

## Water Planning Council Advisory Group

### April 21, 2020 Meeting Minutes

A telemeeting of the Water Planning Council Advisory Group (WPCAG) was held by Zoom

This meeting followed an Implementation Work Group meeting and presentation by Mary Ann Dickinson of the Alliance for Water Efficiency. Due to a technical issue, there was a break in the recording. The WPCAG follows the end of the presentation at:

[ftp://ftp.ct.gov/OPM/WPC/WPC%20Advisory%20Group%20\(WPCAG\)/2020%20Meetings/2020-04-21\\_IWG+WPCAG\\_2.mp3](ftp://ftp.ct.gov/OPM/WPC/WPC%20Advisory%20Group%20(WPCAG)/2020%20Meetings/2020-04-21_IWG+WPCAG_2.mp3)

The recording of the earlier meeting and beginning of the presentation are at:

[ftp://ftp.ct.gov/OPM/WPC/WPC%20Advisory%20Group%20\(WPCAG\)/2020%20Meetings/2020-04-21\\_IWG+WPCAG\\_1.mp3](ftp://ftp.ct.gov/OPM/WPC/WPC%20Advisory%20Group%20(WPCAG)/2020%20Meetings/2020-04-21_IWG+WPCAG_1.mp3)

#### Members Present by video or phone:

Aaron Budris  
Josh Cansler  
Alicea Charamut  
Karen Burnaska  
Virginia de Lima  
Mike Emmons  
Carol Haskins  
Sean Hayden  
John Hudak  
Patrick Kearney  
Fred Klein  
David Knauf  
Margaret Miner  
Denise Savageau  
Tom Tyler  
Brenda Watson

[Naugatuck Valley Council of Governments](#)  
[Southeastern CT Water Authority](#)  
[Fisheries Advisory Council](#)  
[CT Fund for the Environment/Save the Sound](#)  
[USGS CT Water Science Center](#)  
[CT Nursery & Landscape Assoc.](#)  
[Pomperaug River Watershed Coalition](#)  
[Lake Waramaug Task Force](#)  
[South Central CT Regional Water Authority](#)  
[Manchester Water & Sewer](#)  
[CT Power and Energy Society](#)  
[Darien Health Department](#)  
[Rivers Alliance](#)  
[CT Association of Conservation Districts](#)  
[MDC](#)  
[Operation Fuel](#)

#### Members by Phone:

Ken Skov (alt.)

[Aquarion](#)

#### Other Participants:

Judy Allen  
Jack Betkoski  
Len DeJong  
Betsy Gara  
Iris Kaminski  
Lori Mathieu  
David Radka  
Bruce Wittchen

[Save Our Water CT](#)  
[PURA](#)  
[CT-AWWA](#)  
[DPH](#)  
[OPM](#)

#### Members Absent:

Eric Hammerling  
Joan Nichols  
Jeff Pugliese

[CT Forest and Park Association](#)  
[CT Farm Bureau Assoc.](#)  
[Middlesex Chamber of Commerce](#)

#### 1. Presentation

The WPCAG's meeting was preceded by a presentation (See Attachment) by Mary Ann Dickinson of the [Alliance for Water Efficiency](#) (A4WE), which had followed a meeting of the Implementation Work Group.

Mary Ann Dickinson began her presentation by providing some background regarding A4WE's role in helping the state design water conservation recommendations. As explained on Slide 2 of Attachment A, funding was provided as a condition of state approval for the merger of CT Water Co. with San Jose Water Co. Slides 3 and 4 provide an overview of A4WE and its recent work.

Mary Ann proceeded to Slide 6, which lists work items proposed in A4WE's 2019 letter to the CT [Public Utilities Regulatory Authority](#) (PURA) (see Attachment B). She pointed out that, as listed on Slide 7, the Implementation Work Group recommended the focus be on five of those items if the money is not adequate to do all. She noted that revenue impact of water use reductions was identified as being the highest priority and said that is an issue everywhere.

There was further discussion of the IWG's recommendation, as outlined in Slide 8, and David Radka said the IWG believes the revenue impacts issue ranks far above the others. Mary Ann said the A4WE wants the results of its work meet the state's needs and be implemented, so people representing a wide range of interests should participate. She noted the impact of the ongoing pandemic on the expected in-person workshop; that will be discussed later.

Slides 9 – 11 provide an outline of key factor for ensuring financial stability and Mary Ann recommended people visit <https://www.financingsustainablewater.org/> for further information. Mary Ann highlighted Seattle's success in conserving water during a period of significant population growth, as shown on Slide 12. She then described the conservation tracking tool illustrated on Slide 13 and highlighted that customers have to be part of this.

Slides 14 and 15 show examples of consumer messaging developed by the A4WE. Mary Ann noted that some people believe water should be free – it falls from the sky – and it's important that people understand what is required to deliver water to users and why water rates increase when consumption declines. Slide 16 provides an overview of the content at the previously described <https://www.financingsustainablewater.org/>.

Mary Ann provided an overview of A4WE's recommended approach for the rates work as detailed on Slide 17. She pointed out their work in MA. David Radka asked about CT utilities' use of this approach and Mary Ann pointed out that the A4WE has few members in CT, noting that Aquarion and CT Water Co. are members. She said this information is available to all, but utilities and regulators often need a push.

David Radka mentioned the need for outreach to the rate setters and asked if they participated in the A4WE's work in MA. Mary Ann said some local officials did participate and they are necessary to get buy-in. She explained that *RAM*, mentioned in the 2<sup>nd</sup> bullet of Slide 17, is an acronym for *revenue adjustment mechanism*, something that is routine for privately-owned water utilities, less so for municipal and regional utilities.

Slides 18 – 23 discuss another of the IWG’s priorities: evaluating state laws and regulation. Mary Ann described the A4WE’s water efficiency and conservation state scorecards issued in 2012 and 2017. She noted some highlights of this work and pointed out that CT ranked 17<sup>th</sup> out of 50 in the 2017 review.

Slide 24 introduces the next priority – water conservation education outreach – and Mary Ann pointed out the home water use calculator at [www.home-water-works.org](http://www.home-water-works.org), as shown on Slides 25 – 27. She said people do not know how much water is consumed by different uses and highlighted landscape uses. Slide 28 shows A4WE’s Practical Plumbing Handbook and Mary Ann highlighted that it is printed so it can be accessible to people as they make plumbing repairs.

Mary Ann proceeded to Slides 29 and 30, which show examples of consumer messaging developed by the A4WE. She said it is important to put water uses in terms of things consumers are familiar with. Slide 31 identifies another priority, outdoor water conservation measures, and Mary Ann described the A4WE’s *Sustainable Landscapes: A Water Utility Guide*, illustrated on Slide 32. She noted that it is for use around the country.

Slide 33 identifies questions that require further discussion, as mentioned previously. First, can this work be delayed until an in-person workshop is possible. As noted, virtual sessions are a possible alternative to the in-person workshop. The 3<sup>rd</sup> option is to proceed with other priorities, such as the review of state laws, that can proceed under current conditions. Mary Ann said the 4<sup>th</sup> item – how to structure public input – is important and the A4WE is looking for guidance.

Virginia de Lima said she supports postponing the rates work and proceeding with other tasks. But she noted that this meeting has more participants than the usual in-person meetings, so virtual meetings might attract people who won’t attend an in-person meeting. John Hudak pointed out the water utilities’ finance people must participate in the rates work but are too busy dealing with the crisis, so we should wait. He added that, instead of including a single case study in the rates work, there should be two: one for a municipal utility and one for a regional.

Jack Betkoski said the A4WE should begin with what it can do now and check back in the fall. He also asked what success A4WE has had with getting legislatures to adopt such initiatives in other states. Mary Ann pointed out that the A4WE works in a support role, not the lead, in changing states’ approaches to water management and outlined how other states have implemented such changes. Jack said he would like to find funding for public service announcements (PSAs) and Mary Ann said the A4WE can provide an inventory of what is available for free.

David Radka said we have to get the rates right and noted the pressures faced in establishing rates. Mary Ann noted that conservation generates long-term savings in areas where water demands are increasing, but does it do so in New England, where utilities are maintaining existing systems, not expanding them? There was a discussion of the pandemic’s financial impacts on water utilities and associated funding challenges.

Lori Mathieu mentioned pushback that the [Dept. of Public Health](#) has received from utilities. There was a discussion of utilities’ unanticipated increases in expenses and the reductions in revenue many have also experienced. Alicea Charamut asked if there is a

deadline for providing the requested guidance to the A4WE and Mary Ann said there is not.

Margaret Miner said people need to develop new attitudes about water – people should be ashamed for irrigating a 2-acre lawn. John Hudak such an initiative could be done in conjunction with pollinator initiatives and Denise Savageau mentioned the potential for working with the [US Dept of Agriculture](#) (USDA). Mary Ann said the A4WE has not worked directly with the USDA or on pollinator initiatives, but they do address soil health. Whatever they do here should be specific to CT. Denise noted the funding opportunities when working with USDA.

Virginia de Lima recommended that the WPCAG stay in contact with Mary Ann. She noted that the WPCAG has a broader base of members than the IWG and might be able to provide more immediate feedback. Mary Ann referred to her contact information on Slide 34 and the presentation concluded at 2:01.

## **2. Call to Order**

The WPCAG meeting was called to order at 2:10.

## **3. Approval of Minutes**

A motion was made and seconded to approve the [minutes of the February 18, 2020 meeting](#). The motion passed unanimously, with Fred Klein and Tom Tyler abstaining.

## **4. Water Planning Council Update**

### **a. Implementation Work Group (IWG)**

Virginia de Lima provided an overview of the IWG meeting held prior to Mary Ann Dickinson's presentation. She described the private well work group's surprise to learn that the Dept of Consumer Protection was creating a database of data on future private wells. The work group has some questions, but there appears to be no further need for the white paper they were developing. She noted that DCP will also maintain the database.

Virginia said the drought work group is reviewing the implementation of the state drought plan during the most recent drought, the 2016-2017 drought in Fairfield County. They anticipate needing three more meetings to complete that review and will prepare a report following that.

Virginia said the IWG has been short one member because original member Bryan Hurlburt had to relinquish his position when he left the CT Farm Bureau to become Commissioner of Agriculture. There was a discussion of the need to appoint another member representing out-of-stream interests and the difficulty of identifying someone representing agriculture, which was the original preference for that position. Jack Betkoski said he will contact Bryan and ask for suggestions. Several other people were recommended and Virginia will follow-up with these people if Bryan is not able to provide suggestions.

There was further discussion of the new database for private well data and Virginia said the DCP will require detailed latitude and longitude data. There also was a discussion of the need to input historic data and Lori Mathieu mentioned the availability of interns. Brenda Watson mentioned that her organization has received geographic information system (GIS) assistance in the past from someone who needed to spend a certain number of hours on such work to maintain certification. Perhaps that could be helpful for this too.

b. Other WPC/State Water Plan matters

There were none.

**5. Old Business**

a. Water Utility Coordinating Committees

It was noted that recent [Water Utility Coordinating Committee](#) (WUCC) meetings were canceled and there was no further update.

b. Website progress update

Virginia said she spoke with OPM's Eric Lindquist last week about the beta version of the updated site. She mentioned some of the difficulties he experiences working on that remotely through the over-burdened state system and invited people to submit recommendations to Eric regarding documents or other material that should be included.

**6. WPCAG Work Groups**

a. Watershed Lands Work Group

Karen Burnaska mentioned that, at the last WPCAG meeting, there was a discussion of reaching out to DPH regarding their energy project review process. She pointed out that this would be a difficult time for doing that.

Karen mentioned the controversial legislative Cheshire land conveyance discussed at the last meeting. Margaret Miner described being passed from the [Dept. of Transportation](#) (DOT) to the [Dept. of Administrative Services](#) (DAS) and back to DOT when she tried to discuss it with an agency. DOT preferred to not discuss it.

Karen noted the challenges of discussing issues with legislative leaders when legislators are not gathered together. She said the legislature's [Government Affairs and Elections Committee](#) (GAE) has a questionnaire for use by legislators requesting a conveyance and that form seems inadequate.

Karen said she and Margaret Miner want to speak further with GAE committee staff about the conveyance process and questionnaire. Margaret said they are compiling a list of additional questions that should be asked about such lands and WPCAG members should identify any additional questions they think should be included. Karen said the current list will be circulated to WPCAG members. Jack Betkoski said PURA attorneys will also review it.

b. Conservation Pricing and Rate Recovery Analysis

Alicea Charamut mentioned the proposal for a conservation pricing work group that had been discussed at the WPCAG's previous meeting. Given that the A4WE will be addressing that topic, she recommends the WPCAG wait and build on the results of the A4WE work.

**7. New Business**

a. Agency operations during COVID 19 restrictions

Alicea Charamut said DEEP is finding ways to process applications; DPH is too. She asked Jack Betkoski how PURA is doing and he said work is proceeding smoothly now, but noted that there are limitations. He also said consumer calls are down and mentioned the [current moratorium against utility shut-offs](#). He added that, on May 5, PURA will host [separate webinars for residential and business customers of utilities](#). Anyone is welcome to join.

b. Updates from Stakeholder Groups on COVID 19 issues

Alicea Charamut noted the need for different groups to work together and mentioned the broad effort to address the problems that non-flushable materials create for wastewater utilities. She mentioned movement at the federal level that might assist with utility financial shortfalls. Jack Betkoski said he does not know that water utilities are included in the current federal effort.

There was a discussion of retail water use being down and Alicia asked if urban utilities have been hit harder. Betsy Gara mentioned that this will be discussed in a [CT Water Works Association](#) (CWWA) meeting later this week and she added that there might be some validity to the idea that urban systems have been impacted more. Jack Betkoski said he'd like to receive feedback regarding this and noted that energy consumption is down too.

There was further discussion of what utilities are experiencing and it was noted that they are collecting a lower proportion of their billings too. Betsy Gara said delays in property tax and utility payments are also being discussed. There was a discussion of federal activity and Jack Betkoski will check on that.

Margaret Miner asked if anyone is working towards expressions of support for capital projects and Jack Betkoski said information will be distributed ahead of the next WPC meeting. Betsy Gara said the [Advisory Commission for Intergovernmental Relations](#) (ACIR) is also addressing some of this and noted that WPC member Martin Heft is a member of that group.

**8. Public Comment**

Iris Kaminski said Yale researchers are looking at the possibility for [COVID-19 tracking via wastewater collection systems](#).

Judy Allen said she has comment to follow up on someone's comment during Mary Ann Dickinson's presentation. Judy said we should avoid producing something that addresses the needs of the past and not the needs of the future.

Len DeJong commended everyone for the outstanding work being done.

**9. Next Meeting Date**

The next WPCAG meeting will be 5/19/2020.

**10. Adjourn**

The meeting adjourned at 2:55 p.m.

*Minutes prepared by Bruce Wittchen, OPM*



# DESIGNING WATER CONSERVATION RECOMMENDATIONS FOR THE CONNECTICUT WATER PLAN

Mary Ann Dickinson, President and CEO

Meeting of the Implementation Work Group 4-21-2020



Alliance  
*for* Water  
Efficiency

# PROJECT DESCRIPTION

- \$50,000 grant provided by Connecticut Water in their merger application before PURA
- Purpose: to provide technical assistance services to the Water Planning Council on water conservation programs identified in the State Water Plan
- Purpose: to help set priorities and provide additional research or models to help drive the implementation of conservation measures
- 9 key ideas for action were provided by AWE in a letter to PURA in April, 2019
- AWE chosen for the grant because of our extensive experience in water conservation in North America as well as our prior experience working in Connecticut

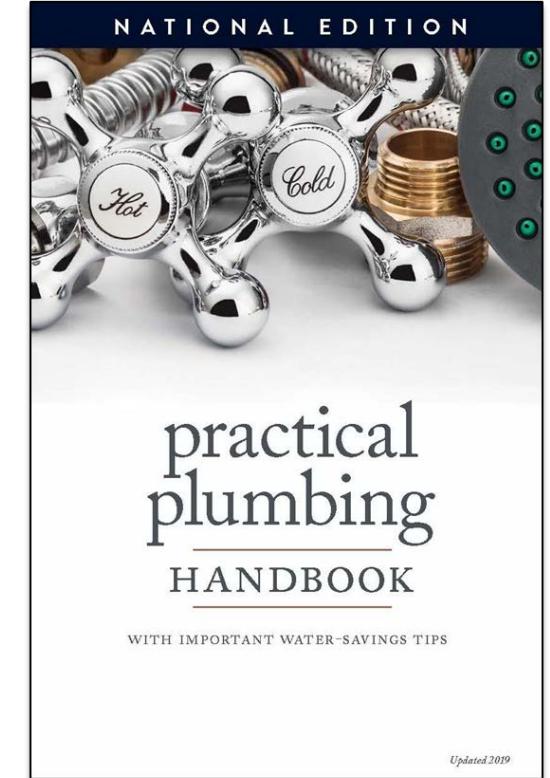
# THE ALLIANCE FOR WATER EFFICIENCY

- Our mission is to promote an efficient and sustainable water future
- Over 500 member organizations in 200 watersheds delivering water to 50 million water users
- Our network and research focus is on smart solutions and a goal of Efficiency First



## SAMPLE AWE PRODUCTS

- State Scorecard Reports analyzing water conservation laws
- Water Conservation Scenario Planning Tracking Tool
- Rates Handbook and Model to help utilities build water efficient rate structures but with revenue stability
- Rates videos for consumers
- Practical Plumbing Handbook for consumers
- Never Waste consumer education and outreach program
- Net Blue Water Neutral Development Program
- Numerous research studies on practical implementation questions
- Detailed web site resources





PROMOTING AN **EFFICIENT & SUSTAINABLE WATER FUTURE**

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*As a stakeholder-based nonprofit organization dedicated to the efficient and sustainable use of water, the Alliance for Water Efficiency serves as a North American advocate for water-efficient products and programs, and provides information and assistance on water conservation efforts.*

Explore Our Website

# AWE'S LETTER TO PURA IDENTIFYING 9 POSSIBLE AREAS FOR ACTION

1. Provide an evaluation of existing state laws and regulations
2. Analyze the options for water waste enforcement
3. Review the revenue loss issues arising from conservation programs and recommend solutions for addressing this problem

Review and evaluate specific areas in the State Water Plan and provide recommendations:

4. Water conservation education outreach
5. Calculating passive conservation savings
6. Incentives for outdoor water conservation measures
7. Construction standards
8. Evaluation of barriers to green building and infrastructure
9. Working with the Green Industry

# IWG IDENTIFIED THEIR PRIORITIES FOR THIS WORK

1. Review the revenue loss issues arising from conservation programs and recommend solutions for addressing this problem
2. Provide an evaluation of existing state laws and regulations
3. Analyze the options for water waste compliance/enforcement
4. Provide recommendations on water conservation education outreach
5. Provide recommendations on incentives for outdoor water conservation measures

# MOVING FORWARD

- Original proposal from AWE had been to investigate all nine areas and present summary results in a report
- IWG preferred to do the identified priority areas in more depth
- Stakeholder input is desired, and AWE will comply with whatever process is defined
- First priority topic to be addressed is the topic of rates and revenue loss
- AWE has considerable experience in this area
- Our utility members with conservation programs were all suffering from reduced revenues and needed help
- We developed our Financing Sustainable Water initiative specifically to deal with this problem and to offer solutions



Alliance  
for Water  
Efficiency



# Financing Sustainable Water

**FINANCING  
SUSTAINABLE  
WATER**  
Rates. Revenue. Resources.



Alliance  
for Water  
Efficiency

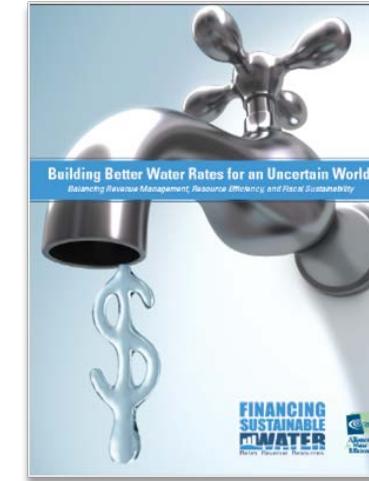
# WHAT IS FINANCING SUSTAINABLE WATER?

**Building Better Rates in an Uncertain World: A Handbook** to explain key concepts, provide case studies and implementation advice

**AWE Sales Forecasting and Rate Model:** Innovative, user-friendly tool to model scenarios, solve for flaws, and incorporate uncertainty into rate making

**FinancingSustainableWater.org:** Web-based resources to convene the latest research and information in one location

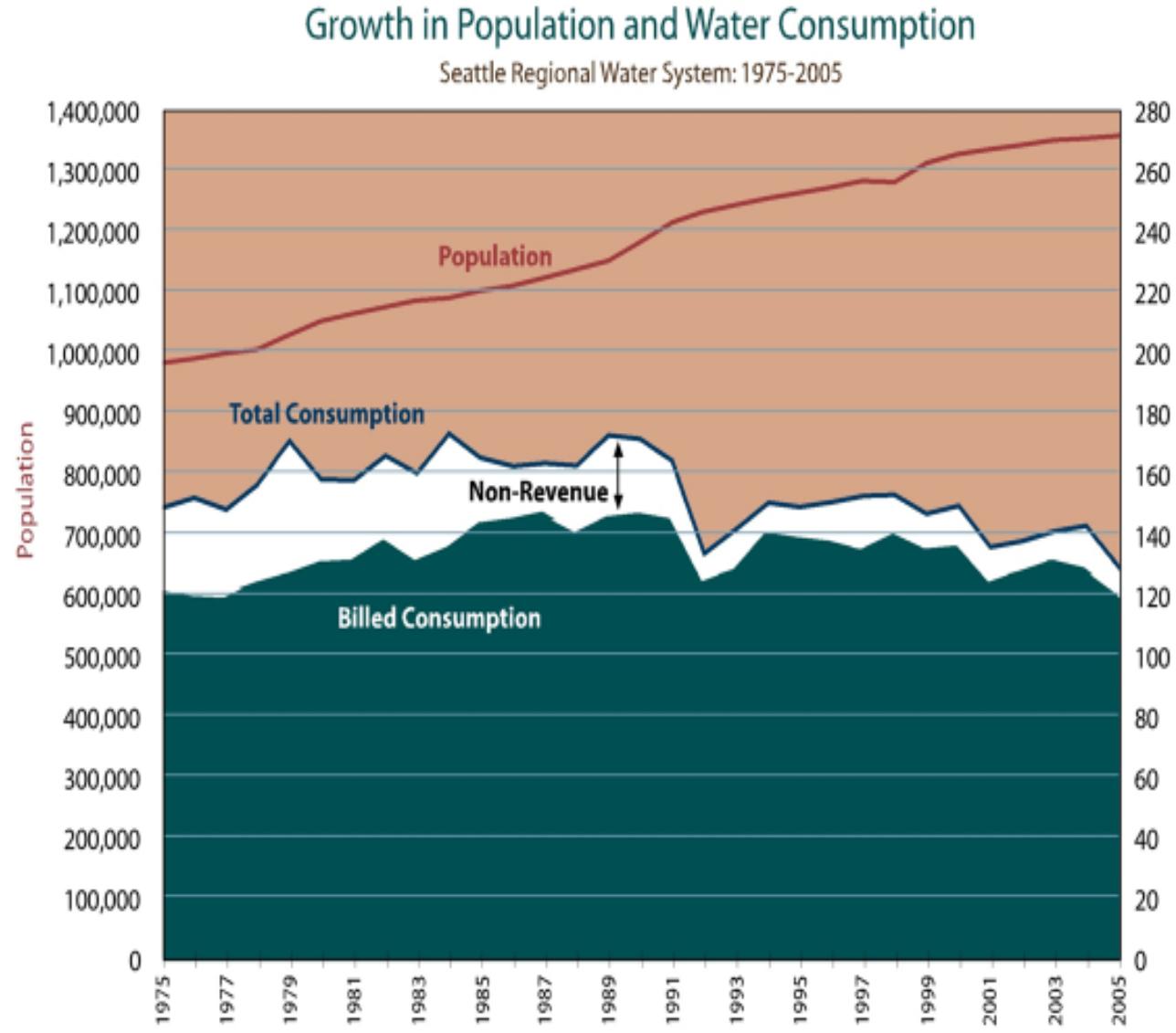
[financingsustainablewater.org](http://financingsustainablewater.org)



# WHAT AFFECTS REVENUE STABILITY?

- Reduced demand from:
  - Efficient fixture replacement under national plumbing and appliance codes
  - Active conservation programs
  - Economic recessions
- Reduced peak demand in wet years
- Increased infrastructure costs
- Rise in other fixed costs (staffing, insurance)
- Demand Forecasting that doesn't take passive conservation into account and thus overestimates sales

# SEATTLE'S CONSERVATION STORY AND REVENUE STABILITY



# FOCUSING ON THE UTILITY REVENUE REQUIREMENT



# CONSUMER MESSAGING: “WATER: WHAT YOU PAY FOR” VIDEO



# CONSUMER MESSAGING: “WHY ARE MY WATER RATES GOING UP?” VIDEO



Good Question: Why Are My Water Rates Going Up?



A4WE

Subscribe

632

862 views

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# FINANCING SUSTAINABLE WATER WEBSITE



## Financial Instruments to Manage Revenue Risk

A new white paper explores opportunities for utilities to use financial instruments - such as derivatives, insurance and bonds - to manage weather-related revenue risk in an increasingly volatile climate.



## Rates. Revenue. Resources.

Financing Sustainable Water is an initiative of the Alliance for Water Efficiency. It was created to provide practical information to guide utilities from development through implementation of rate structures that balance revenue management, resource efficiency and fiscal sustainability. This website will be updated frequently with new content and we encourage visitors to return often for additional information and resources. The Alliance serves as a North American advocate for water efficient products and programs, and provides information and assistance on water conservation efforts. [Learn More](#)



### WATER MANAGERS

Find guidance on sustainable financial management



### ELECTED OFFICIALS

Support your utility through smart management practices



### CONCERNED CITIZENS

Learn how you can help create a sustainable water future



### MEDIA

Get facts on today's water challenges and solutions



#### RATES HANDBOOK

Building Better Rates for an Uncertain World



#### RATE MODEL

Sales Forecasting and Rate Model

#### RECENT NEWS

- [Welcome to Financing...](#)

#### FEATURED RESOURCES

- [Case Study: Cobb County Public Engagement Success](#)
- [Report: Westminster, CO Conservation Lowers Rates](#)

# WHERE TO START ON THE RATES TASK?

- We recommend a one-day 7 hour Rates Workshop to provide solutions on methods for stabilizing revenue loss
- We will bring in Dr. Janice Beecher, Executive Director of the Institute of Public Utilities, an expert on rate setting and RAM's
- We will demonstrate how to use the free Sales Forecasting and Rates Model using a Connecticut example
- The workshop is very participatory, with panels such as local officials discussing how to get to "yes" on a rates increase
- AWE has held rates workshops in Colorado, California, Texas, Arizona and Massachusetts
- The Massachusetts workshop was sponsored by the Massachusetts Department of Conservation and Recreation
- After the workshop we can provide specific guidance to water utilities as follow-up

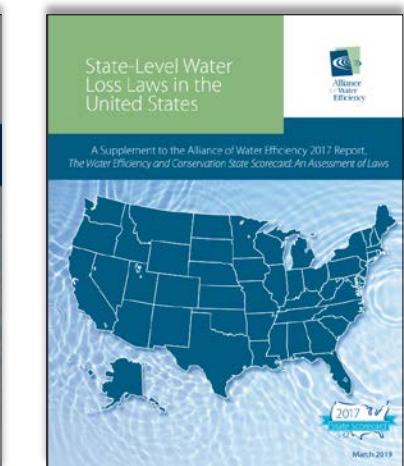
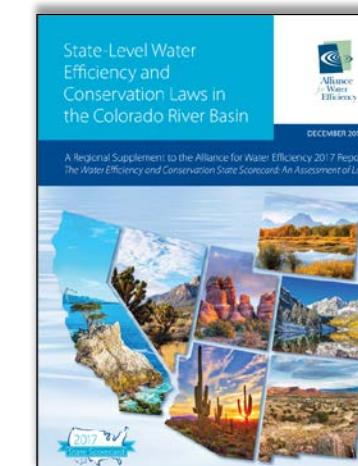
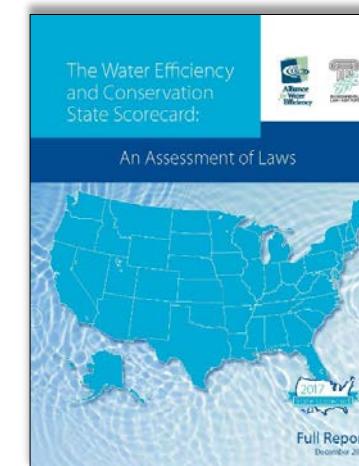
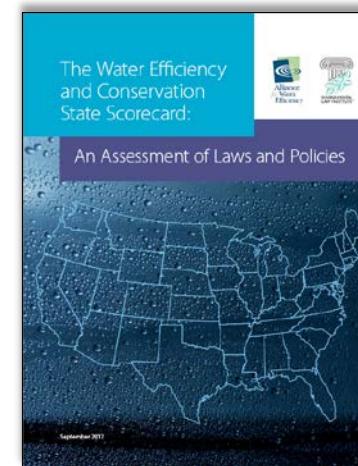


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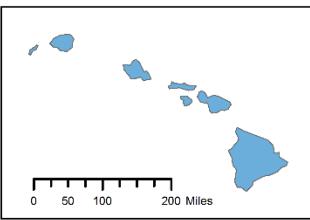
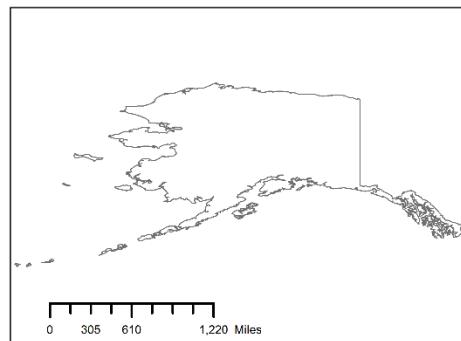
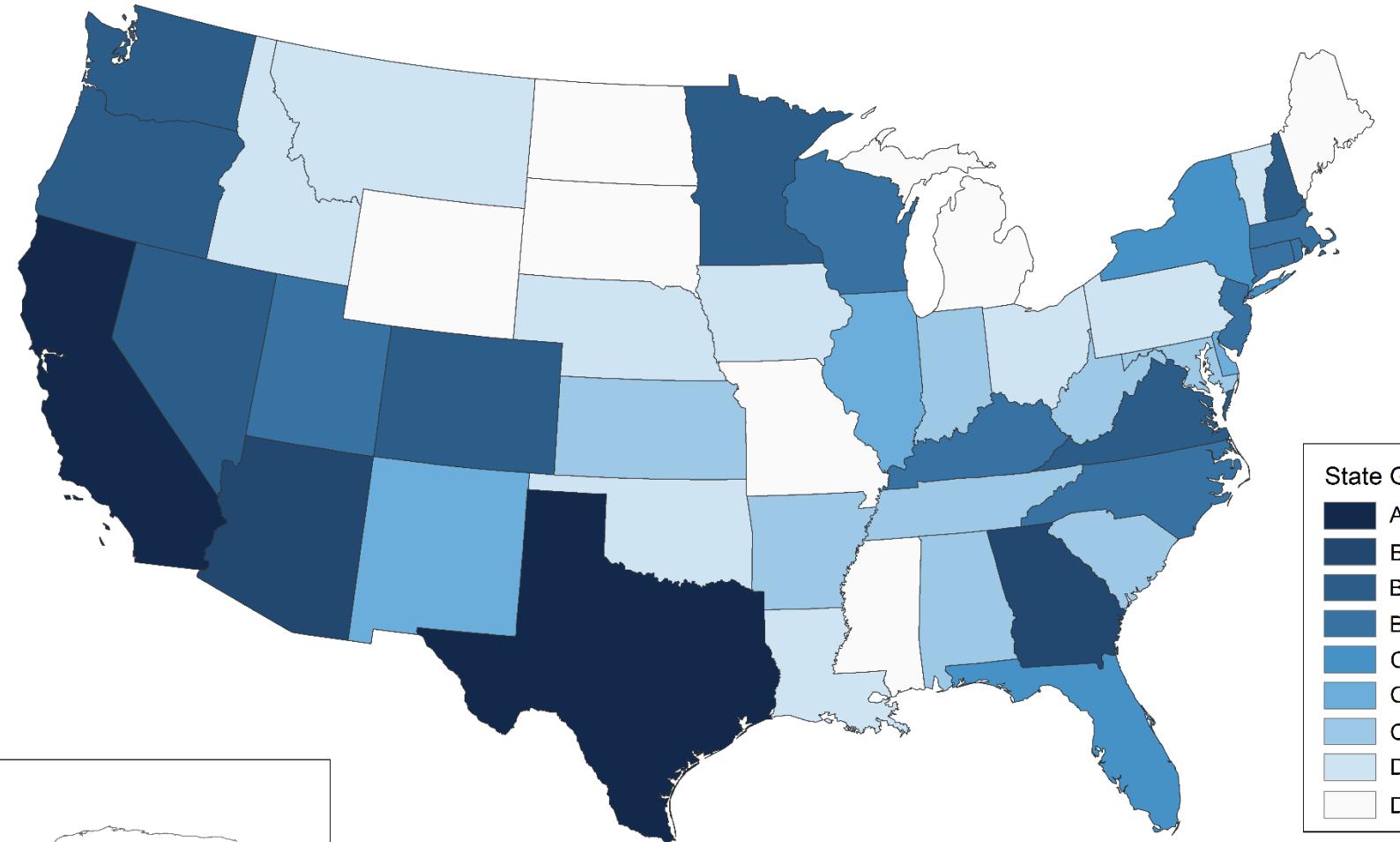
# EVALUATING STATE LAWS AND REGULATIONS

# WATER EFFICIENCY AND CONSERVATION LAW AND POLICY

- 2012 Water Efficiency and Conservation State Scorecard
- 2017 Water Efficiency and Conservation State Scorecard
- 2018 State-Level Water Efficiency and Conservation Laws in the Colorado River Basin
- 2019 State-Level Water Loss Laws in the United States
- Direct work with states on policy review and recommendations
- Nevada adopted new laws in 2018 as a result



## Water Efficiency and Conservation State Scorecard Grades (2017)



A horizontal scale bar with tick marks at 0, 250, 500, and 1,000 miles.

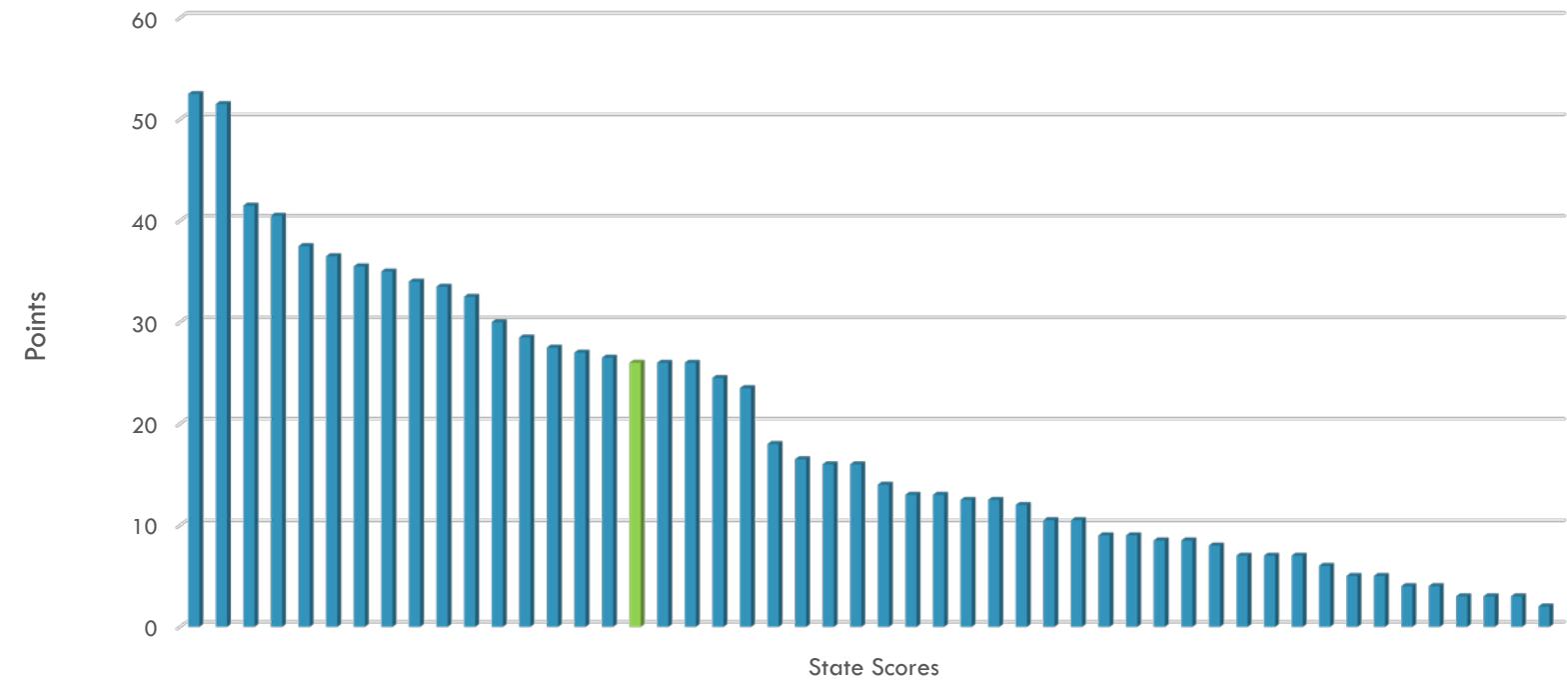


# STATE SCORECARD QUESTIONS AND SCORES

| Connecticut Water Efficiency Scorecard                                   |              | Grade: B- |
|--|--------------|-----------|
| QUESTION   | POINTS       |           |
| 1. State agency in charge of drinking water conservation/efficiency?     | 2            |           |
| 2. Water consumption law* for toilets?                                   | 0            |           |
| 3. Water consumption law* for showerheads?                               | 0            |           |
| 4. Water consumption law* for urinals?                                   | 0            |           |
| 5. Water consumption law* for clothes washers?                           | 0            |           |
| 6. Water consumption law* for pre-rinse spray valves?                    | 0            |           |
| 7. Building/plumbing codes require* water efficient products?            | 0            |           |
| 8. Limitation on water loss in utility distribution systems?             | 3            |           |
| 9. Water conservation is a condition of a water right permit?            | 7            |           |
| 10. Water suppliers must develop a drought preparedness plan?            | 5            |           |
| 11. Water suppliers must develop water conservation/efficiency plans?    | 8            |           |
| 12. State offers financial assistance for urban water conservation?**    | 0            |           |
| 13. State offers technical assistance for urban water conservation?      | 1            |           |
| 14. Water connections that are part of a public supply must be metered?  | 0            |           |
| 15. Water suppliers must implement volumetric billing?                   | 0            |           |
| 16. Rate structures must encourage water conservation?                   | 0            |           |
| <small>* Requirement is more stringent than the federal standard</small> |              |           |
| <small>** Beyond Drinking Water State Revolving Funds</small>            |              |           |
|  | <b>TOTAL</b> | <b>26</b> |

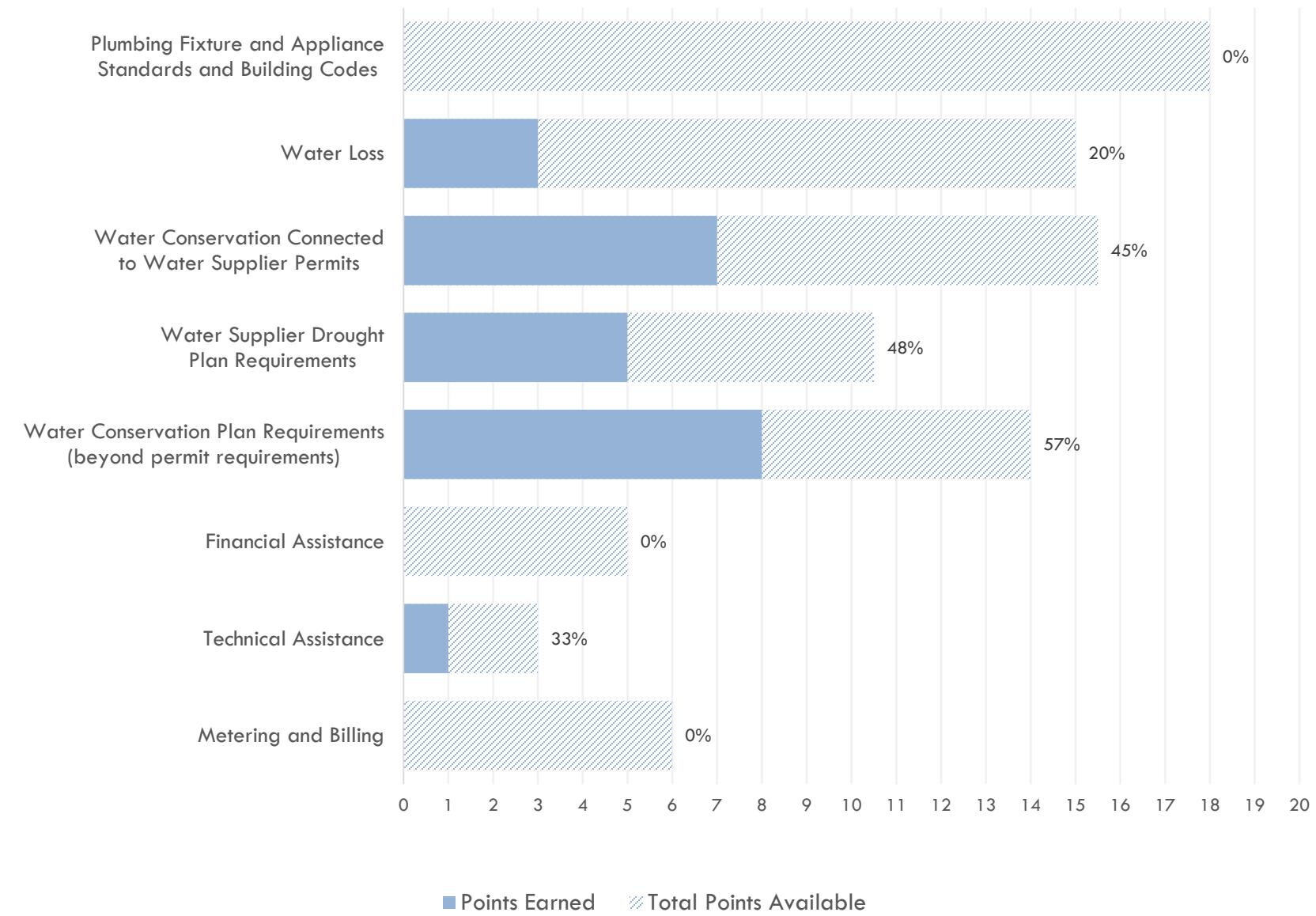
# CONNECTICUT 2017 STANDING

- Ranked in top 17 out of 50
- 26 points (average was 19)
- “B-” Grade
- Tied with UT and NC



# SUCCESS AND OPPORTUNITY FOR IMPROVEMENT

## Connecticut Points Earned for Each Primary Scorecard Category

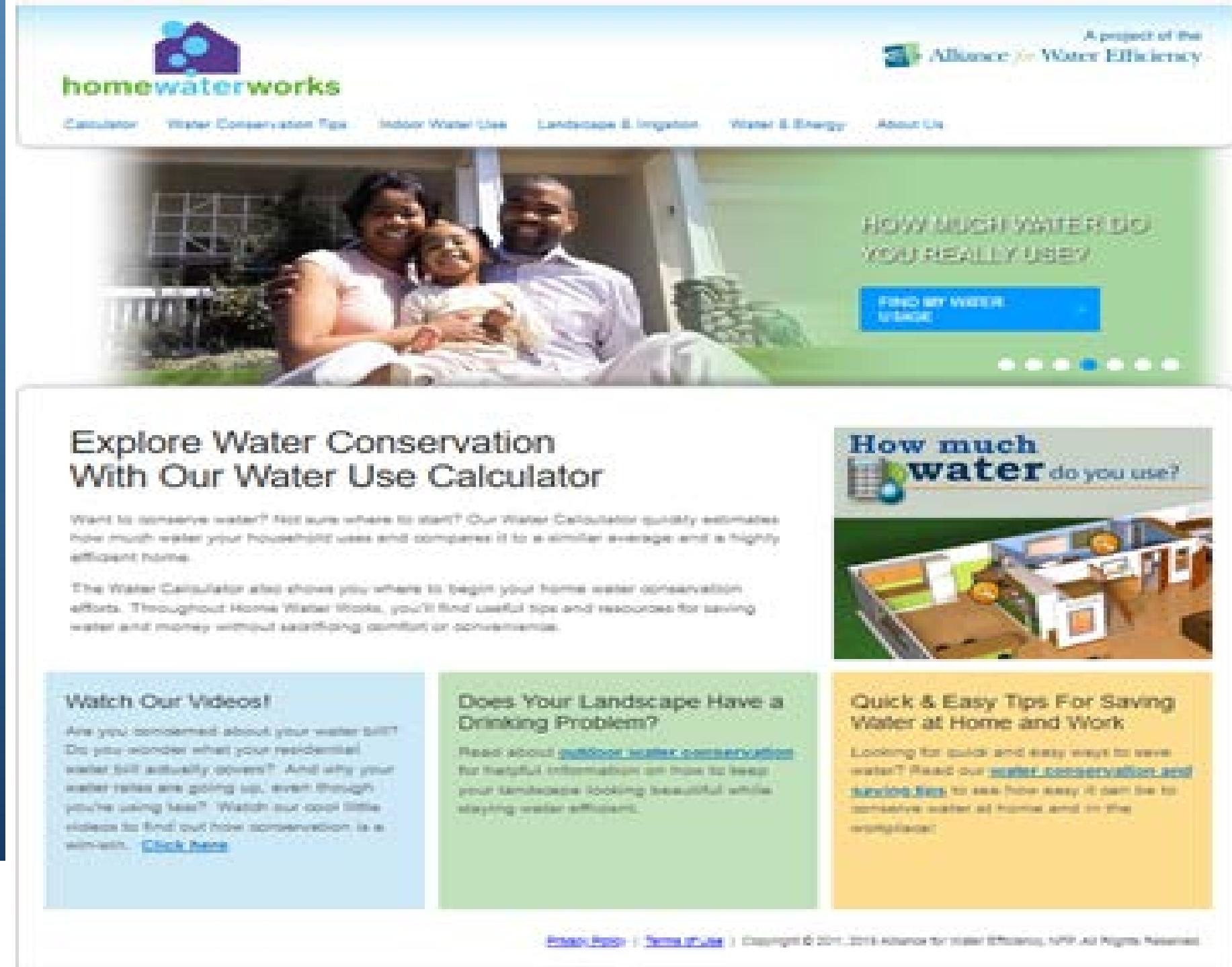




Alliance  
*for* Water  
Efficiency

# WATER CONSERVATION EDUCATION OUTREACH

# HOME WATER WORKS WEBSITE



The screenshot shows the homepage of the Home Water Works website. At the top, there is a navigation bar with links to 'Calculator', 'Water Conservation Tips', 'Indoor Water Use', 'Landscape & Irrigation', 'Water & Energy', and 'About Us'. The main header features the 'homewaterworks' logo, which includes a stylized water drop icon above the text. Below the header is a large, warm-toned photograph of a family of four (a father, a mother, and two young children) sitting together outdoors on a porch. To the right of the photo, a green sidebar contains the text 'HOW MUCH WATER DO YOU REALLY USE?' and a blue button labeled 'Take the Water Quiz!'. Below the photo, the main content area has a white background and features a large, bold heading 'Explore Water Conservation With Our Water Use Calculator'. Underneath this heading, there is a paragraph of text explaining the calculator's purpose and how it compares household water use to similar homes. To the right of this text, there are three callout boxes: 'Watch Our Videos!', 'Does Your Landscape Have a Drinking Problem?', and 'Quick & Easy Tips For Saving Water at Home and Work'. Each callout box contains a brief description and a link to more information. The 'Watch Our Videos!' box includes a small thumbnail image of a video player. The 'Does Your Landscape Have a Drinking Problem?' box includes a small thumbnail image of a landscape. The 'Quick & Easy Tips For Saving Water at Home and Work' box is a solid yellow color. At the bottom of the page, there is a footer with links to 'Privacy Policy', 'Terms of Use', and a copyright notice: 'Copyright © 2011-2013 Alliance for Water Efficiency. All Rights Reserved.'

## homewaterworks

Calculator Water Conservation Tips Indoor Water Use Landscape & Irrigation Water & Energy About Us

### HOW MUCH WATER DO YOU REALLY USE?

Take the Water Quiz!

## Explore Water Conservation With Our Water Use Calculator

Want to conserve water? Find out where to start! Our Water Calculator quickly estimates how much water your household uses and compares it to a similar average and a highly efficient home. The Water Calculator also shows you where to begin your home water conservation efforts. Throughout Home Water Works, you'll find useful tips and resources for saving water and money without sacrificing comfort or convenience.

### Watch Our Videos!

Are you concerned about your water bill? Do you wonder what your residential water softener system? And why your water rates are going up, even though you're using less? Watch our cool little videos to find out how conservation is a priority. [Click here](#)

### Does Your Landscape Have a Drinking Problem?

Read about [outdoor water conservation](#) for helpful information on how to keep your landscape looking beautiful while staying water efficient.

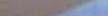
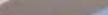
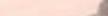
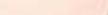
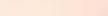
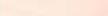
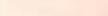
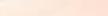
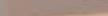
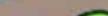
### Quick & Easy Tips For Saving Water at Home and Work

Looking for cool and easy ways to save water? Read our [quicktipsforwaterconservationandrecyclability](#) to see how easy it can be to conserve water at home and in the workplace.

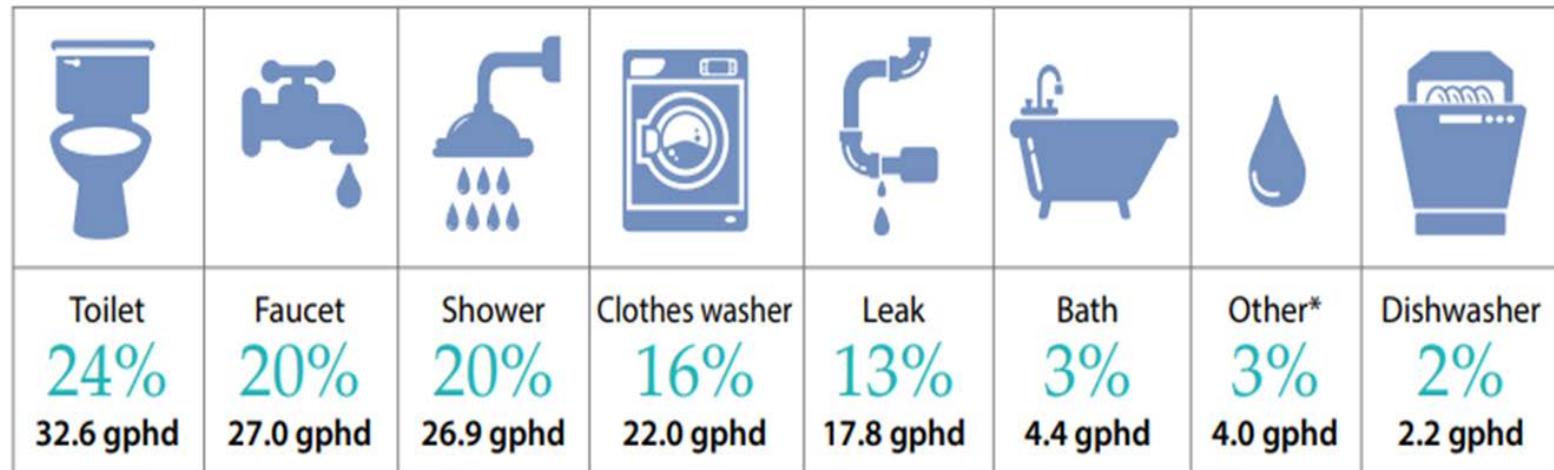
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# WATER USE CALCULATOR

## How much water do you use?



# PROVIDING USEFUL INFORMATION TO THE CONSUMER

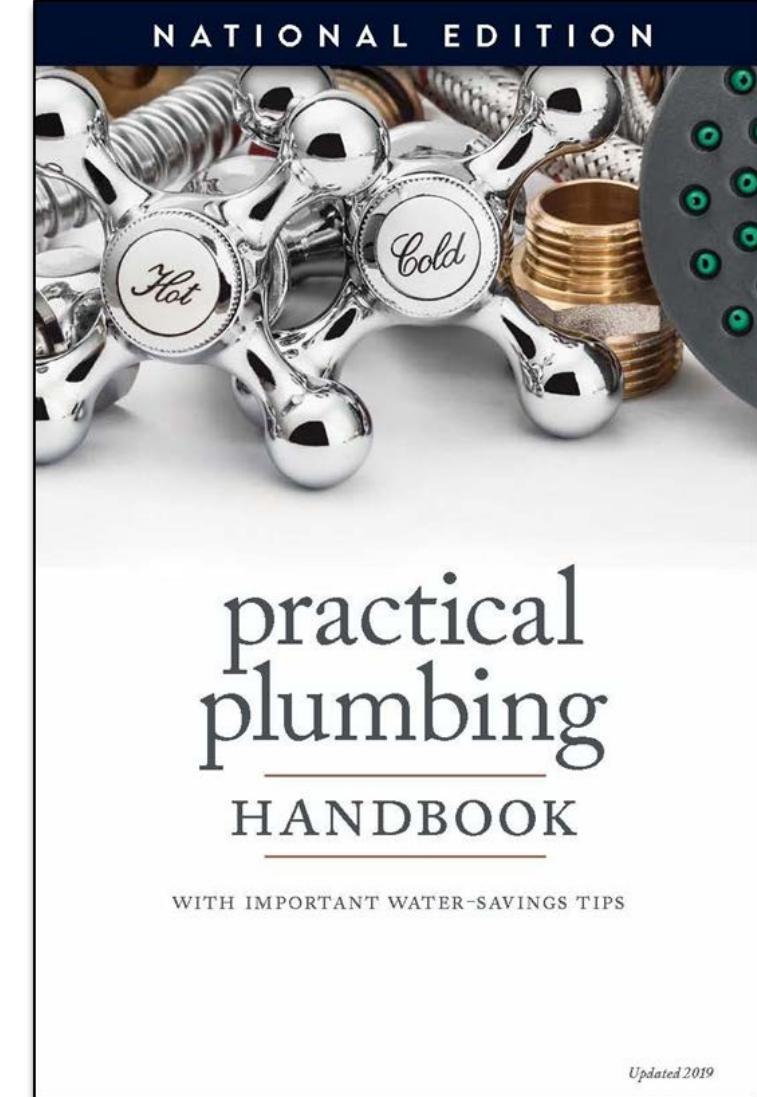


\* The "Other" category includes evaporative cooling, humidification, water softening, and other uncategorized indoor uses.

<https://www.waterrf.org/research/projects/residential-end-uses-water-version-2>

# PROVIDING USEFUL INFORMATION TO THE CONSUMER

- Consumer-oriented DIY Guide
- Covers toilets, faucets, showerheads, clothes washers, dishwashers, and irrigation systems
- Also discusses meters, water pressure, water heaters, pools & spas, and water softeners
- Helps consumers identify and repair leaks
- Provides installation and maintenance tips
- Handy 4"x6" size



PROVIDING  
MOTIVATIONAL  
MESSAGES  
TO THE  
CONSUMER

THE WATER A RUNNING TOILET WASTES  
CAN FILL **800** OF THESE BOTTLES  
IN ONE DAY.

Learn more at [neverwaste.org](http://neverwaste.org).



PROVIDING  
MOTIVATIONAL  
MESSAGES  
TO THE  
CONSUMER

A BROKEN SPRINKLER HEAD  
CAN WASTE **384** OF THESE BOTTLES  
IN TEN MINUTES.

Learn more at [neverwaste.org](http://neverwaste.org).



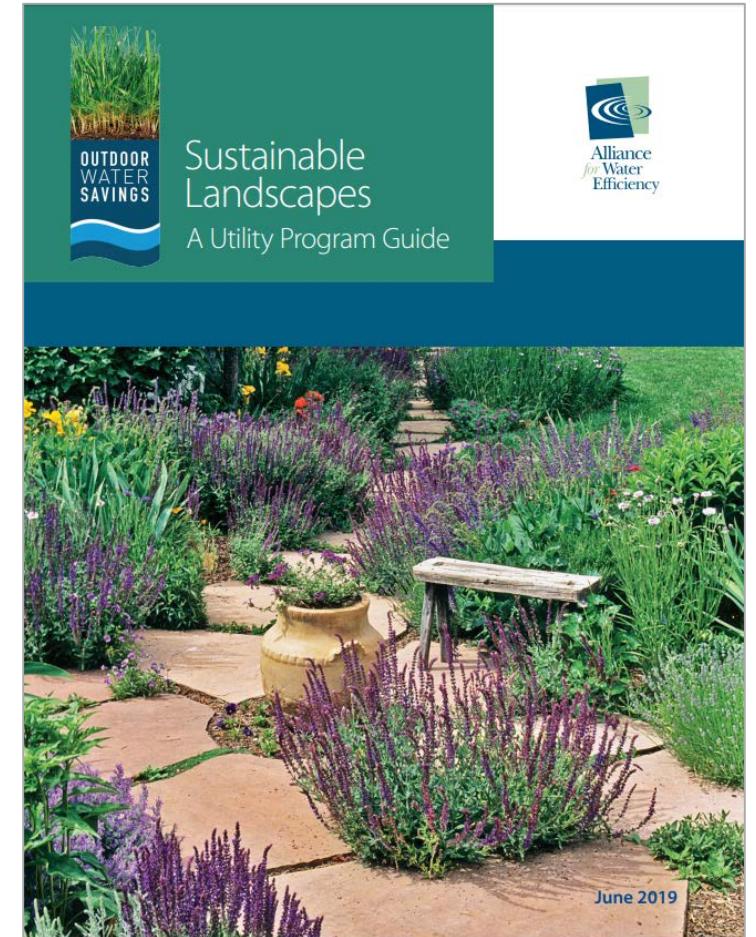


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Efficiency

# INCENTIVES FOR OUTDOOR WATER CONSERVATION MEASURES

# SUSTAINABLE LANDSCAPES: A UTILITY PROGRAM GUIDE

- AWE's Landscape transformation study found that customers want help from their utilities, so this guide is targeted to utilities just getting started or those enhancing existing programs
- Organized into two sections:
  1. General considerations
  2. Considerations for specific types of outdoor landscape programs
- Features utility program examples with lessons learned



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## QUESTIONS FOR DISCUSSION

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Given the COVID-19 pandemic, an in-person rates workshop cannot be held much before the Fall of 2020 or even the Spring of 2021.

1. Shall we wait until we can do it then? We believe an in-person workshop provides more opportunity for utilities to ask questions and participate in discussions.
2. If you prefer not to wait that long, should we attempt this rates workshop in two virtual sessions of 2 hours each? That unfortunately would not be the complete program.
3. While we wait we could start immediately on the state law and policy review. Or would you prefer that we do the tasks in the order given to us?
4. How shall we structure stakeholder input into the process?



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