need to research with the legal team.

Mr. Coombe asked how does this work as a self designed rebate. How does that work as an incentive for saving water. How much money are we talking about. How are you ever going to budget this without knowing the pool of dollars.

Mr. Pushard said the problem with the current rebate system is you had to do all or nothing and did not get the money for twelve months. We broke it up into two programs.

Mr. Coombe asked how does water saved relate to the cost of the item.

Mr. Pushard said it depends on the appliance. The water use just by doing an audit on the Echo Restaurant saved them 10%. The next step with him was we came up with a water savings report. It said if you take these three steps you save 1 million gallons of water. Get receipts to the City and they monitor him for a year to meet that number. If not he gets a prorated amount of the rebate after one year. The accuracy of the audit report and the restaurant owner doing these things and returning the receipts is important.

Mr. Coombe said so 1 million gallons would be \$15,000.

Mr. Erdmann said it works different than that. We view it as what you pay at the Water Office. \$15,000 is the amount for acre foot of water. We figure out what portion of an acre foot that is. For 1 million gallons that is three acre feet.

Ms. Chavez said we have a cap of \$25,000 so that is how we budget.

Chair Romero-Wirth asked so you cannot get a rebate above \$25,000.

Ms. Chavez said no.

Mr. Coombe said that answers his questions.

Mr. Chavez said if they did a series of things collectively we can give a rebate on that. In best practices we would ask them to meet the projection and give them half up front and half at the end.

Mr. Michael said he thinks we talked about this before. It is unusual for a water saving device to save enough money in what most businesses would think a reasonable length of time that they would like to take advantage of. It says this amount of water will be saved however you do it the cost of an acre foot and that is about the same as it costs to produce the water. If the purpose is to save water then you don't pay people back for the water saved you pay them back for the investment. The equipment. He disagrees with the premise. Pay them for the equipment. If the City is committed to water savings this is a mistake.

Mr. Pushard said what you are suggesting is we have a bare bones starting place and you would like to see more added on it as an incentive to make them do it.

Mr. Michael said he is being realistic of what a businessman would want. A long pay back period is not going to excite any businessman.

Mr. Pushard said this program is put into place to use the existing math for the pay back. We did not change the methodology of how we incentivize them to move. You are talking about raising the motivation. It should almost be a wash of water savings versus costs. You are saying to be more generous and aggressive.

Mr. Michael said that is right. He thinks if the objective is to save water we need to be significantly more aggressive in making an incentive for purchasing water savings devices.

Ms. Chavez said we all assume most business owners would not want to invest in the costs. Glen and she were at a meeting recently where they stood up and said they want to do the right thing. That may be just an assumption and that there are a lot of businesses who want to do it. To give them more money up front taking some motivation from them.

Mr. Michael said this is a carrot, not a stick. If there is a two prong approach we need to try to build a culture of conserving water and incentivizing people to do that with money. They feed on each other. There is a unique culture in Santa Fe to save water. We as a City should incentivize in a financial way to save water. They are combined. We need both. This is not a big enough carrot. What is missing is the money. Not just on water savings.

Chair Romero-Wirth asked you want water savings and equipment.

Mr. Michael said the culture of rebates are much a more significant incentive than water savings.

Ms. Chavez said we feel we are capturing that. We are offsetting the cost of the equipment up to the cap.

Mr. Michael said he thought the incentive here is just based on water savings and that is insufficient.

Mr. Kirk said he thinks Tim has a good point. We have to start somewhere. If the goal is to increase the incentive over time that is good. He talked to some solar people at the Home Show. The installation of a solar system costs \$25,000. More of tax break and less of a pay back period would be more encouraging. He understands where Tim is coming from. It is good to know that the restaurants in Santa Fe are in support of water conservation, but he thinks to get them really excited we have to provide more of an incentive.

Mr. Coombe said he agree with Tim as well. It is another layer of sophistication. The magnitude of the incentive will be different for each sector. He thinks you want to design an incentive for a restaurant over the life time of the restaurant which could be less than five years. It is different from hotels which are built for one thing and continue to be that same thing. Restaurants are remodeled into different businesses often.

Mr. Pushard said he agrees with Tim. The whole idea of targeting sectors and putting a multiplier instead of how we do it today, per sector, is a way of incentivising a sector at a time. He and Tim have talked about this for years. He is glad we are having this discussion, but he also wants to remind people we have had this existing Ordinance in place for five years and we have had one person sign up. What we have done in regard to this Ordinance is to work for this specific sector of restaurants and it is based on field work and talking to restaurant owners. We did thirty one audits in thirty one restaurants. The next step is to move to get them to do rebates. It fixes some of our problems, but not the one Tim is talking about. It does fix the rebate program for restaurants without us telling them which devices to replace. It gives them a bit of control and alternatives.

Mr. Wiman said under the prescriptive award who determines what high efficiency is and what is not. Who do you believe on how efficient something is. How do you make those decisions. What standards are used.

Ms. Chavez said that is a good point. We hope when we start looking at these applications that we do a good job with that. This Ordinance does not cover new construction. It is for all remodels and retrofits. The Alliance for Water Efficiency has collected some of that data. You have raised a good point for us to consider.

Mr. Pushard said as part of this program we are building a water audit class with the Institute in California Field Service Technical Center. They do only restaurant equipment evaluations and ratings. PG and E published papers on the efficiency of restaurant appliances. The EPA does a water use for that application that is best practice. Those two pieces of data should allow us to look at those for ratings and measurements. We we looking at meters as well. If nothing is saved they don't get the rebate.

Mr. Bunton said if we corrected the way the program worked before and did not change in redrafting based on the amount of water equipment will save or will not save that would be a problem. It says based on. There is a provision for over performance that says it cannot be more than, but that does not apply to the prescriptive award. You would not have to limit it to the amount of water saved.

Ms. Chavez said she is not sure we captured that correctly. We need to agree that the changes we wanted are actually effective. In her budget we can only accommodate six commercial rebates if they came in.

Mr. Bunton said on prescriptive there is not a limit. You could apply that administratively.

Ms. Chavez asked do we need to put that language in now. She will confirm with the City Attorney's Office.

Mr. Schiffbauer said from being in the restaurant Ecco he thinks Christine is right. We got a good response from Restaurant Association's Green Forum. They want to do better and save more water. With this program and pilot we saw that Matt from Ecco is realizing he will save thousands of dollars. Water savings is an incentive they are seeing as real.

Mr. Pushard asked do we need to add more wood to this arrow or is this sufficient.

Mr. Schiffbauer said he thinks there is a good penetration. He can start tracking that better as to who says no and who doesn't want to do it. How much will it save them. For them more is better. It is a good place to start but as we go forward who are those marginal restaurants who will need more to do it. Fast food restaurants will be marginal.

Mr. Roth said all of this comes down to a return on investment. If you compare a Prius to everything else they never incentivize anything in the green market place. What happens is with adoption of water savings or energy savings costs are driven down. The cost of solar is a third of what was three to five years ago. That is true for any incentive. Drive the market to that until it grows and the market competes without subsidies. You commonize the practices so they are just there. He doesn't think we need to drive it all the way to parody to get acceptance. The more is done the more main stream it is. This is a great start. If we get 10% to 20% of the restaurants to do it that is huge.

Chair Romero-Wirth asked if this is aimed at restaurants why aren't we saying that in the Ordinance instead of the bigger umbrella of commercial. Would it be more helpful if it was dialed into those we are targeting at this moment.

Mr. Schiffbauer said he doesn't know if they care. They want to know what they

get. If you have one Ordinance to apply to any business that makes more sense.

Chair Romero-Wirth said she is good with that except this is restaurant specific. It seems like it could say restaurants.

Mr. Pushard said we started in that direction. We drafted a restaurant only Resolution. It was complicated and made him go back and look at the prior Resolution we had.

Chair Romero-Wirth said this is an Ordinance, not a Resolution. Those are very different animals. An Ordinance is a law.

Mr. Pushard said when he looked at the old one and the new stuff we were adding it was an easier fit to bring this into commercial and not call it a restaurant Ordinance. We did not want to so a hotel Ordinance then a hospital Ordinance. We had a lively discussion on that. We all agreed this was a better approach. Glenn agreed as well.

Chair Romero-Wirth asked you are going to be able to add sectors and not be specific to one sector. Even if it is commercial overall can you break out sectors in that.

Mr. Pushard said this should cover all commercial sectors the way we talked about it. How we got here was we did a pilot. Christine would like us to do a pilot in hotels and go from there.

Mr. Roth said to speak to that the performance is meter reading and the prescriptive is equipment whether it is a hotel or restaurant. He thinks the way this is drafted is great.

Mr. Bunton said it gives flexibility to the office

Ms. Randall said how are we defining commercial. It is meter defined. Schools are in the system now classified as residential.

Ms. Chavez said schools would be commercial in this system as would others.

Mr. Erdmann said this week we have been talking about definitions and what they are.

Chair Romero-Wirth said it is better to make things broad in the Ordinance.

Mr. Bunton said on page 3 we left off E and here is a change in title. Number 2 was struck. It is picked up later in G. line 9 of page 4 had been a statement referencing each piece of equipment so we struck that wording. G is entirely new, but picks up provisions struck to move them there in the Ordinance.

Ms. Chavez said our changes are:

- This is not just limited to restaurants, it leaves it open to any commercial business with no range.
- We struck new business.
- As to money given, if it is prescriptive the money is given up front. If it is performance the entire amount is given at the end of twelve months if they have saved the amount they committed to.

Ms. Chavez said the whole reason she wanted to change the Ordinance was to not make business owners wait twelve months for the entire rebate.

There was discussion about giving 50% of the rebate up front and 50% at the end on both of the rebates and about the business having to pay back the first half if they do not meet their commitment.

Chair Romero-Wirth said she think this draft is not as ready for prime time as we thought.

Chair Romero-Wirth said this needs more discussion and needs to come back on the 9th. These issues need to go back to the subcommittee to iron out.

Mr. Pushard said he would like the opinion of the subcommittee. We can come back next month with a redrafted Ordinance, but it is worth the delay for the 50/50.

Chair Romero-Wirth said this needs more discussion. We don't know what exactly it should be. She is uncomfortable with them paying money back. She will have to sponsor this and that will be a very heavy lift at Finance.

Mr. Pushard said if we get the words in here is that what we want to do.

Chair Romero-Wirth said it needs more conversation.

Mr. Pushard said the subcommittee will change it to 50/50.

Mr. Wiman said explain for us what you mean by 50/50.

Mr. Pushard said at the working group we said a person could come in and sign an agreement like old Ordinance, save x amount of water, bring in receipts, we give them up to 50% based on the rebate amount. At the end of the year we look at the water meter to see if they met their number and if so they get the other 50%. If not it gets subtracted from the rebate. That will show up on their water bill.

Mr. Wiman asked that may work in Santa Fe for restaurants that are metered, but for ones that are a part of multiple people on a meter there is a more complicated master meter reading and there would have to be small allotments made somehow.

Mr. Pushard said a submeter would be put in for this.

Mr. Wiman asked is that stated anywhere

Chair Romero-Wirth said you may put that language in, but the subcommittee needs to look at these changes and issues and come to an agreement and bring this back as a new draft for this Committee to review in April. There needs to be more conversation about it and more information around it.

Mr. Roth asked are we going to address any of the concerns people have on the performance path if people exceed their use. Even with the prescriptive path there should be a mechanism to confirm it a year later. All of this is difficult. What if the restaurant becomes wildly successful and uses more water.

Chair Romero-Wirth said that needs to be talked about in the subcommittee and included in the proposed draft that comes before this Committee in April.

Ms. Chavez said the last change we talked about is addressing the tenant/landlord issue.

Mr. Bunton said that becomes more complicated if there is a master meter.

Chair Romero-Wirth said the subcommittee will look at these issues then come back to the April meeting with a new draft for this Committee to look at as a whole.

There was no action taken on this item.

INFORMATIONAL ITEMS

8. WATER FORUM SUMMARY

Chair Romero-Wirth reported that it went really well. The next one will be on March 3th.

Ms. Chavez said all the questions and answers and presentations are on our website.

UPDATES FROM SUBCOMMITTEE GROUPS

10. 5 YEAR WATER CONSERVATION PLAN

Chair Romero-Wirth reported this is part of the water forums.

11. BUILT ENVIRONMENT

There was no report.

12. ICI

The item regarding the Commercial Water Ordinance Draft was the report for this subcommittee.

13. MATTERS FROM THE PUBLIC

None.

11. MATTERS FROM STAFF

None.

12. MATTERS FROM COMMITTEE

Chair Romero-Wirth said she wanted to float a Joint Meeting for May 7th with the County Water Policy Advisory Committee. We are going to try to make it more of a meeting for people to interact. It will be more conservation orientated and more on the demand side and about what they are doing and what we are doing. We will also talk about the 5 Year Plan on our side. That is a area where we may be able to find points we can collaborate on.

Mr. Pushard said both organizations are working on drought management plans.

Chair Romero-Wirth encouraged everyone to read Doug's article that is in the packet.

Chair Romero-Wirth said thank you all for all the things you are doing.

Mr. Michael said he had seen an article in the Albuquerque Journal North talking about the FLOW Task Force and that a finance consultant being hired by the Water Department that would conduct the work. He expressed concern about the hiring process for the consultant.

Chair Romero-Wirth said she would look into that and get back to him.

**13. NEXT MEETING
APRIL 9, 2019**

14. ADJOURN

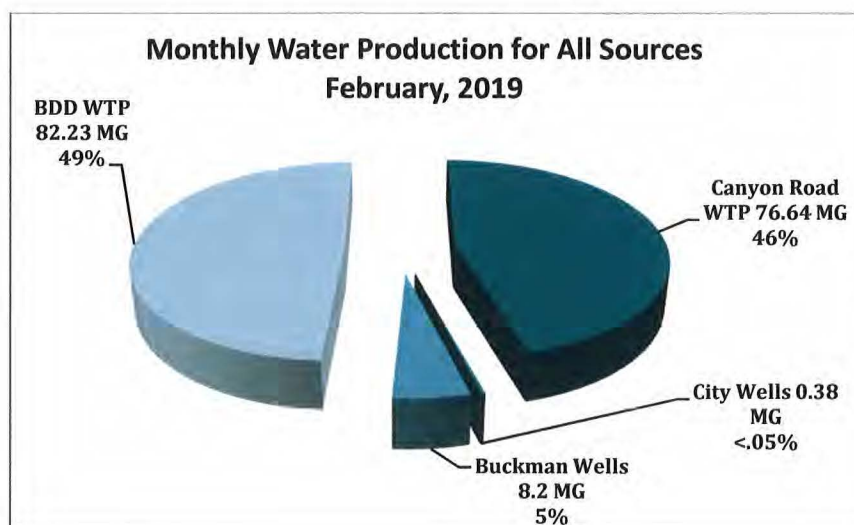
There being no further business before the Committee the meeting adjourned at 6:03 pm.

Councilor Carol Romero-Wirth, Chair



Elizabeth Martin, Stenographer

City of Santa Fe, Water Division
Water Production, Environment, Drought/Monsoon, ESA, and Storage Update
April 3, 2019



Total Production of System

Sum: 167.53 million gallons (MG)

Daily Average Production: 5.98 MGD

Reservoir Storage Levels as of February 24, 2019:

McClure: 63.4.0% or 677.5 MG

Nichols: 79.2% or 171.3 MG

Combined: 47.8% or 610.8 MG

Santa Fe River Flow:

Below Nichols (Living River Flows): 0.30 cfs

Streamflow at Gage below Nichols: 16.3 cfs (Actual including Living River Flows)

Above McClure (Reservoir Inflow): 14.9 cfs (9.63MGD)

Snow Reports

(See Attached Reports for Santa Fe SNOTEL and Elk Cabin SNOTEL)

Water/Environment Update

The second phase of the Petroleum Corrective Action Fund investigation of the Former PNM Santa Fe Generating Station site is moving toward completion of the final wells to be drilled during this phase of the investigation. The drilling of USTB-43 (angle bore) under San Felipe Street was completed in mid-March, as planned. Two nested wells (USTB-37/38) planned to replace the current well (OSE-7) on property owned by the Santa Fe Public Schools District immediately north of the Acequia Trail will be the last well(s) to be completed during this campaign. The New Mexico Environment Department, PNM, and their contractor have still working with the school district to obtain permission to access the property to drill these wells. The City has requested a mid-April Interim Status meeting with the NMED to discuss the project and the data which has been obtained and analyzed by INTERA and NMED to date. It is hopeful that access permission for the final two wells will be granted by SFPS by the end of March in order to complete the monitoring network for the site.

An RFP for further investigation of the Ortiz and Paseo de Vista Landfills closed on January 10, 2019. Four proposals from qualified firms were reviewed and ranked. A contractor has been selected for the the conduct of this work and the Environmental Services Division will be presenting a proposed contract for review by the PUC, Finance Committee and final approval by City Council on March 27th.

The U.S. Environmental Protection Agency and U.S. Army Corps of Engineers published their Propose Clean Water Rule on Thursday, February 14, 2019, with a 60 day public comment period. The public comment period will close on April 15, 2019. In response the City has drafted, A Resolution in Opposition to a Proposed Rule Change by the Environmental Protection Agency and the Department of the Army Revising the Definition of “Waters of the United States”; Submitting this Resolution to the Environmental Protection Agency; and Encouraging City of Santa Fe Residents to Submit Their Comments During the Public Comment Period Ending April 15, 2019. The Resolution has been approved by the Santa Fe River Commission and the Finance Committee and is scheduled for Public Works Committee on March 25th. It will go before the City Council for its final approval on March 27th. Staff is in the process of preparing comments for submittal to the docket for this Proposed Clean Water Rule amendment.

Drought/Monsoon, Storage, and ESA Update.

NOAA has recently (3/14/18) updated ENSO (El Nino/La Niña) status to:

Weak El Nino conditions are likely to continue through the Northern Hemisphere spring 2019 (~80% chance) and summer (~60% chance).

Heron, Abiquiu, and El Vado reservoir levels on the Chama River are experiencing some early spring runoff. Runoff for last year was far below normal due to previous drought conditions, but snow pack is at or above normal so far this winter. Local Upper Santa Fe River reservoir storage volume is increasing. The City received over 90% delivery from BoR of full firm-yield of San Juan-Chama Project (SJCP) water for year 2018, and 2019 is projected to be about normal. Updates on ESA issues will be made as needed. Rio Grande Compact Article VII storage restrictions are in effect, which means the City is not allowed to impound “native” runoff into Nichols and McClure Reservoirs above the pre-Compact pool of 1,061 acre-feet (AF). Updates to this condition will be made as needed; however, Article VII is expected to stay in effect for the foreseeable future.

Most current City of Santa Fe SJCP Reservoir Storage:

Heron:

9,583 AF.

El Vado:

0 AF.

Abiquiu:

5,001 AF. SJCP carryover from previous years plus 2018 deliveries. No time limit to vacate due to storage agreement with ABCWUA

TOTAL:

14,584 AF


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Santa Fe (922)

New Mexico SNOTEL Site - 11445 ft
Reporting Frequency: Daily; Date Range: 2019-02-21 to 2019-03-22

(As of: Fri Mar 22 16:03:53 GMT-08:00 2019)

Provisional data, subject to revision

Date	Snow Water Equivalent (in) Start of Day Values	Snow Depth (in) Start of Day Values	Precipitation Accumulation (in) Start of Day Values	Air Temperature Observed (degF) Start of Day Values	Air Temperature Maximum (degF)	Air Temperature Minimum (degF)	Air Temperature Average (degF)
2019-02-21	12.4	50	14.5	9	23	7	13
2019-02-22	12.4	48	14.5	15	23	12	18
2019-02-23	13.4	58	15.3	12	17	8	11
2019-02-24	13.8	64	15.8	10	30	11	20
2019-02-25	13.9	61	16.1	18	35	18	25
2019-02-26	13.9	58	16.1	23	38	23	29
2019-02-27	13.9	56	16.1	26	41	24	31
2019-02-28	13.9	55	16.1	27	40	26	30
2019-03-01	13.9	54	16.1	26	40	24	30
2019-03-02	13.9	53	16.1	30	33	26	28
2019-03-03	14.5	55	16.6	26	29	25	26
2019-03-04	14.7	56	16.7	25	26	21	23
2019-03-05	14.9	56	17.0	21	33	19	25
2019-03-06	15.0	55	17.1	25	41	24	33
2019-03-07	15.0	54	17.1	32	41	29	33
2019-03-08	15.0	54	17.1	29	39	13	28
2019-03-09	15.2	54	17.1	13	30	13	21
2019-03-10	15.2	54	17.3	23	39	17	27
2019-03-11	15.2	54	17.3	28	35	27	30
2019-03-12	16.0	58	18.1	33	35	20	31
2019-03-13	17.4	65	19.5	20	22	15	19
2019-03-14	18.6	76	20.5	15	27	11	18
2019-03-15	19.3	80	21.2	15	31	13	20
2019-03-16	19.3	78	21.2	13	35	11	23
2019-03-17	19.2	75	21.3	16	36	15	26
2019-03-18	19.0	72	21.3	21	38	20	27

Date	Snow Water Equivalent (in) Start of Day Values	Snow Depth (in) Start of Day Values	Precipitation Accumulation (in) Start of Day Values	Air Temperature Observed (degF) Start of Day Values	Air Temperature Maximum (degF)	Air Temperature Minimum (degF)	Air Temperature Average (degF)
2019-03-19	18.9	70	21.3	24	37	23	27
2019-03-20	19.0		21.3	26	40	21	29
2019-03-21	19.0	69	21.4	24	30	22	26
2019-03-22	19.5	70	21.4	26			

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[Create/Modify Report](#) [View Report](#) [Report Details](#)Output Format Layout Units Time Period Fit Table To Screen ☐**Elk Cabin (921)****New Mexico SNOTEL Site - 8210 ft****Reporting Frequency: Daily; Date Range: 2019-02-21 to 2019-03-22**

(As of: Fri Mar 22 15:58:48 GMT-08:00 2019)

Provisional data, subject to revision

Date	Snow Water Equivalent (in) Start of Day Values	Snow Depth (in) Start of Day Values	Precipitation Accumulation (in) Start of Day Values	Air Temperature Observed (degF) Start of Day Values	Air Temperature Maximum (degF)	Air Temperature Minimum (degF)	Air Temperature Average (degF)	Snow Depth (in) Start of Day Values	Snow Water Equivalent (in) Start of Day Values
2019-02-21	2.9	6	9.4	15	36	11	27	6	2.9
2019-02-22	2.9	6	9.5	33	39	23	32	6	2.9
2019-02-23	3.4	12	10.0	23	34	13	23	12	3.4
2019-02-24	3.6	12	10.2	15	43	7	24	12	3.6
2019-02-25	3.6	11	10.2	18	46	14	29	11	3.6
2019-02-26	3.6	8	10.3	25	50	21	36	8	3.6
2019-02-27	3.6	7	10.3	40	51	29	40	7	3.6
2019-02-28	3.5	7	10.3	30	50	28	39	7	3.5
2019-03-01	3.4	7	10.3	36	50	29	38	7	3.4
2019-03-02	3.3	7	10.4	36	47	35	40	7	3.3
2019-03-03	3.1	7	10.6	36	45	35	39	7	3.1
2019-03-04	3.0	6	10.8	38	39	29	35	6	3.0
2019-03-05	3.0	6	10.8	29	50	26	37	6	3.0
2019-03-06	2.7	6	10.8	30	53	27	42	6	2.7
2019-03-07	2.0	5	10.8	47	54	35	46	5	2.0
2019-03-08	1.2	3	10.8	36	49	26	39	3	1.2
2019-03-09	1.0	2	10.8	27	45	26	33	2	1.0
2019-03-10	0.9	2	10.9	31	49	28	37	2	0.9
2019-03-11	0.8	2	10.9	40	46	35	39	2	0.8
2019-03-12	0.7	2	11.6	39	49	30	41	2	0.7
2019-03-13	0.9	4	12.5	30	35	27	30	4	0.9
2019-03-14	1.3	6	13.3	27	34	24	28	6	1.3
2019-03-15	1.4	7	13.5	26	43	20	29	7	1.4
2019-03-16	1.4	4	13.5	20	48	17	32	4	1.4
2019-03-17	1.3	2	13.5	28	51	22	36	2	1.3
2019-03-18	0.9	2	13.5	31	51	29	37	2	0.9
2019-03-19	0.6	1	13.5	34	47	32	38	1	0.6
2019-03-20	0.6	1	13.5	36	51	33	39	1	0.6
2019-03-21	0.5	0	13.6	37	41	32	37	0	0.5
2019-03-22	0.7	1	13.8	35				1	0.7

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City of Santa Fe, New Mexico

memo

DATE: 4.2.2019

TO:

VIA:



Conservation Section Manager
Christine Chavez, Water Conservation Manager

FROM: Andrew Erdmann, Water Conservation Specialist

RE: Proposed Ordinance Amending Section 25.4.3 SFCC 1987 Regarding the
Commercial Water Rebate Program to Improve Program Participation

Background:

In 2013 the Water Conservation Office and the Water Conservation Committee worked with Councilor Ives to create the Commercial Water User Rebate Program. This program is designed to allow commercial water customers an opportunity to receive water conservation rebates – like those available to residential water customers for the replacement of inefficient appliances – for water saving investments specific to the business.

Purpose:

Participation in the program has been lower than desired and the proposed amendments are designed to make the program more available for commercial customers, more administrable by Water Conservation staff, and to clarify sections of the existing ordinance that have been interpreted differently. A copy of the proposed ordinance showing the existing text of the document with proposed edits is included as exhibit a.

Financial Impacts:

The Water Conservation Office has allocated budget for commercial rebates from this program since 2014 and uptake has been very low. The proposed changes are intended to make it easier for customers to utilize this rebate program which would assist the Water Conservation Office in effectively budgeting for this rebate program

Requested Action:

Staff requests that the governing body pass the Ordinance Amending Section 25.4.3 SFCC 1987 as proposed.

underscored material = new
[bracketed material] = delete

CITY OF SANTA FE, NEW MEXICO

BILL NO. 2019-__

INTRODUCED BY:

Councilor Carol Romero-Wirth

AN ORDINANCE

**AMENDING SECTION 25-4.3 SFCC 1987 REGARDING THE COMMERCIAL WATER
USER REBATE PROGRAM TO EASE THE APPLICATION AND REBATE
ADMINISTRATION PROCESS, AND TO CLARIFY CERTAIN SECTIONS OF THE
CODE.**

BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF SANTA FE:

**Section 1. Section 25-4.3 SFCC 1987 (being Ord. #2013-27 § 2) is amended to
read:**

A. *Purpose.* The purpose of this subsection is to provide rebate incentives for
commercial water users to lower water consumption through the installation and use of high-
efficiency water-saving equipment or technology.

B. *Commercial Water User.* For purposes of this subsection, a commercial water
user is a city of Santa Fe water division customer with a commercial sector designation within
the current billing system that has installed high-efficiency water-saving equipment.
Commercial water users include schools and governmental entities.

1 C. *Applicability of Commercial Water User Rebate.*

2 ~~[(1) The city water conservation office shall apply the one time rebate to an~~
3 ~~applicant's bill after one (1) year of water use monitoring and an evaluation of water~~
4 ~~savings. For new commercial customers, the one (1) year monitoring period will begin~~
5 ~~after the water saving equipment or technology is installed, not at the time water service~~
6 ~~is established.]~~

7 ([2]1) The rebate shall be applicable to water saving hardware, equipment,
8 fixtures, appliances, or systems ~~[and for complex or untested measures which shall be~~
9 ~~verified by the city].~~

10 ([3]2) An applicant shall coordinate with the city water conservation office
11 prior to the installation ~~[of] or~~ retrofits ~~[or] of~~ high-efficiency water-saving equipment.

12 ([4]3) The rebate amount shall be determined by the water conservation office
13 based on the amount of water the high-efficiency water-saving equipment will save ~~[has~~
14 ~~saved].~~

15 D. *Application for Commercial Water User Rebate.* ~~[A new or]~~ An existing
16 commercial water user may apply for a rebate, regardless of meter size. An applicant for a
17 commercial water user rebate shall ~~[provide the following information on the]~~ complete and
18 submit an application in the form and containing such information as the water conservation
19 office shall specify, and shall include the following in the application:

20 (1) The address and account number of the commercial water user to show
21 that the commercial water user is a city of Santa Fe water utility customer; and

22 (2) ~~[The high-efficiency water saving measures, including hardware or~~
23 ~~systems that relate to the commercial water user's commercial water processes that~~
24 ~~minimize water use and eliminate water waste;~~

25 (3) ~~Data to show that at least eighty percent (80%) of water fixtures are~~

~~water efficient and free of leaks]~~ If the commercial water user account that supplies water to the applicant is in the name of the owner of the property on which the applicant's business is located and if the property owner is not the applicant, the signed agreement of the property owner that the property owner will pay to the applicant the full amount of any rebate provided to the applicant under this rebate program within thirty (30) business days of its appearance in the account of the property owner [; and

~~(4) — An estimate of the amount of water the commercial water user has saved as a result of the high-efficiency water-saving measures].~~

E. ~~[Application Evaluation]~~ Required Applicant Agreements and Actions.

~~[(4)]~~ An applicant for a commercial water user rebate shall:

~~[(a)]1)~~ Permit and participate in a water-use audit of the applicant's premises to be conducted by or at the direction and under the auspices of the water conservation office.

(2) Participate in a [pre-application] meeting with the water conservation office to review the results of the water-use audit and examine appropriate actions to take to qualify for the water user rebate. [for a water use evaluation prior to installation of the]

(3) Agree on water-saving equipment or technology that the applicant will install or retrofit.

~~[(b)]3)~~ Permit and participate in an [post-installation] inspection by the water conservation office of the installed or retrofitted high-efficiency water-saving equipment [with the water conservation office].

~~[(e)]4)~~ Provide original receipts for the [purchase] acquisition of the equipment [that] specified by the rebate [is being applied for] agreement.

(5) Agree to provide, and provide to the water conservation office

1 upon its request, water-use data for the applicant's premises for a period of one
2 (1) year, commencing with the date of the approval by the office of the rebate
3 agreement.

4 ~~[(2) — The city water conservation office shall monitor water consumption of~~
5 ~~the applicant over the course of the first year after the application has been submitted~~
6 ~~to determine whether the overall water consumption per unit has decreased. If after one~~
7 ~~(1) year an applicant's water consumption shows no indication of water savings then~~
8 ~~the rebate shall not be applied to the account.]~~

9 F. *Administrative Procedures.*

10 (1) The city shall establish administratively minimum standards of water-
11 use efficiency for qualifying rebates for commercial fixtures, appliances, and landscape
12 efficiencies, which include, but are not limited to:

- 13 (a) Replacement of water-cooled equipment with new air-cooled
14 equipment;
15 (b) Process water reclamation systems;
16 (c) Elimination of water intensive phases of industrial processes;
17 (d) Cooling tower modifications;
18 (e) Industrial laundry equipment upgrades or reuse; or
19 (f) Large scale irrigation improvements (when applying under this
20 category, monitoring of water savings will be two (2) watering seasons).

21 (2) All rebates are given in the form of a credit that is applied to the
22 customer's water bill.

23 (3) The city shall also establish administratively the quantity of water
24 conserved by ~~[each piece of]~~ the high-efficiency water-saving equipment and the
25 amount that the water bill will be rebated.

1 G. *Award of rebate.*

2 ~~[(1) Prescriptive award: In the case of]~~ As soon as the water conservation
3 office has confirmed the installation or retrofit by the applicant of high-efficiency water-
4 saving hardware, equipment, fixtures, appliances, or systems approved by the water
5 conservation office that have established efficiencies, it shall immediately apply the
6 applicable one-time rebate to the relevant water bill ~~[after confirming the installation or~~
7 ~~retrofit and use].~~

8 ~~[(2) Performance award: In the case of (a) the performance of a water use~~
9 ~~audit, (b) installation of a submeter in order for the applicant, whose water is provided via~~
10 ~~a master meter measuring the water consumption of more than one person or entity, to~~
11 ~~know with certainty the quantity of water the applicant uses, or (c) the installation or retrofit~~
12 ~~of complex or untested measures the efficiencies of which have not been established, the~~
13 ~~water conservation office shall apply the one time rebate to the applicant's water bill (or~~
14 ~~the water bill of the property owner in whose name the account is listed under which the~~
15 ~~applicant obtains water) after one (1) year of water use monitoring and an evaluation of~~
16 ~~water savings, and the amount of the rebate provided at that time shall not exceed the value~~
17 ~~of the water saved during the monitoring period.]~~

18 APPROVED AS TO FORM:

19
20 _____
21 ERIN K. McSHERRY, CITY ATTORNEY

22
23
24
25 *M/Legislation/Bills 2019/Commercial Water User Rebate Program*

City of Santa Fe Fiscal Impact Report (FIR)

This Fiscal Impact Report (FIR) shall be completed for each proposed bill or resolution as to its direct impact upon the City's operating budget and is intended for use by any of the standing committees of and the Governing Body of the City of Santa Fe. Bills or resolutions with no fiscal impact still require a completed FIR. Bills or resolutions with a fiscal impact must be reviewed by the Finance Committee. Bills or resolutions without a fiscal impact generally do not require review by the Finance Committee unless the subject of the bill or resolution is financial in nature.

Section A. **General Information**

(Check) Bill: X Resolution: _____

(A single FIR may be used for related bills and/or resolutions)

Short Title(s): **AN ORDINANCE AMENDING SECTION 25-4.3 SFCC 1987 REGARDING THE COMMERCIAL WATER USER REBATE PROGRAM TO EASE THE APPLICATION AND REBATE ADMINISTRATION PROCESS AND TO CLARIFY CERTAIN SECTIONS OF THE CODE.**

Sponsor(s): Councilor Romero-Wirth

Reviewing Department(s): Public Utilities

Persons Completing FIR: Andrew Erdmann Date: 3/7/19 Phone: 955-4928

Reviewed by City Attorney: _____ Date: _____
(Signature)

Reviewed by Finance Director: _____ Date: _____
(Signature)

Section B. **Summary**

Briefly explain the purpose and major provisions of the bill/resolution:

The purpose of this bill is to expand the commercial water rebate program. The proposed changes would improve the Water Conservation Office's ability to work with businesses located on properties that don't have individual meters. Water conservation rebates are applied to specific water accounts, which makes the program unavailable to many Santa Fe businesses located on properties with shared water meters.

Section C. **Fiscal Impact**

Note: Financial information on this FIR does not directly translate into a City of Santa Fe budget increase. For a budget increase, the following are required:

- a. The item must be on the agenda at the Finance Committee and City Council as a "Request for Approval of a City of Santa Fe Budget Increase" with a definitive funding source (could be same item and same time as bill/resolution)
- b. Detailed budget information must be attached as to fund, business units, and line item, amounts, and explanations (similar to annual requests for budget)
- c. Detailed personnel forms must be attached as to range, salary, and benefit allocation and signed by Human Resource Department for each new position(s) requested (prorated for period to be employed by fiscal year)*

1. Projected Expenditures:

- a. Indicate Fiscal Year(s) affected – usually current fiscal year and following fiscal year (i.e., FY 03/04 and FY 04/05)
- b. Indicate: "A" if current budget and level of staffing will absorb the costs
 "N" if new, additional, or increased budget or staffing will be required
- c. Indicate: "R" – if recurring annual costs
 "NR" if one-time, non-recurring costs, such as start-up, contract or equipment costs
- d. Attach additional projection schedules if two years does not adequately project revenue and cost patterns
- e. Costs may be netted or shown as an offset if some cost savings are projected (explain in Section 3 Narrative)

Finance Director: _____

X Check here if no fiscal impact

Column #:	1	2	3	4	5	6	7	8
	Expenditure Classification	FY _____	"A" Costs Absorbed or "N" New Budget Required	"R" Costs Recurring or "NR" Non-recurring	FY _____	"A" Costs Absorbed or "N" New Budget Required	"R" Costs – Recurring or "NR" Non-recurring	Fund Affected

Personnel* \$ _____ _____ _____ \$ _____ _____ _____ _____

Fringe** \$ _____ _____ _____ \$ _____ _____ _____ _____

Capital Outlay \$ _____ _____ _____ \$ _____ _____ _____ _____

Land/ Building \$ _____ _____ _____ \$ _____ _____ _____ _____

Professional Services \$ _____ _____ _____ \$ _____ _____ _____ _____

All Other Operating Costs \$ _____ _____ _____ \$ _____ _____ _____ _____

Total: \$ _____ _____ _____ \$ _____ _____ _____ _____

* Any indication that additional staffing would be required must be reviewed and approved in advance by the City Manager by attached memo before release of FIR to committees. **For fringe benefits contact the Finance Dept.

2. Revenue Sources:

a. To indicate new revenues and/or

b. Required for costs for which new expenditure budget is proposed above in item 1.

Column #:	1	2	3	4	5	6
	Type of Revenue	FY _____	"R" Costs Recurring or "NR" Non-recurring	FY _____	"R" Costs – Recurring or "NR" Non-recurring	Fund Affected

_____ \$ _____ _____ \$ _____ _____ _____

_____ \$ _____ _____ \$ _____ _____ _____

_____ \$ _____ _____ \$ _____ _____ _____

Total: \$ _____ _____ \$ _____ _____ _____ _____

3. Expenditure/Revenue Narrative:

Explain revenue source(s). Include revenue calculations, grant(s) available, anticipated date of receipt of revenues/grants, etc. Explain expenditures, grant match(s), justify personnel increase(s), detail capital and operating uses, etc. (Attach supplemental page, if necessary.)

There is no fiscal impact because the rebate budget is a set amount each fiscal year. Therefore, only a limited amount of funding is available. If an applicant is not provided with a rebate in one year, the applicant is eligible to reapply the following fiscal year. The rebate as currently structured has had no applicants.

Section D. **General Narrative**

1. Conflicts: Does this proposed bill/resolution duplicate/conflict with/companion to/relate to any City code, approved ordinance or resolution, other adopted policies or proposed legislation? Include details of city adopted laws/ordinance/resolutions and dates. Summarize the relationships, conflicts or overlaps.

The proposed bill will enable businesses located in master-metered developments to benefit from the water conservation rebates in the same manner that individually metered businesses and residences have for many years. It will also allow the water conservation office to expand its conservation work to another type of water user.

2. Consequences of Not Enacting This Bill/Resolution:

Are there consequences of not enacting this bill/resolution? If so, describe.

The Water Conservation Office will not be able to offer rebates to customers who do not have individual water accounts.

3. Technical Issues:

Are there incorrect citations of law, drafting errors or other problems? Are there any amendments that should be considered? Are there any other alternatives which should be considered? If so, describe.

None identified.

4. Community Impact:

Briefly describe the major positive or negative effects the Bill/Resolution might have on the community including, but not limited to, businesses, neighborhoods, families, children and youth, social service providers and other institutions such as schools, churches, etc.

This Resolution could benefit the business community of Santa Fe because many who are not currently able to get water conservation rebates would be able to benefit from the program. Expansion of the program will result in reduced water usage, increased water efficiency, reduced cost for water customers, and will increase available banked water to the Water Budget Office.

City customers have already done a great job reducing residential GPCD. In the summer months we still see 2-3x more water being used than in the winter. What programs can you think of that will help reduce summer residential irrigation?

- Smart irrigation, more efficient use
- Landscape design that would include shading structures, establishing trees to create microclimates
- Perhaps rebates or incentives for landscape consulting. Contest for best reduction in garden water use.
- Mechanical devices should be encouraged – but not permitted/charged
- Grants to neighborhoods for xeriscaping and tree care
- More enforcement of water abuse
- Engage professionals to help homeowners
- Discourage green lawns & Encourage xeriscaping
- Leave green lawns to public spaces (parks)
- 1. Education in re: dangers to future water availability as climate changes (“don’t take it for granted”) – reality of our reliance on Colorado River & groundwater pumping
- 2. Education re: water harvesting & re-use – info in water bills, free classes and demo areas
- 3. Incentives program expanded – for water harvesting infrastructure esp (not rain barrels)
- 4. More education on rebates
- 5. Incentivize use of water meters within the yard to track outdoor use
- Education on drought tolerant native planting
- Rain barrel (giveaways?)
- New developments should be built to limit run off and capture rainwater for residential use
- Greywater – irrigation in new building
- Reg. to xeriscape and native plants starting with new construction and remodels
- Sprinkler Days
- Outlaw Carwash Hose
- Xeriscape – plant selection – HOA
- Irrigation and timing
- Rain monitors
- Leak notification
- Education opportunities for homeowners to learn how their irrigation systems work. (Basics of residential irrigation design and operation).
- Educational opportunities to learn vegetation selection and water needs
- Harvesting water from roof and storing
- Harvesting gray water
- Terracing property
- Mulching property
- Government Money for incentives for all of the above
- Ditto education
- Ditto marketing
- Education in Elementary Schools
- Inform temporary residents / 2nd home owners of city’s priority for water conservation
- Impose mandatory lawn / plant competitions to “waterwise plants” by all owners of property.
- Information needs to be provided in English and Spanish
- Home Water Storage
- Reach out to Pueblos to learn about their water practices – dwelling development, etc.
- Terracing
- Summer residential irrigation can be reduced by providing storage e.g. barrels, cisterns,

<p>especially if it can be done at nor or low cost</p> <ul style="list-style-type: none"> • A two-storied water rate for homeowner occupied vs. not homeowner occupied
<ol style="list-style-type: none"> 1. Education about the value of mulch and gutters as a water conservation strategy 2. Education about the cost of water that is lost to leaks or other unintended water losses.
<ul style="list-style-type: none"> • Education – at local high schools • Water Rates – increase water cost during summer
Water harvesting.
<ol style="list-style-type: none"> 1. (both commercial and residential) is somewhat “voluntarily” down, but with the added enforcement of fines (?). I suggest raising the fine. 2. Tax that goes to a fund to address current and future. 3. Make it easy to use black and gray water - Fuji Clean
<ul style="list-style-type: none"> • Mulch lots and laborers (?students?)to spread mulch in folks’ yards at little or no cost • Someway to collect and distribute shower water to outdoors – pails with wheels (I carry my pail, but am getting older) • Info and rebate offers included in paperwork and any home transfer and info too (maybe a free plant)
<ul style="list-style-type: none"> • Plant native plants and trees that need no supplemental water once established. Incentive program. Promote their beauty – most people are surprised at the range and variety of flowering desert plants. • Increase rebates for larger water collection systems or perhaps provide a tax break for them. • Outlaw lawns – we live in the desert.
<ul style="list-style-type: none"> • Use no irrigation and replace • Thick Mulching • Planting natives specific to location of yard • Install water tanks (>450 gallons) – then hand water only plants that need water • Install meters on sewage since not all water into tap goes into sewer • Collect shower and faucet water and use to water outside
<ol style="list-style-type: none"> 1. When a customer water down to x # of gallons for 2 months they get a gift certificate for a drought tolerant plant or get a free bag of mulch or a soaker hose 2. Call water conservation for a free assessment of summer garden suggestions 3. Seminars monthly with guest speakers about native plants
<ul style="list-style-type: none"> • Tiered rates by usage • Educate and support xeriscape • Gray water education and code support, requirements • Harvesting (economics?) • Irrigation doesn’t need filtering, softening, chlorination. • Compost, mulch, plants
<ul style="list-style-type: none"> • Cistern rebates – assistance with cost & installation • Offer classes on alternative planting methods, i.e. heat tolerant plants that have rocks over to help retain water
<ul style="list-style-type: none"> • Install rain barrels and use for outdoor watering • Install drip irrigation systems w/ timers • Plant drought tolerant species • City could limit watering times/days • Residents use leak alert app to monitor leaks/faults in irrigation systems
<ul style="list-style-type: none"> • 3 Golf courses - ~1/3-1/2 in summer • Go to artificial turf all at once as a city program

Now with the eye on water app our customers can find leaks and monitor water use in their homes on a real-time basis. Are you currently signed up for Eye on Water? How has it changed your behavior and if you haven't how do you think it could?
Responses:1) We are not currently signed up for the app and absolutely will <u>not</u> sign up. Do not have a smart phone and will not. If I signed up – will not likely change already have reduced usage to about 45 gallons per day per person. There has to be another way to regulate usage.
2) Not Currently signed up for eye on water because I'm in the county... and on a well. If I did I'd be more aware of my behavior and single use. To encourage use: Share success stories somehow, advertise. Make using it seem fun and cool.
3) Make it fun for kids and grandparents to monitor and change family behavior – Collect & publish stories. Don't have either cell phone or internet/ computer at home. Instead install meter in house and monitor that.
3) Yes – no input (1+ yrs.) Tenants should know water use.
4) As a renter I have not signed up but will ask the home owner if he has signed up. I pay for water usage as part of my rent but am curious about how my usage could be cut. Have landscapers promote the app to their customers.
5) I'm signed up, haven't used it much yet. Will use it a lot when I start irrigating garden. Specifically to help tune irrigation use. Will also see if leaks are occurring.
6) No can't as not available in Rancho Viejo. Tried though. Alert for leaks. Monitor/change consumption.
7) Downloaded the app, but haven't yet used- will do so. Contests/ enhancements for signing up for eye on water.
8) No, not signed up would definitely help with awareness of water use. Use to implement "Challenge with incentives (Monthly) (Annually)
9) No, Yes, Leaks, Market program Incentive – No water bill
10) No, education in laundromats about use, double/ triple rinsing. Intergenerational- children helping parents/ grandparents monitor family usage using app
11) Yes, I have the eye on water app. It has not changed my behavior, I dislike having to use the computer beyond necessary. I see what water I'm using in the house and rarely use city water outside.
12) Not currently signed up. Our usage is very low (20 gal/person/day) for 2 person avg. 1200 gal / month. App would have helped us detect a H2O-heater leak sooner than we did.
13) Eye on water, Yes I have enrolled doesn't changed behavior.
14) Don't have a monitoring device, Won't Change.
15) Don't have it yet. Will sign up. Hope it will keep me informed. I have heard it is difficult to sign up if he has a mac. I have a master meter.
16) I tried to sign up on 2017. I do have a working "smart" meter. I spent several hours on the phone trying to sign up, but I use Safari on a Mac, so I have been unable to sign up. I would gladly sign up and pay close attention to my water use.
17) Not signed up will sign up & check for leaks. I'm glad it will alert me to leaks as I won't check it very often. Every house should have a water shut off accessible to the owner. It should be turned off if the resident is not there for an extended period.
18) Have not signed up. I supposed it could help if I know what average usage is and what the avg. is for specific tasks.
19) No I live in an apartment and I don't have individual access for monitoring a leak in my water supply. Also our meters are done for each 12 buildings and we are charged for an equal portion of consumption by numbers of residents. Perhaps the management could monitor each building with this app
20) No. Really poor tech skills, probably not use my phone rarely
21) Do not have it yet, will sign up. Hope it will keep me informed. I have heard it is difficult to deal with
22) Don't have a monitoring device. Wont change

23I am investigation putting in a resect pump on water heater to reduce the time it requires to heat up which is on the opposite side of the house.

24) not signed up, behavior will take a while to change. Look forward to this new technology

If you had to permanently use 20% less water due to shortage what changes would you make?	
	<ul style="list-style-type: none"> • I already have, long ago. • Down to 9 gallons/day avg – 500/month • Be aware of every drop • Bucket in the shower to flush the toilet • Full loads only in front loading washing machine • If it's yellow, let it mellow / If it's brown, flush it down = BUMPER STICKERS • Home Audits for behavior change
	<ul style="list-style-type: none"> • Probably consolidate better loads of laundry and dishwasher (2-person family) • Reconsider greywater system or partial use incentives • Publicize water audits thru City to get more involvement
	<ul style="list-style-type: none"> • City audits for residential use • Publicizing the information on the city's webpage. I'm not viewing the webpage frequently enough to know about H2O saving measures, products
	<ol style="list-style-type: none"> 1. Revamp landscape – fewer plants, more drought-tolerant subs for mesic plants 2. Revamp washing protocols (dishes, clothes) inside 3. Try to install grey water system – major challenge on an old house. 4. Look at using in-ground water sensors to control irrigation
	<ul style="list-style-type: none"> • Immediately reduce use of water dependent appliances (washing machine and dishwasher) • Stop new plantings, reduce all irrigation to most critical plantings
	<ul style="list-style-type: none"> • Hot water recirculation so no wait flow • Garbage – no need to clean containers
	<ul style="list-style-type: none"> • Never wash dishes by hand • 2 min showers • Never use water for irrigation that's not been collected from roof
	<ul style="list-style-type: none"> • Capture rainwater • Eliminate irrigation via city water • Increase water saving fixtures and faucets • More water efficient appliances
	<ul style="list-style-type: none"> • Bundle washing dishes • Reuse certain clothing items before washing them • Educate on consumer choices and how that affects water consumption • Harvest water – all apartment complexes and housing complexes
	<ul style="list-style-type: none"> • Use bottled water in jugs from east of the Mississippi for drinking and cooking
	<ul style="list-style-type: none"> • Showers instead of baths (but greywater in warm months would be reduced) • Convert one bathtub + washer to greywater • Measure water for dishes and decide most efficient way • Ban reverse osmosis that uses 2 gallons to produce 1 • Ban plastic water bottles and change culture so folks bring thermoses like the ones handed out
	<ol style="list-style-type: none"> 1. Reduce irrigation by eliminating some trees 2. Install on demand water heater(s) 3. Install 3 more rain barrels 4. Shower songs – 2 minutes a la capetown south Africa
	<ul style="list-style-type: none"> • Reduce bathing to once every 6 months, whether you need it or not.
	<ul style="list-style-type: none"> • Fewer baths / laundry • Landscape decisions – more water harvesting, more mulching • Shower songs • Bricks in toilets
	<ul style="list-style-type: none"> • Bricks in tank

<ul style="list-style-type: none"> • Mellow Yellow • Let part of the yard go fallow – natives • Reduce/eliminate lawn
<ul style="list-style-type: none"> • We have minimized our water usage already and are concerned that restrictions on water use would unfairly penalize us as people who use lots of water. • In a pinch, we could take fewer baths, flush toilets even less often than we do, wash clothes less often, etc. But these are probably only short term solutions.
<ul style="list-style-type: none"> • All that we have done since buying a Stamm home Jan 2018: • Catch all water from faucets • Install >450 gallon rain water barrels for water catchment and use it to grow food • Plant only natives in landscaping with 8-12" wood chips • Install good quality water filter and remove fluoride that's bad for health • Don't flush toilets all the time • Yellow is mellow, brown goes down
<ul style="list-style-type: none"> • Water only my trees and maybe major shrubs in the yard • Not much else I can do since I catch all water coming out of faucets, have 0.8 gpf toilet, shower once a week & catch that water, have water barrels . . . hmm, tough question.
<ul style="list-style-type: none"> • If I had my own washing machine (I live in an apartment complex where we have a laundry in each building), I would use "small loads" in the machine of my choice. • Not flush toilets every time after urinating – if I owned my toilet I would have a dual flush toilet
<ol style="list-style-type: none"> 1. Change out older toilet sacrificing color scheme of bathroom 2. Composting toilet in new shed 3. Change our plants that require more than the minimum water 4. Shower outdoors in solar bag
<ul style="list-style-type: none"> • Outdoor irrigation is main target. Would consider significant investment in xeriscape and irrigation system. • Toilets are relatively new, could improve • Difficult – have already installed aerators, flow restrict, low use washer, un-installed water softener
<ul style="list-style-type: none"> • Buy a different shower head • Get rid of hot tub • No non-edible plants or flowers

Santa Fe has maintained a culture of water conservation. What motivates you to save water? How do you think others can be motivated?
My motivation is just being aware of climate change and its effect on water supply. Others - keeping the public aware of science. Publicize and award local good/efficient water users.
My well-being, my community. We all have to take care of each other. Others – incentives to reduce my rate. My bills show long term reduction, where is my reduced rate?
I've always saved water. Grew up in Santa Fe – haven't always been in a drought. To incentivize others to reduce by 20% - make it a competition and publicly applaud those who conserve. Since shaming doesn't seem to work. Add a lower tier water use rate for those who are low users.
Saving water is my motivation. For others you could give a break on water cost for low water use
I am personally motivated by my concern of climate change and worry that by the time my grandchildren are adults their lives will be heavily impacted. I do believe education about smart use of water is key – drought years are felt by everyone and should raise awareness. If education doesn't work – raise water rates
I am motivated by my awareness of coming water shortages, my desire to learn more so I can teach more and water rates. For others education to tell people about coming water crisis/ more education on ways to conserve water and on rebate programs. Awards for reduced use and low use (new building/landscapes) can help motivate. Educated landscapers regarding water harvesting and rebate programs available.
My desire to help the planet and provide enough water for future generations. Motivate others through kids education in schools – bring that home to parents
I am motivated to save water by my conviction that God placed us as stewards and guardians of what he's given us. How we steward effects everyone. You should do more faith based group outreach. Educating the community on the reality of water/climate, etc. School education/curriculum requirement/standards and history of irrigation/water use in New Mexico
Motivated to save water, save money and for the environment. You can motivate others by education and promotion and by saving water for future generations.
The price of water motivates me. What could motivate others would be the availability of conservation technology and water use data and current info on the hydrologic cycle, weekly.
Knowing and cherishing that I am a part of a community and want to thrive personally but want the same for my community. Things that might motivate others would be featuring neighborhoods or groups that are doing a great job. Also educating the community on how/why everyone's effort is important.
What motivates me primarily is to live at peace with all my fellow inhabitants on our planet with limited resources. Also for me and for others if Santa Fe dries up property values will fall, tourism will cease and the city will become smaller and broke.
My motivates are: 1) it's part of the way I live. I feel guilty if I mistakenly use too much. Motivation for others: 1) peer pressure; being pointed out as a squanderer, eg. Mayor Webber 2) Financial; fines, penalties and rewards
What motivates me? My understanding of climate change and the future of water in NM. Also, litigation TX vs. NM. How to motivate others? Get public officials to speak more often about climate change.
How to motivate others? Shame heavy users, feature waterwise gardens and not inappropriate gardens.
I think it is fun to do the right thing – and it is good to be part of a community that is water conscious. To help “educate” public – raise water rates, publicly support restaurants that are water savers.
Pass city ordinances barring thirsty plants, trees and traditional cultural practices.
Nature in in control. We live in the desert and need to honor that reality. This is already not enough water to support the population. Ground water is a limited resource that is being misused. And you can't keep draining. Distant education about desert living needs to be taught in the schools and should

also be sent regularly to consumers with their water bill. Monetary incentives speak.
Water = today's gold. Born in the desert and having worked for a county with waste agency in the LA foothills also dependent on surface water. I "get it" that nature is in control. Others – probably motivated mostly by money. Lawns= fee to have them. Swimming pools, annual fees to have based on gallons. Bonuses/credits given for annual reduction in a household or business' water use. Limit City's population to what the water availability can handle. Insist/require businesses from selling inappropriate plants.
At least since the 80's, concerns are on the earth in general. Work up a culture about caring about the earth and others. I don't think we can succeed without increasing awareness of interrelatedness.
As an environmental science teacher, I have been involved with water conservation (in Michigan) for 40 years or so. I have developed my own approach in my residences. I think City rebates coupled with an intense education program could help others, especially low-income residents – and emphasize conservation in multi-family and commercial situations.
My motivation comes from the concern for long term viability of water supply. Money – nobody wants high water bills or fines. Guilt – don't want to see my name in the reporter. Do-goodism – save water saves the planet = environmentalism.
What motivates me is just knowing that I don't have a large water bill. Others – keep showing how xeriscaping is beautiful and rewards for less use.

How did you feel about our process today? What are other ways we can collect input from the community?
<ul style="list-style-type: none"> • Good for get small groups talking. • Best to get ideas written down • Shorter time, smaller material • Scope • Change or add focus on environment to “most productive use of water” • Every drop counts – best use of it
<ul style="list-style-type: none"> • Small group discussion was good, but didn’t seem enough time to thoroughly contemplate and discuss each question • Solicit web input with newspaper articles and other publicity
<ul style="list-style-type: none"> • Location is considerably better than the Chavez center • Signage for the location was sub-par. A sign at the entrance to the campus would have saved us a trip around the campus. • The process was v. good but participation seemed low considering the size of the city. Maybe a public survey, via usps mail including a SASE.
<ul style="list-style-type: none"> • Keep running • Turn off the water for a short time. Maybe avoid by submitting saving suggestion
<ul style="list-style-type: none"> • Process is a bit tricky due to time limits for answering. Is there a place on website for follow up / further comments? (from participants, from community). • How to motivate/other ways to collect input – announce meetings/potential for website/mail-in input in water bills, local radio stations (KSFR), rewards for participation – water bottle was unexpected bonus; • hold meetings w/ neighborhood groups • webinars
<ul style="list-style-type: none"> • The small group process worked well, great discussions but I’d like to hear what other groups were saying in addition to my own. • Input from the community could be requested in billing statements, at city council meetings, at public libraries, spreading the word through the schools, community college and non-profit organizations
<ul style="list-style-type: none"> • Process was informal but effective • Best to ask for community input and embrace the ideas of those who care enough to show up – exactly what you are doing.
<ul style="list-style-type: none"> • I really love the small groups and discussions • City-wide questionnaire sent out with water bills to help gauge consumer knowledge, care, etc. as well as parts of town. To target specific parts of town and/or peoples groups with educational outcomes, collaboration, etc.
<ul style="list-style-type: none"> • Good process • Interaction • Breakfast/lunch?
<ol style="list-style-type: none"> 1. Process was good. 2. Temporary loop the facility for hearing loss 3. Fruit instead of so much sugar 4. More diverse folk needed 5. Door to door education of the public. Cards/info at the libraries gives with book checkouts. Engage schools with flyers to be taken home by students
<ul style="list-style-type: none"> • Liked small groups , yay for snacks, coffee! • Great facilitator / better venue • Use/engage the help of people working in communities to engage neighborhoods. i.e.,

chainbreakers, earth care, etc.
<ul style="list-style-type: none"> • Process was well planned, well executed, productive and inspiring • Send a representative from your office to attend HOA meetings to solicit further input and provide education • Global warming mostly puts more water into the atmosphere – so, as gary nabhan has stated, drought comes with floods. Latter should be addressed at April 13 meeting
<ul style="list-style-type: none"> • Need lots of communication – process is good • There are many options for conservation the more we can show them the better • We all come from different backgrounds and all points of view are helpful
<ul style="list-style-type: none"> • Good Process – I learned lots • Educate kids and they will teach parents – maybe Comics!
<ul style="list-style-type: none"> • Break • Comic Books on Water Conservation to school children at school
<ul style="list-style-type: none"> • Need recommended consumption for size of household ideally by month
<ul style="list-style-type: none"> • Good process today – I would like more of a re-cap in person – to discuss – and on the website • Comic books for young and old people (similar to the ranked choice voting comics)
<ul style="list-style-type: none"> • Excellent process – well thought out and organized. • Find some ways to talk to the people who don't come to these meetings and don't care how much water they use – perhaps send direct invitations to high water users to come to a meeting to address their needs and issues
<ul style="list-style-type: none"> • SUPER Process • Other ways: • undertake same / similar process with facility communities + large employers (Lunch?) • Pose 1 or 2 questions to homeowners via returnable post cards. • Get on a few call in radio shows • Have booths at S Fe place mall, de vargas, the plaza, outside libraries and at library meetings • Speak at political meetings, professional societies
<ul style="list-style-type: none"> • Excellent process today! Great space! • Christine Chavez was outstanding • Water conservation fans • Letters to every address in Santa Fe to obtain information – private and business • Have volunteers go door to door to each residence and business
<ul style="list-style-type: none"> • Surveys with X # of bills – some small incentive to return them filled out by 6 surveys • Experience – great process
<ul style="list-style-type: none"> • Very Good Process • Put questionnaire or survey in billing with some kind of a “reward” for returning it • Hold event at downtown and southside plaza
<ul style="list-style-type: none"> • Great format: small groups with moderators works well, although I would like to know what others said and discussed. • Online surveys with reward
<ul style="list-style-type: none"> • Very good process for this meeting • Good questions • Good information • Perhaps hold similar basic meetings (not 4 separate topics) with local organizations where people who would not attend one of these series would be present – example, SF Woman's Club • Also, earthday at the railyard

City of Santa Fe, New Mexico

memo

DATE: 3.25.2019

TO: Public Utility Committee

VIA: Shannon Jones, Public Utilities Department *ll*
Rick Carpenter, Water Resources and Conservation Section Manager and
Water Division Director *ll*
Christine Chavez, Water Conservation Director

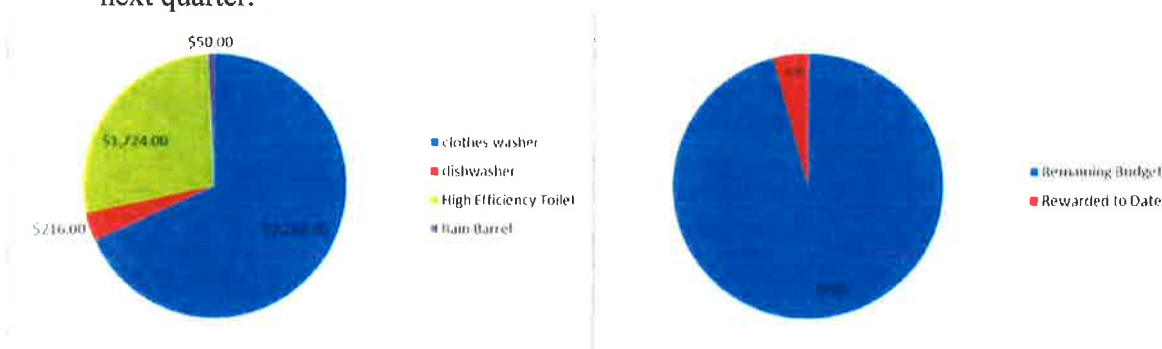
FROM: Andrew Erdmann, Water Resource Conservation Specialist *AE*

RE: Quarterly Update on Water Conservation Scorecard Goals

The City of Santa Fe Water Conservation Office (WCO) uses a scorecard to track program performance relative to established goals developed by staff and the Water Conservation Committee (WCC) at the beginning of the calendar year. For 2019, these goals are divided into four categories: Education Outreach, Communications and Customer Service, Program Management, and Stewardship and Conservation. One of the over-arching goals of the program in 2019 is to update the Five Year Water Conservation Plan and many of the specific goals and achievements are focused on completing the Plan. Some of the program achievements are listed below and the full scorecard is attached to this memo as exhibit a.

Rebate Program Status:

- The rebate program has awarded \$6,256 so far in 2019. These have been nearly exclusively indoor rebates and outdoor rebate participation is expected to pick up in the next quarter.



Education Outreach:

- WCO staff made two presentations about the Water-Energy nexus and on the City's recycling program to 4th graders at five local elementary schools: Nina Otero, Atalaya, Acequia Madre, Nava, and Pinon.
- Santa Fe Watershed Association and WCO staff will begin educational tours of the watershed on April 2nd. More than 20 tours are scheduled.

- A Water Forum, designed to provide background and education on the WCO and city of Santa Fe water system as well as to collect public input regarding the 5 year water plan, was held on March 2nd at GCCC. This is the first of 5 public meetings designed to collect public input for the Five Year water conservation plan.
- WCO staff and the Santa Fe High School Green Team developed a video/PSA on how and why water conservation improves the lives of Santa Feans.

Communications & Customer Service:

- 197 new sign ups for Eye On Water Participation brings total participation to 12%, on track to meet the 15% participation goal for 2019.
- Restaurant Pilot Program completed. A second pilot focused on sub-metering is underway at 7 volunteer restaurants via collaboration with the Santa Fe Green Chamber of Commerce.
- The WCO Enforcement Officer, working through the local New Mexico Water Conservation Alliance, is developing an enforcement plan focused on outreach and education instead of regulation and ticketing.
- Working with the Beacon meter system, WCO staff have contacted hundreds of account holders of accounts showing continuous water flow reducing water loss, saving customers money and time, and promoting the rebate program and Eye on Water.
- Implementation of the WCO's Strategic Marketing Plan is underway including radio and print advertisement, a weekly radio show featuring guest interviews, and social media presence.

Effective Program Management:

- Outreach efforts to identify potential WCC Members, including presentations by existing WCC Members, are underway. Five vacancies are approaching at the end of FY19.
- Half of the WCO Staff are enrolled in the Master Gardener Extension Program and once through, all WCO staff will have completed the program
- Christine Chavez, WCO Manager, is attending the Public Servant Emerging Leaders Program.
- WCC members have developed subcommittees working to develop plans and projects in specific areas including the 25-year sustainability plan. The subcommittees include: 5 year Water Conservation Plan, the Built Environment, and Institutional Commercial and Industrial water conservation.

Stewardship & Conservation:

- WCO facility now monitored via Eye on Water
- Christine Chavez, WCO Manager, is also the Vice President of the New Mexico Water Conservation Alliance.

- WCO staff will be presenting about existing conservation programs and the restaurant pilot program in particular, in Austin, TX at the WaterNow Alliance conference.
- WCC members and WCO staff are working to develop and promote the 2019 Next Generation Water Summit, to be held in Santa Fe in mid-June.
- Led a field trip of Rice University students through the water system.
- WCO staff supported the effort required by PUD to become eligible for Green Bonds
- WCO staff, and land, contributed to the creation of a native cactus garden through collaboration with the cactus rescue project.

**Exhibit A –
Water Conservation Scorecard**

Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
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GOAL: EDUCATION OUTREACH

EDUCATION INITIATIVE (Passport Program) <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>	Ongoing Program	1) 13 to 15 classes participating 2) More robust assessment	<ul style="list-style-type: none"> WCO staff made two presentations about the Water-Energy nexus and on the City's recycling program to 4th graders at five local elementary schools: Nina Otero, Atalaya, Acequia Madre, Nava, and Pinon. 			
EXPANSION PROGRAM <i>Expand Passport Program to 5th Grade</i>	New Program	1) Encourage/track participation of Passport Program students	<ul style="list-style-type: none"> Santa Fe Watershed Association and WCO staff will begin educational tours of the watershed on April 2nd. More than 20 tours are scheduled. 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
CHILDREN'S WATER FIESTA <i>A long-standing program which will be expanded and incorporated into the Education Initiative, above</i>	Ongoing Program	1) Increase emphasis on the interconnection of the water issues presented 2) Obtain greater feedback/assessment from teachers 3) Expand the peer-to-peer component and use it to make connections between the presentations and between the presentations and real-life water supply				
QUALIFIED WATER EFFICIENT LANDSCAPER (QWEL) TRAINING <i>A WaterSense certified training program for professional landscapers to encourage outdoor water efficiency</i>	Ongoing Program	1) Transition program to SFCC and others 2) Expand to include gray water All WCO staff certified	<ul style="list-style-type: none"> QWEL training for all WCO staff scheduled for Next Generation Water Summit in mid-June 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
PUBLIC OUTREACH	Ongoing Program	1) Table events 2) Partner with other events to do presentations 3) Sponsor events that align with program	<ul style="list-style-type: none"> A Water Forum, designed to provide background and education on the WCO and city of Santa Fe water system as well as to collect public input regarding the 5 year water plan, was held on March 2nd at GCCC. This is the first of 5 public meetings designed to collect public input for the Five Year water conservation plan. 			
MASTER GARDENERS <i>Collaboration with the Master Gardeners program to educate and encourage outdoor water efficiency</i>	Ongoing Program	1) Present as part of 2017 series 2) Work with volunteers on parts of our program	<ul style="list-style-type: none"> Two WCO staff are participating in the Master Gardner program. Once completed, all staff will have received this training. 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
NEW RESIDENTS OF SANTA FE	Create Program	1) Develop materials for title co. distribution & pilot with 1 title company 2) Measure and track water use in newly built homes vs. older homes 3) Evaluate potential for additional opportunities to provide information to new homeowners such as working with inspectors and inclusion in the Homeowner's Manual.				
EXPAND ADULT OUTREACH PROGRAMS	Create Program	1) Education and tours for city staff to increase awareness of water and conservation issues. 2) Seek out opportunities to partner with art related events to expand the reach of the conservation message 3) Bring back the poster contest and open it to adults – target a specific appliance or message that we want to promote	<ul style="list-style-type: none"> Water Forum held on March 2nd at GCCC to initiate the public outreach process for the 5-year water conservation plan 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
SHORT TERM RENTALS	Expand Program	1) Develop conservation materials targeted at short term rentals 2) Bring a proposed resolution through council approval to get that signage installed in short term rentals 3) Promote EyeOnWater among short term rental owners				
GOAL: COMMUNICATIONS & CUSTOMER SERVICE						
EyeOnWater 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>	Ongoing Program	1) 15% of customer base signed up 2) Expand awareness and participation among city staff 3) Promote eye on water app in the Land Use Department's Homeowner's Manual 4) Use Eye on Water as the theme for the '19 poster contest 5) Work with Eye On Water to develop qualitative metrics of the use of the app	<ul style="list-style-type: none"> Total participation in the Eye on Water project is up to 12% 45-70 new sign ups per month 197 new sign ups for Eye On Water Participation brings total participation to 12%, on track to meet the 15% participation goal for 2019. 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
OUTDOOR REBATES <i>Rebates and incentives to encourage the use of water-efficient landscaping and irrigation equipment</i>	Ongoing Program	1) Promote and increase customer adoption of irrigation equipment rebate 2) Promote and increase customer adoption of additional rain water harvesting rebate 3) Promote and increase customer adoption of graywater rebate				
RESIDENTIAL REBATES <i>Rebates and incentives to encourage the use of water-efficient fixtures and appliances</i>	Ongoing Program	1) Increase residential participation by 20%	<ul style="list-style-type: none"> \$6,256 in residential rebates issued 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
COMMERCIAL REBATES <i>Rebates and incentives to encourage the use of water-efficient fixtures and appliances. Implement Restaurant Pilot Program.</i>	Ongoing Program	2) Develop plan to market Commercial Custom Retrofit Rebates 3) Sign-up 20 participants for Restaurant Rebate Agreements 4) Conduct 75 restaurant water use audits 5) Customer profiling to highlight when people increase conservation. 6) Roll out the restaurant pilot project 7) Collected and Evaluate restaurant water use data 8) Work with the data to develop additional rebate opportunities such as hotels	<ul style="list-style-type: none"> Restaurant Pilot Program completed. A second pilot focused on sub-metering is underway at 7 volunteer restaurants via collaboration with the Santa Fe Green Chamber of Commerce. 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
ENFORCEMENT PROGRAM <i>Increase enforcement activities, including educational visits for first-time violations.</i>	Ongoing Program	1) Respond to Water Waste Hotline Calls 2) Educational programs for high water season 3) Shut-offs for leaks exceeding threshold	<ul style="list-style-type: none"> The WCO Enforcement Officer, working through the local New Mexico Water Conservation Alliance, is developing an enforcement plan focused on outreach and education instead of regulation and ticketing. 			
CONTINUOUS FLOW PROGRAM Collaborate with Customer Service to reach out to customers showing continuous flow.	New Program	1) Work with Customer Service 2) Send out Continuous Flow letters 3) Follow up with customers	<ul style="list-style-type: none"> Working with the Beacon meter system, WCO staff have contacted hundreds of account holders of accounts showing continuous water flow reducing water loss, saving customers money and time, and promoting the rebate program and Eye on Water. 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
DEVELOP A QUARTERLY E-NEWSLETTER	Create Program	1) Work with other city departments to distribute water conservation information via quarterly e-newsletter 2) Distribute via email addresses on Eye On Water, archive on the website, and let people sign up 3) Finalize SFCC training component of commercial rebates and audits				
GOAL: EFFECTIVE PROGRAM MANAGEMENT						
HUMAN RESOURCES <i>Fully staff Water Conservation Office to be able to accomplish all other programs</i>	Ongoing Program	1) Retain staff				
FINANCIAL RESOURCES & BUDGET <i>Utilize resources to accomplish goals and programs</i>	Ongoing Program	2) Submit Conservation Budget by February 2018 3) Track Budget for FY 2018-19 4) Redirect funding from Water Budget Accounting Office sales of conserved water to fund conservation projects				



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
ORGANIZATIONAL DEVELOPMENT <i>Develop staff knowledge and skills to accomplish program goals</i>	Ongoing Program	1) Staff cross-trained on all programs 2) All staff badged for enforcement 3) Staff trained for Restaurant Audits 4) Professional development plans for all staff 5) Staff certified as relevant to program (QWEL, WERS, CLIA, ARCSA, Backflow, etc)	<ul style="list-style-type: none"> Christine Chavez, WCO Manager, is attending the Public Servant Emerging Leaders Program. Half of the WCO Staff are enrolled in the Master Gardener Extension Program and once through, all WCO staff will have completed the program 			
INDOOR & OUTDOOR WATER AUDITS <i>Audits provided by Water Conservation Office, as well as information for customers who prefer DIY projects</i>	Ongoing Program	1) Respond to work orders from Customer Service 2) Promote Self-Audit program 3) Promote DIY Drip guide				
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	1) Monitor outcomes as related to program activities				



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
WATER CONSERVATION COMMITTEE <i>Utilize skills and knowledge of committee to further refine programmatic goals</i>	Ongoing Program	2) Fill open Committee positions 3) Coordinate Committee and subcommittee work with Water Conservation Office 4) Begin 2020 WC&DM Plan	<ul style="list-style-type: none"> Outreach efforts to identify potential WCC Members, including presentations by existing WCC Members, are underway. Five vacancies are approaching at the end of FY19. 			
INTEGRATION WITH WATER RESOURCES <i>Collaborate to develop comprehensive planning</i>	Ongoing Program	1) Long Range Water Supply Plan 2) Water Reuse Plan and outreach 3) Annual Water Report 4) AWWA Audit 5) GPCD 6) 5 year water conservation plan incorporating public input and climate change predictions.	<ul style="list-style-type: none"> Development of the 5 year water plan is underway and presently in the process of conducting a series of public meetings to provide information and collect recommendations. 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
DROUGHT EMERGENCY PREPAREDNESS	Ongoing Program	1) Increase the transparency and awareness of a drought declaration in Santa Fe 2) Use e-newsletter to discuss drought, it's triggers, and the status of the city water system				
GOAL: STEWARDSHIP & CONSERVATION						
ORGANIZATIONAL COLLABORATIONS <i>Collaborate with internal departments, other municipalities and utilities, other organizations</i>	Ongoing Program	1) NMWCA board representation 2) State Water Planning Initiatives 3) XCNM, NGWS sponsorship/participation 4) AWE Cooling Tower collaboration 5) Work with other City Departments on projects	<ul style="list-style-type: none"> Christine Chavez, WCO Manager, is also the Vice President of the New Mexico Water Conservation Alliance 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
GPCD ANALYSIS <i>Greater understanding of water use within the City, State and Region</i>	Ongoing Program	1) Complete 2018 GPCD calculations 2) Resolve population calculation issue 3) Annual comparison with other Southwestern cities 4) Program adaptation	<ul style="list-style-type: none"> Data collection is nearly complete for the 2018 GPCD determination 			
AWWA AUDIT <i>Greater understanding of water system and potential for losses of water and revenue</i>	Ongoing Program	1) Incorporate 2017 results into conservation programming & Address data gaps	<ul style="list-style-type: none"> 2017 non-revenue water audit concluded Developing strategies to address identified data gaps will be a priority of the 5 year conservation plan 			



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
DOMESTIC WELL OWNERS	Expansion of existing Water Resources licensing program	2) Contact permitted domestic well owners to remind them of limitations on annual pumping quantities. 3) Work with NMED and DoH to put on another water quality testing event 4) Develop outreach materials targetted to the owners of private wells including well maintenance and water quality issues as well as conservation requirements.				
UPC/BACKFLOW	Adopt	1) ordinance change for UPC & support and staff (enforcement) for backflow preventers				



Program	Status	Key Performance Indicators for 2019	First Quarter Accomplishments	No progress	Some progress	Significant progress
MEET SUSTAINABLE PLAN OBJECTIVES		2) identify a neighborhoods for pilot conservation & stormwater project 3) utilize Triple Bottom Line criteria for decision making	<ul style="list-style-type: none"> WCC members have developed subcommittees working to develop plans and projects in specific areas including to address the 25-year sustainability plan. The subcommittees include: 5 year Water Conservation Plan, the Built Environment, and Institutional Commercial and Industrial water conservation. 			
PARKS PILOT PROJECT		1) Develop a parks efficiency pilot project 2) Work with MRC to increase efficiency and better match turf management practices to local conditions and water quality				

