

Tualatin Valley Water District



BOARD OF COMMISSIONERS
1850 SW 170th AVENUE
BEAVERTON, OR 97006
WORK SESSION
FEBRUARY 1, 2011

Present: Commissioners: President Dick Schmidt, Richard Burke, Jim Doane, Jim Duggan, Marilyn McWilliams

Management

Staff: Greg DiLoreto, Todd Heidgerken, Bernice Bagnall

Staff: Judi Tonks, Steve Carper, Jim Meierotto

Citizens: None

President Schmidt called the Work Session to order at 6:05 p.m.

WATER CONSERVATION PROGRAM OVERVIEW AND NEXT STEPS (PowerPoint Slides are attached for greater detail)

This presentation is for informational purposes and to seek direction from the Board on the approach to conservation during the 2011-2013 biennium.

CEO, DiLoreto provided opening comments. He then gave the floor to the Manager of the Office of Community and Intergovernmental Relations, Todd Heidgerken, who began the presentation.

Mr. Heidgerken covered the current conservation program and results of the program since July 2005. He explained that conservation, economy, weather patterns and management of the conservation programs influenced the Gallons Per Capita per Day (GPCPD).

Current Program:

- Board Goal – average 0.8% decrease in GPCPD per year since 2005
- Expand efforts to provide technical assistance, primarily to the Business, Industry and Government (BIG) customers
- Focus on fixtures and appliances
- Incorporate conservation message in educational and outreach material and efforts
- Strong participation in regional efforts

Mr. Heidgerken outlined a statistical summary of Conservation's accomplishments over the last five years.

Current Program Results:

- Provided 22,233 rebates
- Distributed 84,053 conservation devices
- Completed 255 site assessments
- GPCPD has decreased 16% (2005-2010)
- GPCPD is 94 as of 12/2010 (lowest ever)

Mr. Heidgerken pointed out that in 2005 the Board had adopted aggressive conservation goals of which he described. The conservation group plays an active role in supporting the Regional Water Providers Consortium (RWPC) to promote conservation. Outreach programs have been added and improved.

Mr. Heidgerken described the graphs included in the Power Point slides:

- The TVWD Trend Line (GPCPD) (July 2000- July 2010)
- Conservation Program water savings 157,780,000 over five years (2005- 2010)
- TVWD demand and population (1985-2008)
- TVWD demand and per capita demand (1985-2008)
- All cities – normalized to 1985
- Water revenue and rate increases
- Water sales in CCF by customer class (residential, multifamily, commercial, production, fireline, irrigation, wholesale)

A general discussion took place in terms of the low GPCPD and whether it would hit a plateau. CEO, DiLoreto pointed out that Portland has a 67 GPCPD for residential use which is considered low, however Portland homes are smaller than those in the District's service area. Mr. Heidgerken suggested that the District is close at 94 GPCPD.

A discussion took place regarding whether a significant change to the District's population may affect the blue line. Mr. Heidgerken commented that he believed the number is probably more accurate today, the question is would it have been higher. Commissioner Doane commented that prior to the conservation efforts started in 2005, the GPCPD dropped lower. This report goes through May 2010, so the curve would be a lot steeper than what has been seen in the last few years. Commissioner McWilliams asked when the Regional Water Providers Consortium (RWPC) began using the GPCPD. CEO, DiLoreto indicated that the RWPC was formed about 20 years ago. There was a water conservation group known as the Willamette Water Conservation Coalition that was incorporated into the RWPC. This began in 1992 or 93, right after a drought.

Mr. Heidgerken explained that the conservation program water savings graph illustrates how much credit the conservation programs can take as it relates to water savings. He stated that the Board receives a Conservation Tracking Sheet each month in their agenda packet.

There was a brief discussion amongst the Board and staff about maintenance of infrastructures. Commissioner Burke asked if the scope of the conservation program covers how well TVWD maintains their infrastructure so that there is not a lot of water loss due to unmetered water. Mr. Heidgerken indicated that we have not included water loss as part of the conservation program. TVWD's approach is to maintain our infrastructure to make sure that water loss isn't prevalent. There are a lot of communities that have a high water loss so it made a big reduction in their use. TVWD has never been in that position.

Mr. Heidgerken pointed out that the graph entitled "All Cities Normalized to 1985" shows that TVWD is not alone. The blue line for each different water community compares the GPCPD to a baseline of 1985. The relevant issue depicted is that all these communities are below the red baseline. Although TVWD is experiencing lower demands, it is not a unique issue, it's a national reality. Chief Financial Officer, Bernice Bagnall, commented that generally this would show an increase in revenue when rates were raised in 2008 and 2009 had the economy not gone into a downward spiral.

Commissioner Burke commented that a rise in revenue is seen, and would not have happened if we had not raised the rates. Commissioner Doane commented that the amount customers are paying (the total bill) appears to be running constant, which is what you would expect with a conservation program. All agreed this was correct however, CEO, DiLoreto pointed out that the District raised rates to save money for Tualatin Basin Water Supply project (TBWSP). TVWD's saving grace is due to lower demands. The TBWSP (raising Scoggins dam) does not need to be built as soon as projected therefore TVWD does not have to pay its portion of the expansion as projected.

Commissioner McWilliams asked whether the District has seen a dip in revenue since the last rate increase. CEO DiLoreto replied that District revenues are down approximately 8%. Ms. Bagnall commented that there has been a real drop in the base water usage of residential customers, which was what the District was trying to achieve.

Commissioner McWilliams asked if a slight rise in the production line on the graph is caused by more industry moving into the area or is perhaps existing industry is using more water. Conservation Tech, Steve Carper commented that this points to several key existing industry customers that are using more water.

Mr. Heidgerken explained why TVWD conserves water:

- Regulatory Requirements in terms of Water Management and Conservation plans related to water rights, both with the Willamette River Water Coalition (WRWC) and the Joint Water Commission (JWC)
- Portland Water Supply Agreement (opportunity to defer capital expenses - peak day demands)
- Customer expectation (customer attitude surveys)

Conservation approach for 2011-2013:

- Seek guidance from the Board
- Review staff approach
 - Focus on peak summer inefficiency
 - Utilize conservation staff to meet District needs
 - Pilot opportunities that use District technology (GIS)
 - Maintain current budget level

Mr. Heidgerken introduced Conservation Coordinator, Jim Meierotto. Mr. Meierotto explained that since 2006 he has overseen the residential conservation programs which was created to meet the Board's goals, and to provide the best value and water savings to District customers.

Residential Conservation Program in general:

- Rebates (high efficiency toilets, dishwashers, washing machines, irrigation improvements and controllers)
- Residential high water use assessments
- Conservation device giveaways
- Education and outreach

Mr. Meierotto described the Residential Conservation Program with respect to indoor fixture and appliance rebates:

- Existing Program (high efficiency and ultra low flush (ULF) toilets, EnergyStar washing machines and dishwashers)
- Suggested changes (eliminate ULF toilet rebate and dishwasher rebate)
- Program Options
 - Expansion: Continue existing rebates, plan to hold more (3+) toilet recycling events
 - Contraction: Eliminate EnergyStar washing machine rebate. Don't hold toilet recycling events and reduce marketing efforts

A general discussion took place amongst the Board members and staff regarding the current residential rebates programs. Mr. Meierotto clarified ULF and HET toilet standards.

Commissioner Duggan suggested considering the cost of staff time processing the rebates before eliminating or keeping the program, especially for the amount of return of \$10 for the dishwasher or even the \$50 for the toilet rebate.

Commissioner Doane asked if tax credits were still available. Mr. Meierotto stated he doesn't believe there is a tax credit on a dishwasher. The washing machine has two rebates. Energy Trust of Oregon (ETO) offers from \$85–100 rebate, and the Oregon State tax credit offers up to \$150.

Mr. Meierotto discussed the increase in the regional popularity of toilet rebates. He indicated that in 2009, six water providers in the Portland metro area did a WaterSense high-efficiency toilet rebate promotion that was very popular. Most agencies ran out of budget money quickly. Portland Water Bureau, Rockwood Water, Tigard and Hillsboro participated. Mr. Meierotto added that TVWD formed a promotional partnership with WaterSense to capitalize on that popularity.

Mr. Meierotto stated that he analyzed the District's utility billing system and found approximately 30,000 households in the District who may be candidates for changing out their toilets. Conservation staff is sending postcards to customers to gather additional information.

There was a discussion amongst the Board and the staff regarding the toilet rebates and toilet round ups. Mr. Meierotto responded to questions from the Board regarding water savings from HET toilets by explaining that savings varies with the family's size. The toilet industry estimates it will take a year to pay for the toilet from the savings they will receive on their water bill.

Commissioner Doane asked how long TVWD would continue these rebates, or will the popularity taper down eventually. He said there are customers who will never change out their inefficient toilets. He said as we enter the world of climate change, he was not sure if there is balancing criteria. Commissioner Doane asked if the District had statistics of how many \$75 rebates have been given. Jim Meierotto commented that last month the District gave approximately 108 rebates. Over a year, there were 1500 or approximately \$113,000.

Commissioner Doane asked whether all the other regional purveyors have similar \$75 rebates. Mr. Meierotto acknowledged that other regional water providers do offer \$75 rebates such as Tigard,

Beaverton (is going to offer one if they aren't right now); Hillsboro would begin on July 1st. Mr. Meierotto explained that the cost for a WaterSense labeled toilet is around \$150 to \$300 each. Cost depends on a person's plumbing capabilities and if they hire a plumber. CEO, DiLoreto commented that it would make sense to continue with the \$75 rebate simply because our neighbors are doing so.

Commissioner Doane commented that he believes it is important to continue the rebates since this drives the program.

Mr. Heidgerken stated he believes that the Board is in agreement with the recommended changes.

Commissioner McWilliams asked for confirmation that the District does recycle the used toilets. Mr. Meierotto stated that the toilets go to a site in Portland where they are crushed and made into base rock for future road projects. Mr. Meierotto explained that the District holds between one to two toilet round-ups per year. The toilet roundup is an incentive to customers to purchase the HET toilet. Commissioner McWilliams asked if TVWD also accepts toilets from other water provider customers. Mr. Meierotto stated that we do accept toilets at the toilet round-up from other water provider's customers however a rebate is not given TVWD's intention was to partner with Tigard, Beaverton, and Hillsboro and hold a Westside toilet roundup in order to share costs, which was done at the last round-up. A residential rebate is offered to multi-family property owners as long as the customer is a condo owner. Renters do not receive rebates.

The washing machine rebate is also popular and however hasn't seen much growth. 152 customers have participated in the last 30 days. It is a low-cost program to implement. The conservation staff meets with the sales staff of Lowes, Home Depot, Standard Appliance, and others two to three times a year and they provide the District's information to the customer.

Commissioner McWilliams indicated that these new appliances do save money whether or not a rebate is given.

Irrigation Improvement Rebates:

- Existing program rebates (lawn aeration, hose bib timers, rain sensors, pressure regulation, and multistream rotators (pilot))
- Suggested changes (only offer rebates for multistream rotators, eliminate other rebates)
- Program Options:
 - Expansion: Reinstate existing rebates and encourage targeted marketing of multistream rotator rebates
 - Contraction: Eliminate multistream rotator rebate and do not provide irrigation improvement rebates

Mr. Meierotto explained that a multi-stream rotators device can be inserted into an existing spray head or pop up. He pointed out that these can cover various patterns, not just circular and cost \$8.00. TVWD offers a \$3.00 rebate per nozzle and caps at 32 nozzles per household. Commissioner Doane commented that we could also use the information we gather here and add it to the backflow program and make sure that everyone who gets a rebate actually gets one of these devices. Mr. Meierotto indicated that staff does follow up with Backflow to make sure the customer actually has one of these devices. Mr. Meierotto commented that the industry is moving towards this technology and it is critical that water providers, manufacturers and landscape professionals all work together.

Commissioner McWilliams asked how the multi-stream rotator nozzle would be marketed to District customers. The device looks to be a little more involved. Mr. Meierotto explained that TVWD used the multi-stream rotator nozzle currently as a pilot project directly with landscape professionals. It may be difficult to market in a "Water Words" newsletter or on the website.

Weather-Based Irrigation Controller Rebates

- Existing Program (home irrigation assessments performed by TVWD staff)
- Suggested changes (none)
- Program Options:
 - Expansion: (allow for additional consultants and work to expand marketing efforts of home irrigation assessments)
 - Contraction: (eliminate all assessments)

Mr. Meierotto reported that TVWD works with Ewing Irrigation, Horizon, and United Pipe distribution centers and makes connections with contractors. Staff may visit their events and speak with them.

Commissioner McWilliams asked if Mr. Meierotto would be open to speaking to Citizen Participation Organization (CPO) groups. Mr. Meierotto commented that he would be willing to meet with CPO groups.

Commissioner McWilliams asked if TVWD discourages customers from putting in lawns. Mr. Meierotto explained that decision is strictly up to the customer. The customers who do not want a lawn can be given names of resources who offer advice.

Mr. Meierotto explained that scheduling is another aspect of irrigation efficiency. Rebates for an Evapotranspiration (ET) Controller and a Soil Moisture Sensor are offered. ET is defined as water evaporating from the soil and the and transpired by the grass. ET calculates how much water is lost so it can be put back. ET Controllers and Soil Moisture Sensor calculate the amount of water your landscape needs based on weather input. The Soil Moisture Sensors is buried in the ground 4-6 inches, it registers the moisture. Every morning the ET Controller checks relayed information from the sensor and calculates if watering is needed. These devices run about \$200-\$250. This device is an upgrade for an irrigation controller. The customer is able to tailor the device for areas that need more water.

Mr. Meierotto explained that ET Controllers cost \$200-\$500. Typically, they range from \$300-\$400. The Soil Moisture Sensor costs approximately \$200-\$300. TVWD offers a \$200 rebate for this device. TVWD would like to continue offering the rebate, targeting customers with high usage. Irrigation distribution centers are visited and landscape professionals are kept aware of the rebates available. Mr. Meierotto explained that expansion of this program would be to offer a direct rebate to the contractor in order to incentivize them. Contraction would be to eliminate the weather-based irrigation controller. The suggested change is to remain status quo.

A general discussion took place regarding the ET Controller and the Soil Moisture Sensor. Mr. Meierotto explained that these devices are effective for residential properties, and can be adjusted for different landscaping. There are approximately 40-50 rebates given a year.

Residential Irrigation Assessments

- Existing Program (home irrigation assessments performed by TVWD staff)
- Suggested changes (none)
- Program options
 - Expansion (allow for additional consultants and work to expand marketing efforts of home irrigation assessments)
 - Contraction (eliminate all assessments)

Residential Home Assessments

- Existing Program [(home water assessments performed by Energy Trust of Oregon (ETO))]
- Suggested changes (none)
- Program options
 - Expansion (allow for additional consultants and work with ETO to expand marketing efforts of home water assessments)
 - Contraction (eliminate all assessments)

TVWD offers two assessments for District customers. The Residential Irrigation Assessment is an assessment that is performed at 15 to 25 houses per year and involves a personal visit with the customer. The irrigation system is turned on and analyzed by conservation staff. Inefficiencies are pointed out such as broken sprinkler heads, and spraying of sidewalks, then various maintenance ideas are suggested. Traditionally this is done this with a brochure. Educating our customers is important as well as personal interaction. Rather than just educating them, the idea is to change the behavior. This is also a great customer service tool; targeting our high use customers. Conservation staff works with the Customer Service Department to make sure that we are meeting with the people who are really struggling and looking for help on their bill. The customers seem to like this program as it takes a bad experience and makes a positive impact. Commissioner Doane asked if a customer without a huge bill can call in and ask for an assessment. Mr. Meierotto explained that this is an option. Staff can also access the utility billing system and find customers who have high bills and proactively ask if they are interested in decreasing their water consumption. This is done on a completely voluntary manner.

Mr. Meierotto explained the Residential Home Assessment. The District partnered with the Energy Trust of Oregon (ETO) in 2006 on home energy reviews. TVWD partnered with ETO to do a water assessment in conjunction with their home energy review which has been successful.

ETO goes through the home and change out shower heads, and faucet aerators, check for toilet leaks, etc. ETO records show that one out of four homes had some sort of a leak. The program is already set up and is a regional project where the District participates with other water providers throughout the Metro area. It is very economical to consult and the cost is approximately \$50 for an assessment, depending what is done.

Commissioner McWilliams asked what the cost is to the District. Mr. Meierotto stated the service is free to the customer and costs the District approximately \$50 for the assessment. The contract rate is \$50. If the home has four bathrooms the amount would be a little more, depending on what fixtures are changed out. The Budget is for 200 assessments per year, typically we have 100 participants. The goal is to reach 200 participants.

Education and Outreach

- Conservation message is include in TVWD's education and outreach efforts
- Customer Water Conservation Resource
- Continued distribution of conservation devices

Education & Outreach is the last component of our program. The Youth Education Program has a conservation message incorporated into youth presentations. The Water Words newsletter has incorporated the conservation message as well. The District gives out devices via our "Welcome Kits" to new customers. These are also available at the kiosk in the front lobby. There is a menu on the website listing devices that are available for our customers.

Mr. Meierotto summarized the residential conservation approach for 2011-2013:

- Modify irrigation and toilets rebates
- Continue washing machine rebates
- Continue residential irrigation assessments
- Continue home water assessments in partnership with ETO
- Continue outreach efforts

Mr. Meierotto introduced Conservation Technician, Steve Carper, to discuss the Commercial Program.

Mr. Carper explained that he oversees the commercial side of the Conservation Program. This includes the multi-family housing sector. He pointed out that in many ways the BIG Program mirrors the residential program, with a slight difference in rebate options. Mr. Carper reported toilet rebates are \$100 for the standard 1.6 gallons per flush (gpf) toilet, and \$120 for the HET 1.28 gpf unit. A primary challenge for TVWD is that there are more toilets to be replaced and a larger capital investment is needed in the multi-family sector, which is the reasoning behind offering a larger incentive.

BIG Program

- Rebates (toilets, irrigation improvements, cooling tower/industrial process upgrades, customer organized proposals)
- Assessments
- Device giveaways
- Education and outreach

Mr. Carper clarified for President Schmidt and Commissioner Doane standards for toilets with respect to new construction of multifamily units. Mr. Carper stated that ULF (1.6 gpf) toilets are a construction requirement; HET's are not.

There was a general discussion with regard to the size of a construction project once 10 or more toilets are needed. The question was asked if the rebate amount should be dropped in order to be in line with the residential program. Mr. Carper recognized that there are barriers with the commercial/industrial sector whether talking about production, industrial, or multifamily. He pointed out that there is typically a property manager who is involved, separate from the property owner who has much less investment concern for the cost of a project or care about reducing their water bill. The person who is responsible for managing the property is not ultimately paying for the investment, so they are not as driven as property owners.

Mr. Carper explained that there would probably be fewer rebates if the rebate amount is reduced. He suggested \$100 rebate be offered for the 1.28 gpf toilet. The residential rebate for the same toilet is \$75. Mr. Carper indicated that the Commercial rebate would be slightly higher than the residential to try to incentivize the larger projects.

CEO, DiLoreto commented that the difference is that there may be one or two toilets for a home and 100 for a commercial building. The idea is to motivate customers to want to change out 100 toilets. Commissioner Doane stated he sees the logic however it is an equity issue. Mr. Heidgerken explained that the assumption is that a commercial toilet is being flushed a lot more than at a residence therefore the water savings would be different.

There was further discussion between the Board and Staff regarding who feels the impact of increased water use, the property manager or the property owner. Mr. Carper explained ultimately it's the property owner. Often they are not the party looking at the bill, so unless something happens where there is a spike in the bill, such as broken line in the irrigation system, it would go unnoticed.

Irrigation Improvements Rebates

- Existing program (weather based controllers, rain sensor, pressure regulation and multistream rotating nozzles rebates)
- Suggested changes (only offer rebates for weather-based controllers and multistream rotating nozzles)
- Program options
 - Expansion (allow rebates to provide incentive to include irrigation contractors. Offer an exchange program for new controllers)
 - Contraction (eliminate weather-based controller and multistream rotator rebates)

Mr. Carper explained irrigation improvement rebates. The existing programs offer rebates for weather based controllers, rain sensors, pressure regulation and multi-stream nozzles. Pressure regulation is fairly complicated and is one of the reasons few take advantage of this. Therefore, it is recommended to streamline by creating a focused program that offers state-of-the-art devices that promote effective scheduling. We can impact peak summer usage by increasing those programs that TVWD and industries are confident is an effective retrofit. Staff would recommend focusing on weather-based controllers, soil moisture sensors, sensor-based control that takes the guess work out of scheduling. Many customers have irrigation controllers however very few know how to effectively manage them. To drive greater participation, we need to find ways to bring the contractors on board and provide them with an incentive, either by incentivizing part of their labor or finding a way to incentivize them through their wholesale purchase.

A general discussion took place regarding the logical difference between commercial and residential rebates.

Commissioner Doane asked if this program is open to private sector. He asked who is taking advantage of the program. Mr. Carper responded by stating it is part of our BIG program and that it is open to any non-residential TVWD customer.

Commissioner Doane stated that he believed the recommendation is correct and again part of it is maintaining control of the program. Mr. Carper explained that in this area, we are taking advantage of the green concept that is prevalent in Portland.

Mr. Carper explained cooling tower/Industrial process upgrades rebates. He indicated it has been a challenge, dealing with facility engineers, facility managers, with regard to entering their realm. Some are resistant to admit or apply for a program that highlights the fact that they have been deficient in the way they have been managing their system. He explained that he has found ways through patience and persistence to work with chemical and water treatment service customers such as St. Vincent Hospital, Nike, and Maxim. He said he was provided the opportunity to be able to look at some of the cooling towers and industrial processes. Facility managers are asked if there is something they would like to do to increase efficiency.

Cooling Tower/Industrial Process Rebates

- Existing program (a rebate is issued to incentivize implementation of water saving projects proposed by BIG customer)
- Suggested changes (incorporate cooling tower/industrial process rebate)
- Program options:
 - Expansion (amount of rebate could be increased to promote larger projects. Investigate assistance with financing projects)
 - Contraction: (eliminate the opportunity for customers to request financial assistance for implementation of water saving measures that are not presently incentivized)

Commissioner Doane asked for a clear definition of the rebate program for the cooling tower/industrial process rebates for St. Vincent Hospital. Mr. Carper explained that there was a limit on the project of either \$10,000 per project or 20%. The rebate offered to St. Vincent's was almost \$2100, for a total project value of \$10,500 material's costs. We do not provide incentive for labor, only material.

The staff proposal is a consolidation of how we currently offer the cooling tower and industrial process rebates by wrapping that into the customer organized proposal. We are going after large-scale commercial industrial projects that we don't have a predefined measure for in the program.

Mr. Carper suggested to consolidate the cooling tower, industry process and the customer organized proposal into one pool and expand the ceilings on both the project, maximum and percentage of incentives. Businesses such as Intel are running 16 cooling towers at one facility and if they decide they want to go with one measure, it will be more than \$10,000. If this is to be done, and we have \$30,000 out there for projects, flexibility comes into play. The idea is to be open to spend a little more on a single project.

It's a real challenge and until the District is able to really promote savings results by a customer who is willing to say "Take my results and put it in the BIG Newsletter and put it in the Beaverton Times and get the word out", that's when the District will start seeing more participation.

Commissioner Doane clarified what he understood Mr. Carper to have said. The annual cap on this program is \$20,000. The cooling tower budget is \$20,000. The industry process was \$15,000 for a total of \$35,000. Commissioner Doane explained he thought the reason to have an incentive is to push something that is not quite cost effective. We do the analysis and give money where we need to push it over the top, but we don't give money if it pays for itself, therefore obviously they don't need it.

Customer Organized Proposals

- Existing program (a rebate is issued to incentivize implementation of water saving projects proposed by BIG customers)
- Suggested changes (incorporate cooling tower/industrial process rebate)
- Program Options:
 - Expansion (amount of rebate could be increased to promote larger projects. Investigate assistance with financing projects)
 - Contraction (eliminate the opportunity for customers to request financial assistance for implementation of water saving measures are not presently incentivized)

Mr. Carper clarified for Commissioner Doane that these are rebates, not loans. Commissioner Doane commented that he did not think we need to fine tune anything that is under \$5,000.

Commissioner McWilliams commended Mr. Carper for the BIG Newsletter that focused on the church project. She explained that putting such articles into papers is great. Mr. Carper indicated that the article about the church was an exceptional case. There was more going on than just leaky toilet flappers because 70% reduction in water use by upgrading 12 toilets is remarkable.

BIG Water Use Assessments

- Existing program (indoor commercial, landscape and industrial/cooling tower assessments are provided)
- Suggested changes (continue offering existing assessments. Use the GIS/GPS capability to facilitate the production of annual outdoor water budget use reports to improve the effectiveness of the irrigation assessment)
- Program options
 - Expansion (more aggressively pursue the development and distribution of GIS based water budget reports)
 - Contraction (eliminate all assessments)

Mr. Carper explained how the GIS piece would work in terms of outdoor water use. He indicated that there are various ways and staff is exploring the methodology that would work best for a “one-man show”. TVWD will effort to partner with Portland State University and their program. Commissioner McWilliams commented that it seems like it would be really expensive. CEO, DiLoreto pointed out that the District has the GIS system and we would take advantage of that capability.

Conservation Device Giveaways (BIG and Residential Customers)

- Pre-rinse spray nozzles
- Fill cycle diverters
- Bathroom faucet aerators (0.5 and 1.0 gallons per minutes)
- Kitchen faucet aerators
- Showerheads

Mr. Carper discussed the programs that are common to both the Residential and BIG Programs in term of giveaways. Commissioner McWilliams asked if the ETO might help the customer with this as well. Mr. Carper indicated that the District gives these away for free, as well as toilet tester dye tablets. We want customers to start testing their toilets for leaking water and fixing their flappers. Shower timers are also available for free. Kitchen faucet aerators are popular with customers.

The education and outreach for the commercial program mimics the residential program. Classes and workshops are held in the District's Demonstration Garden.

The Landscape Contractor Board is offering continuing education hours and this has been a great tool. TVWD is looking at an internet-based irrigation schedule tool. Rain gauges may be a little sophisticated for most individuals but the scheduling tool allows the customer to take the next step. If the customer can calculate how much water their system is using, they can enter that into the automatic calculator and get an actual schedule, and they don't need to do the math.

Mr. Carper indicated that he would like to see modifications to the toilet program to eliminate the 1.6 standard rebate and focus on the HET's. He said essentially nothing would be eliminated on the commercial side if the program can be flexible with customer organized proposals.

Education & Outreach

- Newsletter
- Workshops
- Conservation Garden events
- Investigate regional internet-based irrigation scheduling tool

BIG Conservation Approach 2011-2013

- Modify toilet, irrigation and cooling tower/industrial process improvement rebates
- Continue customer organized proposals
- Continue current indoor, landscape and industrial/cooling tower assessments
- Use the District's GIS/GPS capability to facilitate the production of annual outdoor water budget (use) reports
- Continue outreach and investigate development of internet-based irrigation scheduling tool

Mr. Carper clarified the use of the web-based schedule tool for Commissioner McWilliams.

Mr. Carper concluded his presentation and gave the floor to Mr. Heidgerken for closing comments.

Regional Collaboration Includes

- Regional Water Provider's Consortium
- Joint Water Commission
- PNWS-AWWA Water Conservation Committee
- Oregon Landscape Contractors Board
- Tualatin River Watershed Council
- TVWD Water Efficient Demonstration Garden
- THPRD Native Plant Garden

Mr. Heidgerken explained the importance of the regional collaboration aspect in terms of Mr. Meierotto and Mr. Carper's involvement with the RWPC Conservation Committee. Both have served as Chair of the American Water Works Association/Pacific NW Section Water Conservation Committee. Mr. Carper serves on the Oregon Landscape Contractors Board, which is a Governor appointed position, and provides TVWD an opportunity to provide conservation minded concepts to the landscape professionals at the State level. Mr. Meierotto represents the District on the Tualatin River Watershed Council. These are some of examples of how the District has continued to carry the conservation message on a regional level.

Mr. Heidgerken mentioned that the Board had asked a lot of great questions and the approach, unless the Board has other directions, is to go forward with many of the recommendations or suggested programs that were discussed.

Commissioner Doane asked if what we discussed could be summarized in a memo. Mr. Heidgerken indicated that this would be completed and sent to the Board.

Commissioner Doane provided comments regarding the future of the Conservation Program for the District, in terms of rates. CEO, DiLoreto commented that clearly most of us in the water business are looking at change in the cost of service model.

The Board provided general comments on the information provided in the presentation. All agreed, as suggested by Commissioner Doane, that a summary memo would be helpful.

CEO DiLoreto explained that the District budget will be predicated upon the recommendations presented this evening.

ADJOURNMENT

Without objection, President Schmidt adjourned the meeting at 8:10 p.m.

BOARD OF COMMISSIONERS
TUALATIN VALLEY WATER DISTRICT

BY: _____
Dick Schmidt, President

BY: _____
Jim Duggan, Secretary

Date Approved: March 16, 2011