



WATER CONSERVATION UPDATE OCTOBER 2021

Irene Suroso

Presentation to Board of Directors
November 16, 2021



AGENDA



Background



**Water Conservation –
October Update**



Q & A

BACKGROUND



Gov. Newsom issues a State of Emergency for drought conditions in 41 counties including Contra Costa and Alameda Counties



Executive Order No. N-10-21
15% voluntary water conservation statewide



Zone 7 declares Stage 2 Water Shortage Emergency – **15% mandatory** conservation



May 10, 2021

June 15, 2021

July 8, 2021

July 12, 2021

Sept. 1, 2021

Sept. 21, 2021

Zone 7 asks retailers for **10% voluntary** reduction of water use from 2020. In response, DSRSD asks customers to comply



Tri-Valley Water Agencies ask customers for **15% voluntary** reduction of water use by from 2020 levels

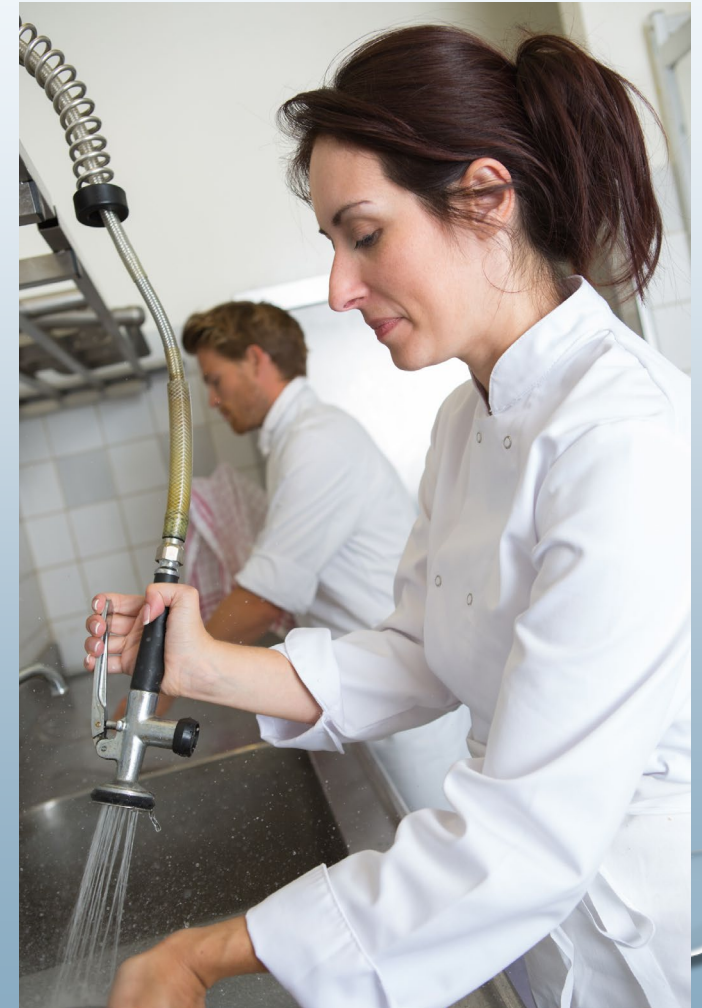


Dublin San Ramon Services District

Water, wastewater, recycled water

DSRSD Board of Directors declares Stage 2 Water Shortage Emergency – **15% mandatory** conservation and water use restriction

ADOPTED STAGE 2 WATER USE RESTRICTION



ADOPTED STAGE 2 WATER USE RESTRICTION



← WATERING BETWEEN THE HOURS OF 9PM TO 6AM →
Landscape irrigation during and within 48-hours after measurable rainfall is prohibited

WATER 1X/WK | **WATER 3X/WK, NON-CONSECUTIVE DAYS**

Nov 2021

Feb 2022 | Mar 2022

Oct 2022

OCTOBER 2021 UPDATE

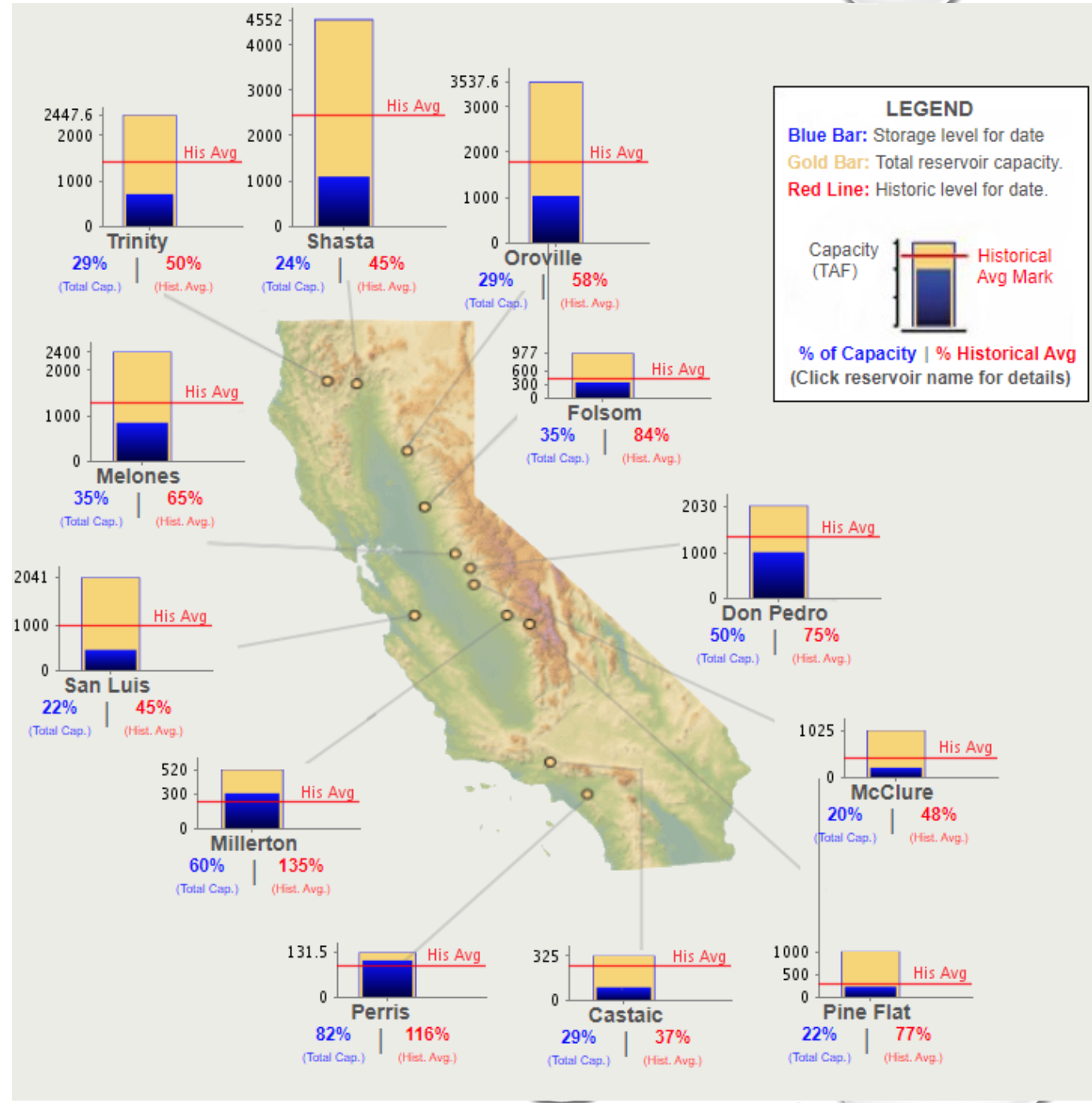
WEATHER AND CLIMATE

- Total October precipitation in Dublin and San Ramon is 6.7”

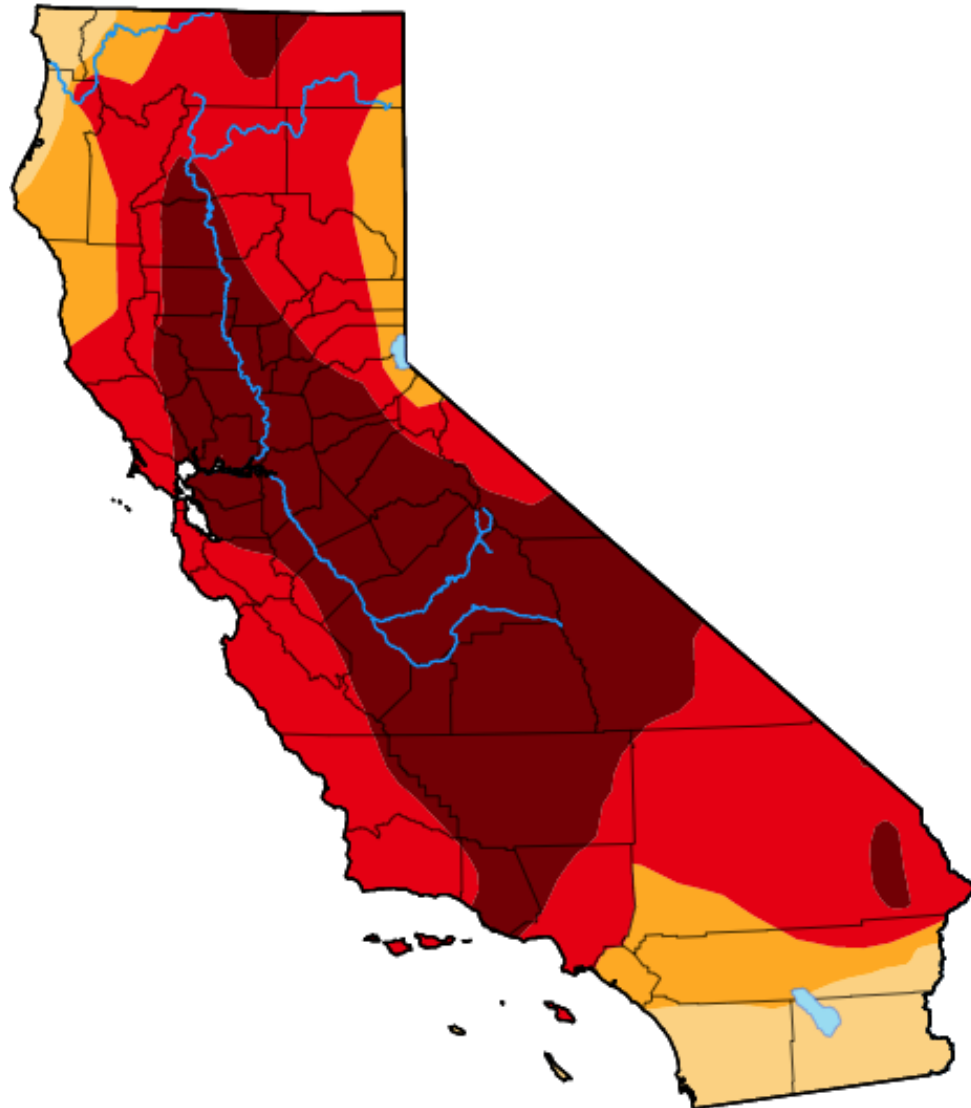
Month	Year	Precipitation, inches	Average Air Temperature, °F	Maximum Air Temperature, °F
July	2020	0	69	100
	2021	0	71	105
August	2020	0.25	74	105
	2021	0	70	102
September	2020	0	70	109
	2021	0.02	69	101
October	2020	0	65	98
	2021	6.66	61	94

CURRENT CONDITIONS FOR MAJOR RESERVOIRS

NOV. 15, 2021



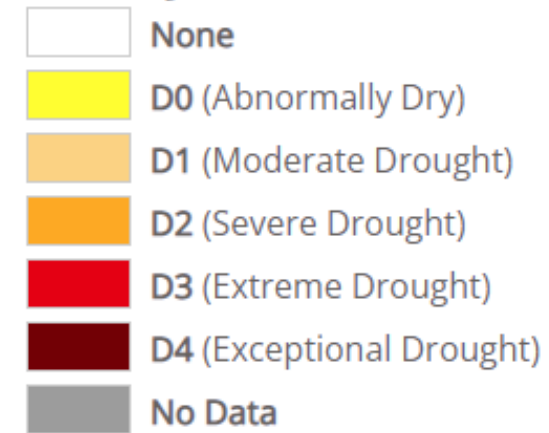
CURRENT DROUGHT CONDITIONS



Map released: Thurs. November 11,
2021

Data valid: November 9, 2021 at 7 a.m. EST

Intensity



Authors

United States and Puerto Rico Author(s):
Curtis Riganti, National Drought Mitigation Center

Pacific Islands and Virgin Islands Author(s):
Richard Tinker, NOAA/NWS/NCEP/CPC

OCTOBER 2021 DROUGHT MESSAGE AND PUBLIC OUTREACH

Oct. 1 notifications to 12,126 emails

23,400 postcards mailed on Oct. 19

DSRSD Pipeline
By Sue Stephenson • Oct 01, 2021
Smart Brevity™ count: 3 mins... 845 words

15% Mandatory Water Conservation

SAVING OUR WATER IS SAVING OUR FUTURE.

SAVE OUR WATER

California's statewide water conservation program, [Save Our Water](#), is a daily habit for Californians.

What's New: The District and Tri-Valley water agency asked customers to voluntarily reduce water use compared to 2020. Instead, water use among DSRSD customers decreased by 1.2%. That's not enough.

Why it matters: On September 21, the DSRSD Board declared a Stage 2 Water Emergency mandating 15% water conservation.

Go deeper: DSRSD is limiting potable water irrigation consecutive days per week until the end of October week from November through February. Outdoor irrigation about 40% of the average residential customer's water use. Frequency and length of time of irrigation is an easy way to conserve water.

Dublin San Ramon Services District
Water, wastewater, recycled water
7051 Dublin Blvd.
Dublin, CA 94568
www.dsrdsd.com

Mandatory 15% water conservation is in effect. Calendar year 2021 is a critically dry year—the second in a row. Getting serious now about the drought will help save water supplies for next year.

EASY WAYS TO CONSERVE WATER

- Save money and water with high-efficiency clothes washer **rebates**
- Only run dishwashers and clothes washers with full loads
- Shorten showers to 5 minutes (put on your favorite 5-minute song as a timer!)
- Find and fix leaks (worn toilet flappers, dripping faucets, leaky valves)—these are common and sometimes invisible sources of wasted water
- Monitor your water use in Aquahawk—it's free and it helps detect leaks tool. Sign up at www.dsrdsd.com/your-account/aquahawk-customer-portal

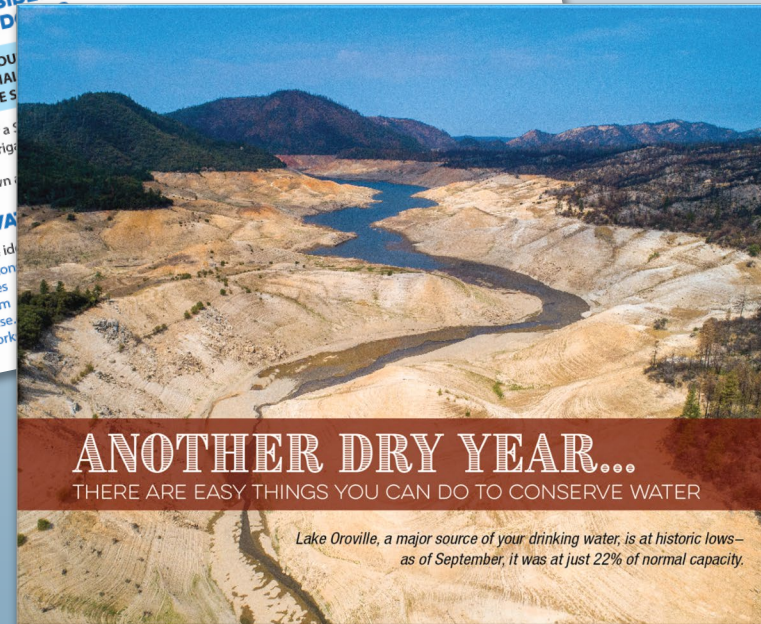
NEARLY HALF OF RESIDENTIAL WATER IS USED OUTDOORS

WHEN YOU TURN YOUR BACK ON NOV 7, DIAL IN IRRIGATION AT THE SAME TIME

Take advantage of a **rebate** for your irrigation system. Convert your lawn to a water-efficient lawn.

MORE CONSERVATION

Visit these sites for more ideas:
www.dsrdsd.com/waterconservation
www.dsrdsd.com/rebates
www.saveourwater.com
www.trivalleywaterwise.com
www.home-water-work.com



ANOTHER DRY YEAR...

THERE ARE EASY THINGS YOU CAN DO TO CONSERVE WATER

Lake Oroville, a major source of your drinking water, is at historic lows—as of September, it was at just 22% of normal capacity.

WATER USE RESTRICTIONS ARE NOW IN EFFECT

MANDATORY 15% REDUCTION IN WATER USE
Rebates and water-saving tips are outlined on the flip side of this card, for more ideas visit www.dsrdsd.com/waterconservation

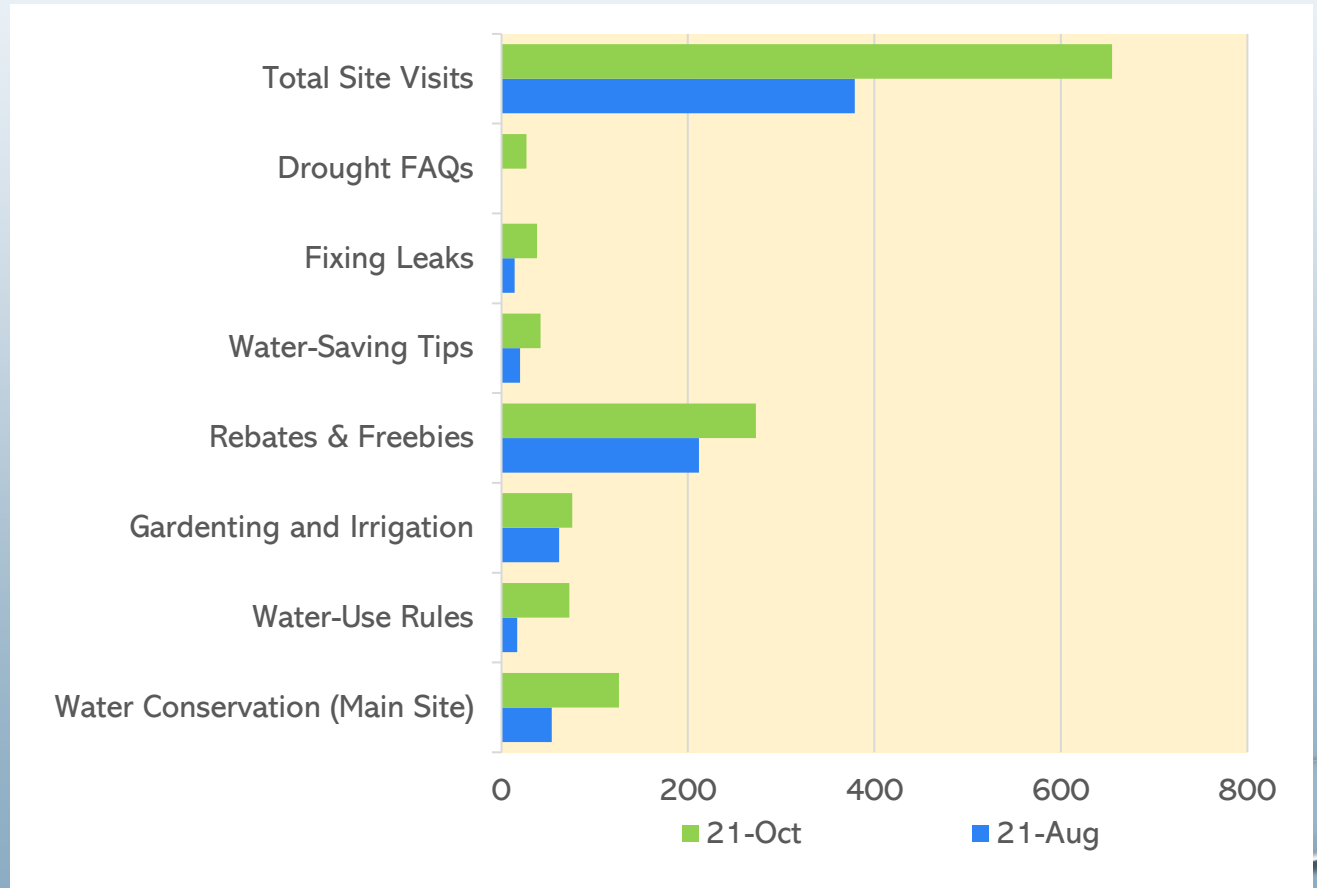
OUTDOOR WATERING RESTRICTIONS
Nov 2021-Feb 2022: once a week from 9 pm-6 am
Mar-Oct 2022: three days a week from 9 pm-6 am

WATER RATES
Stage 2 Drought Rates go into effect Nov. 5, 2021
Visit www.dsrdsd.com/water-rates

WATER CONSERVATION INFORMATION ON DISTRICT WEBSITE



DSRSD Webpage Visits

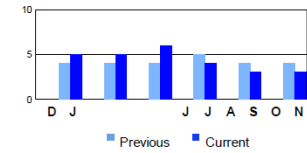


CUSTOMER PORTAL AQUAHAWK

Balance Due: 52.02

Meter # 59708074 Totals Cons: 3 Curr Read 689 Prev Read 686

Two-Year Consumption Comparison



DSRSD is operating under a Water Shortage Emergency. Effective September 21, mandatory limits on water use went into effect. For more information on restrictions, visit the Water Conservation page at www.dsrdsd.com. Stage 2 Water Conservation Rates will go into effect on November 5. More rate information is available on the Rates & Fees page at www.dsrdsd.com

Take control of your water use with AquaHawk. No need to wait for your bill to see how much water you're using; monitor consumption and set up email or text alerts for abnormal water use. Register at <https://dsrdsd.aquahawk.us>



Dublin San Ramon Services District
Water, wastewater, recycled water

7051 Dublin Boulevard
Dublin, CA 94568-3018

Phone: (925) 828-8524
UtilityBilling@dsrdsd.com

www.dsrdsd.com

<https://dsrdsd.aquahawk.us>



Powered by AquaHawk

Water Statements

Understanding My Bill Water Quality Help Lori Martin

Account Information

00-00-000000-000 Search

00-00-000000-000
CUSTOMER NAME
ADDRESS
ADDRESS
1 Registered Users

Current Billing Period
Nov 1, 2021 - Dec 31, 2021 (Day 11 of 61)

Current Balance (as of 11/10/2021)	\$0.00
Payment Status	
Estimated Bill (as of 11/11/2021 3:00 AM)	\$35.73
Projected Bill (at last reported use rate)	\$41.24
Water Use (as of 11/11/2021 3:00 AM)	0.03 CCF

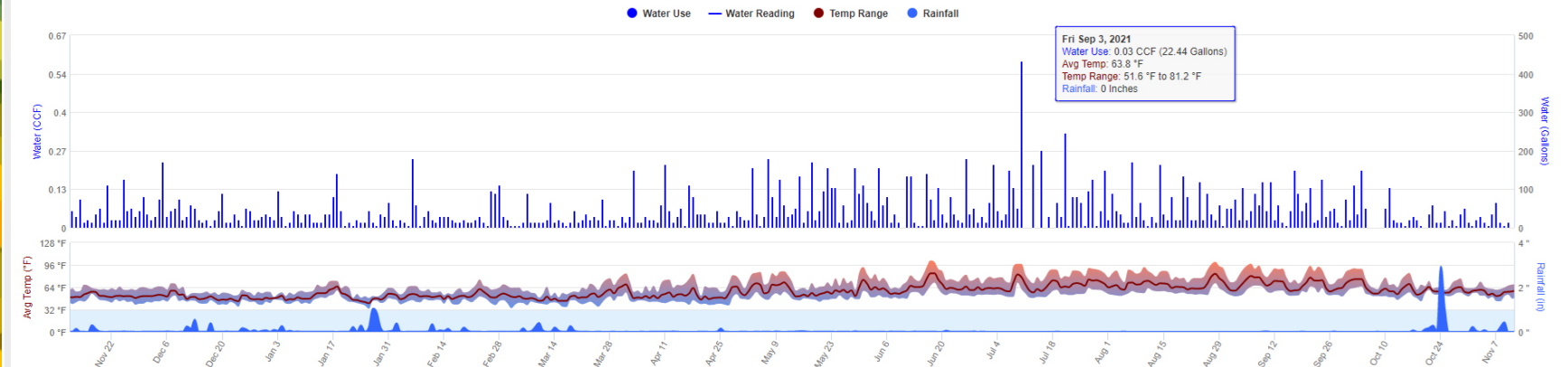
Pay Online View Statements Export My Thresholds

Account # 00-00-000000-000 ADDRESS

Last 365 Days (Thu Nov 12, 2020 - Thu Nov 11, 2021)

22.86 CCF (0 min, 0.06 avg, 0.58 max)

Back 24 hours 48 hours 72 hours 30 days 45 days 365 days 12 months Enter date to view [] < > Accumulating View



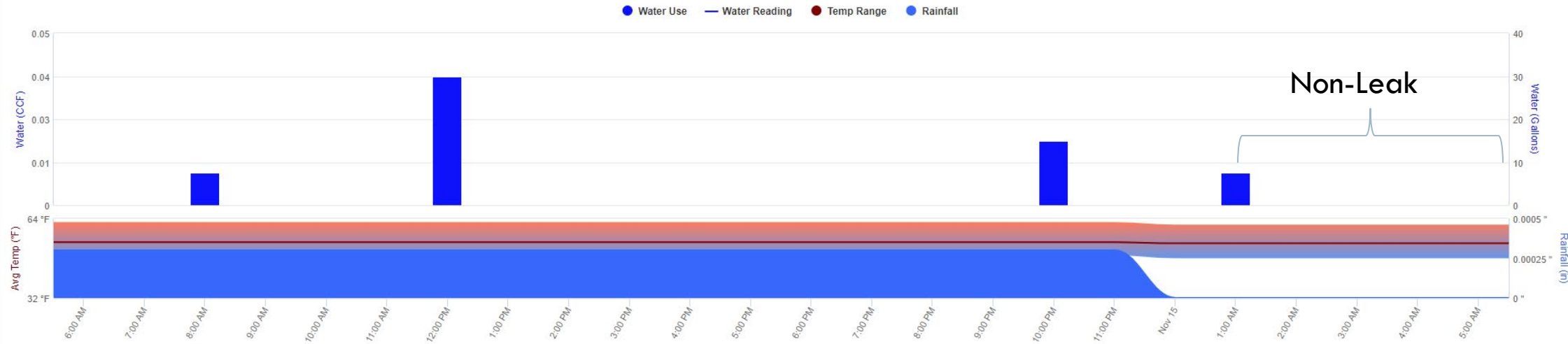
24 Hours (Sun Nov 14, 2021 6:00 AM - Mon Nov 15, 2021 5:00 AM)

0.08 CCF (0 min, 0 avg, 0.04 max)

Back 24 hours 48 hours 72 hours 30 days 45 days 365 days 12 months

Enter date to view < >

Accumulating View 





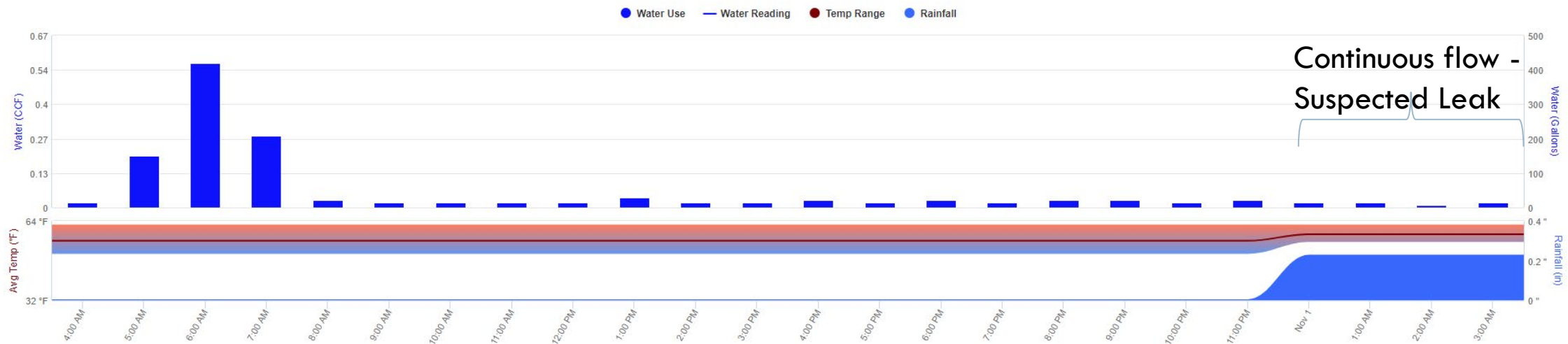
Last 24 Hours (Sun Oct 31, 2021 4:00 AM - Mon Nov 1, 2021 3:00 AM)

1.53 CCF (0.01 min, 0.06 avg, 0.56 max)

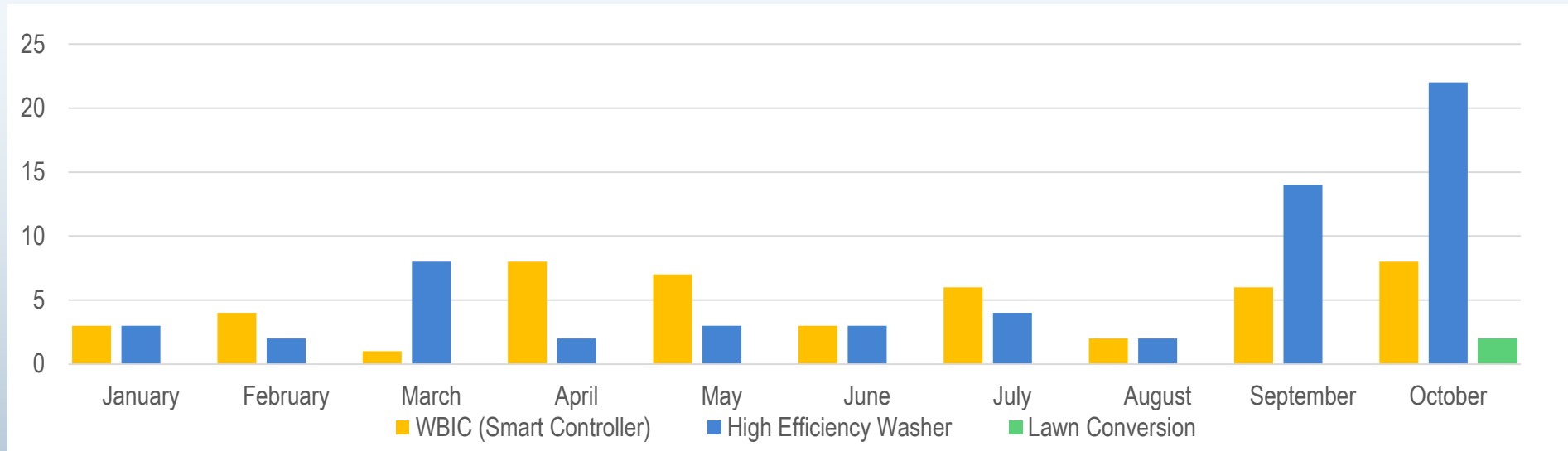
Back **24 hours** 48 hours 72 hours 30 days 45 days 365 days 12 months

Enter date to view < >

Actual View  Accumulating View 



REBATES PROGRAM



Effective July 1, 2021 –

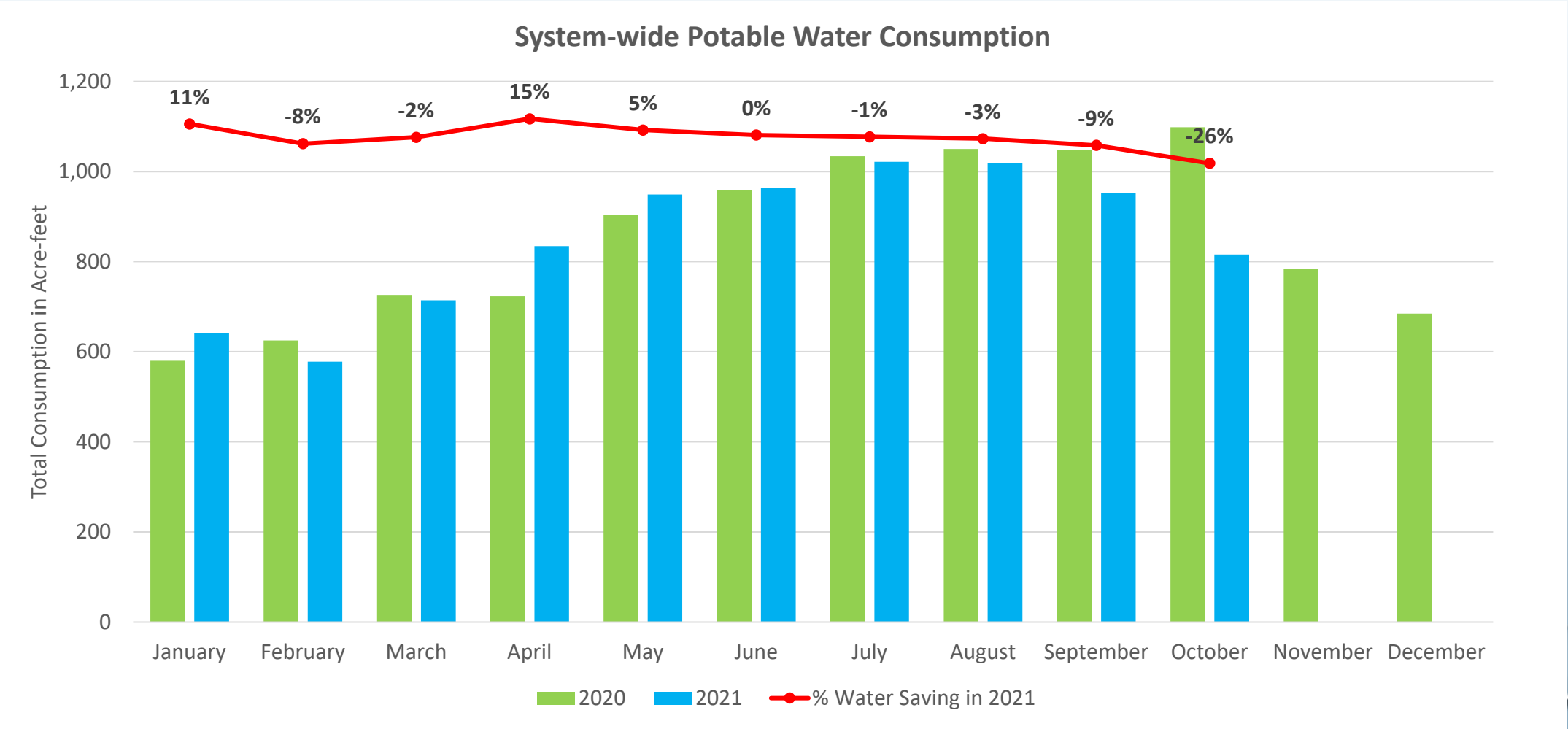
Increase Water-Efficient Lawn Conversion Rebates Program

- Single Family – from 750 to 2,000 maximum
- Commercial or Multi-Family from 4,500 to 6,000 maximum
- Reduce minimum requirement to 100 square feet of lawn

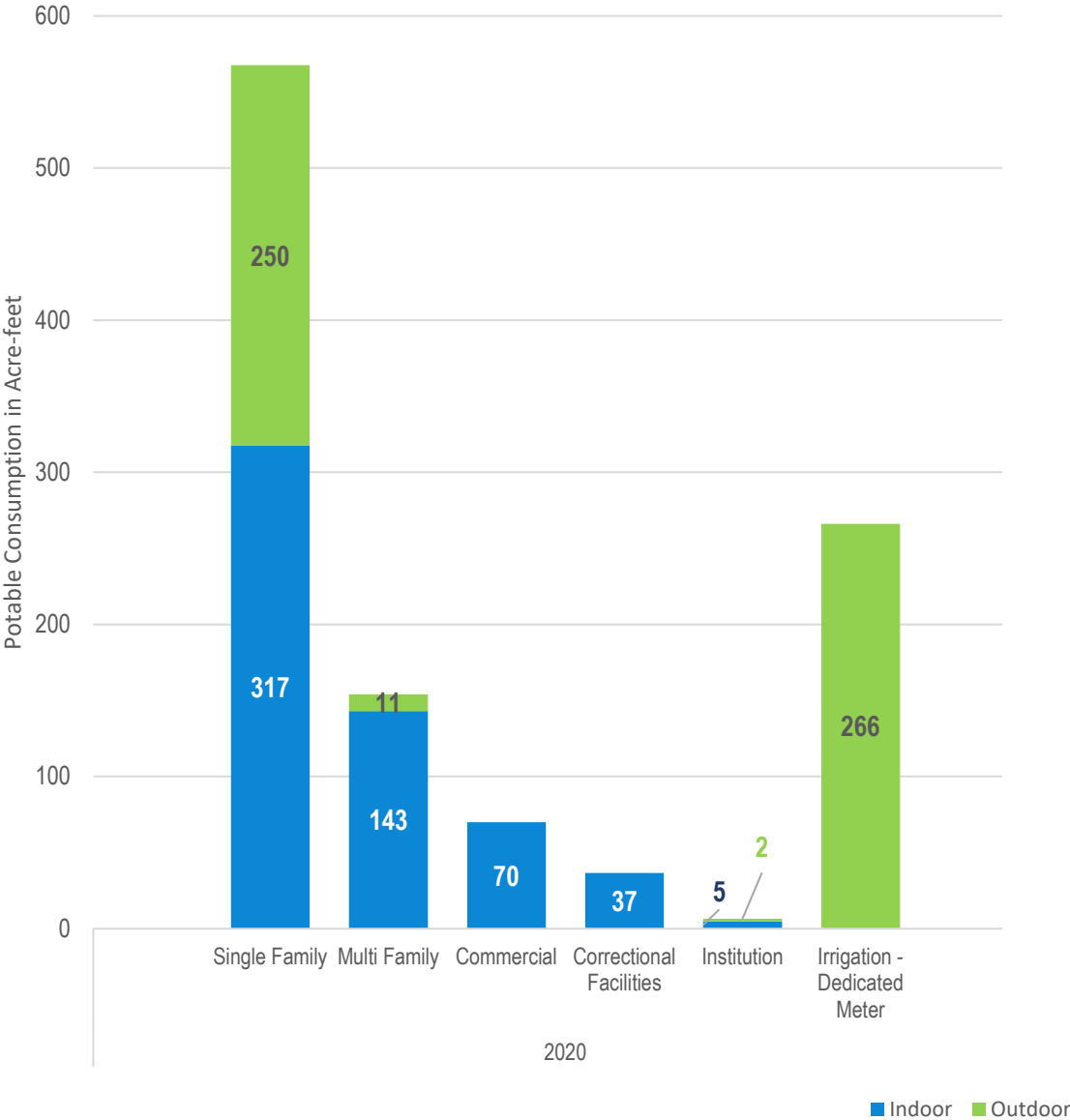
Backyard lawn conversion is added to the rebates program

- Require a minimum of 200 square feet of lawn is converted in the backyard

WATER USE AND CONSERVATION TARGET



October 2021 Consumption by Customer Types



NEXT STEPS

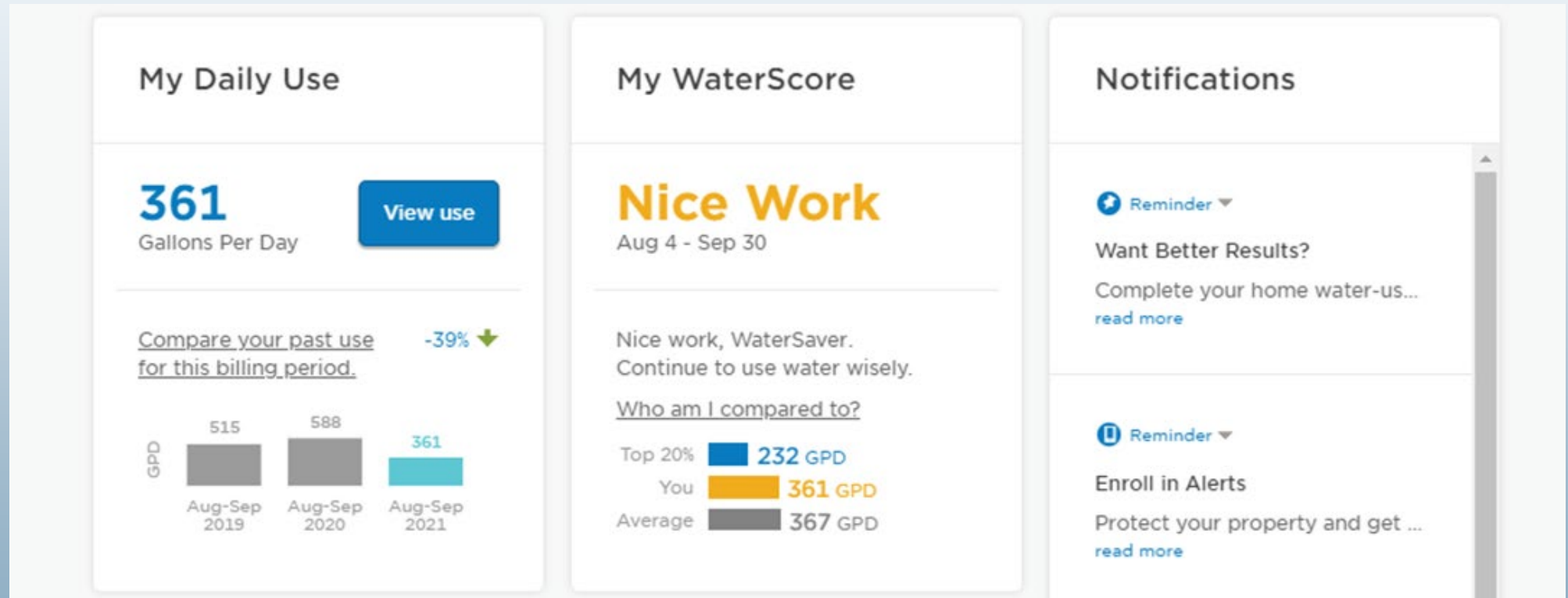
- Review other ways to encourage conservation
 - Smart Water Sensors
 - ✓ Flume, Flo by MOEN, Phyn Plus, Hydropoint Water Compass, StreamLabs Water
 - Developing personalized water consumption reports
 - Purchasing media spots
 - Increasing participation in community functions
 - ✓ Spring events – plan collaborate with Tri-Valley agencies and local nurseries
- Provide update to the Board in January 2022



Q & A




PERSONALIZED CONSUMPTION SITE



WHY AQUAHAWK?

- Is a great way to keep track of water use
- Customer can make payments, see an estimate of next bill, view and print historic bills, or sign up for paperless billing
- Identify suspected leak - data will show if water is going through meter every hour without any breaks, which can indicate a leak
- Track water use by setting up alerts under “My Thresholds” to receive personalized text or email notifications based on consumption or projected bill amounts

SETUP AQUAHAWK ACCOUNT



Dublin San Ramon Services District
Water, wastewater, recycled water



AquaHawk

Register

[Help](#) *Required Field

*Email Address:

*Confirm Email:

Password: If you do not enter a password, a temporary one will be emailed to you.

Confirm Password:

*First Name:

*Last Name:

*Phone: - - Cell
 - - Home
 - - Ext. Work

At least one phone number is required.

*Mailing Address:

Contact Preference: Email
 Text Message
 Cell Phone
 Home Phone
 Work Phone

Add Account

*Required Field

*Account Number:

*Account Name:

*Service Address:

Statements

Save Our Water Help

Account Info

03-21-1C
DSRSD
7051 DUBLIN BLVD
DUBLIN, CA 94568
Email Address
Phone
Registered Users

Up to two years of billing statements are available here or in center of page.

Current Billing Period
Dec 1, 2016 - Jan 31, 2017 (Day 28 of 62)

Scroll in this area to see all content

03-21-10 X Search

Accounts
03-21-1C J - DSRSD - 7051 DUBLIN BLVD
Meters
69354711

To see meter read detail, click on drop-down and click on meter number. Then hover over any bar on the graph to see the detail of that period.

Click in this space to change Billing Units (CCF) to Gallons.

Current Balance (as of 12-27-16) \$0.00
Payment Status
Estimated Bill (as of 12-28-16 4:00 AM) \$48.81
Projected Bill (as reported use rate) \$48.81
Water Use (as of 12-28-16 4:00 AM) 0.21 CCF

Pay Online View Statements Export My Thresholds

Make one-time payments using your credit card or checking account.

Set custom alerts based on water consumption or projected bill amount.

Last 365 Days (Wed Dec 30, 2015 - Wed Dec 28, 2016)

20.34 CCF (0 min, 0.06 avg, 1.49 max)

Back 24 hours 48 hours 72 hours 30 days 45 days 365 days 12 months All Enter date to view

ACCUMULATING

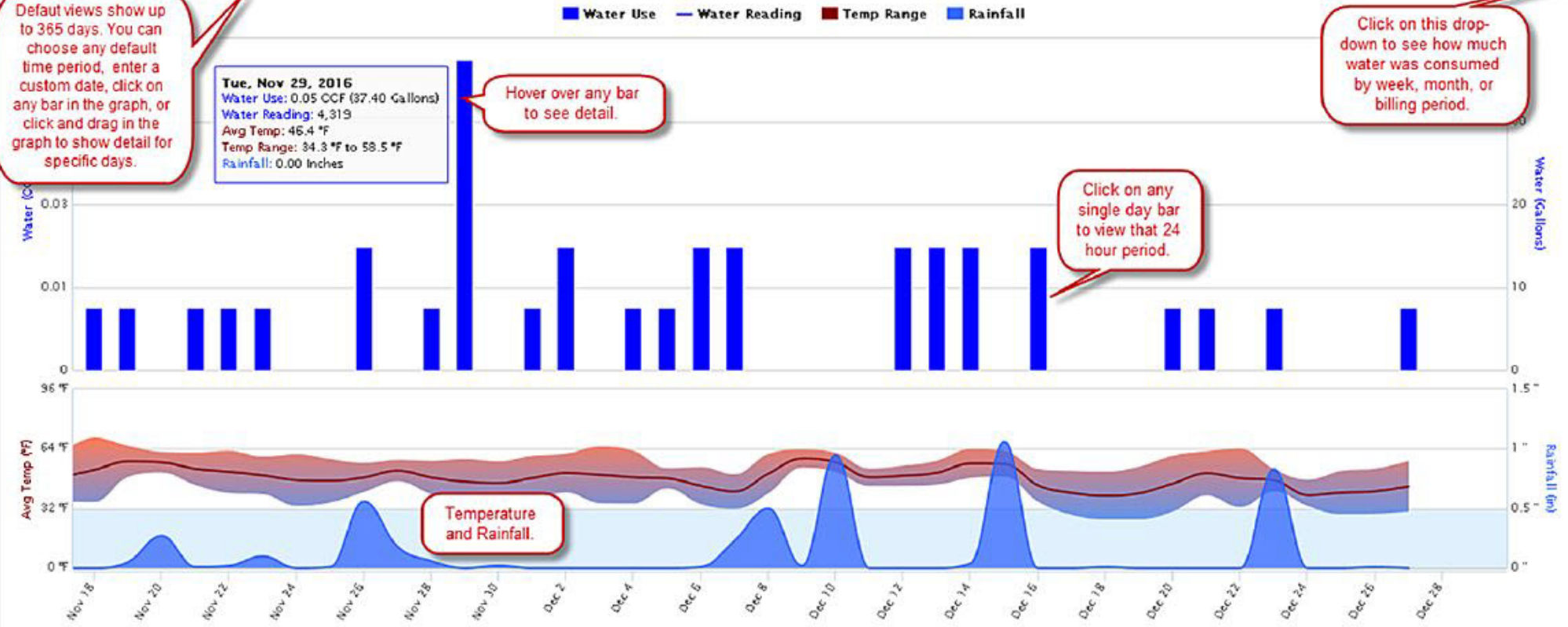
Default views show up to 365 days. You can choose any default time period, enter a custom date, click on any bar in the graph, or click and drag in the graph to show detail for specific days.

Tue, Nov 29, 2016
Water Use: 0.05 CCF (37.40 Gallons)
Water Reading: 4,319
Avg Temp: 46.4 °F
Temp Range: 34.3 °F to 58.5 °F
Rainfall: 0.00 Inches

Hover over any bar to see detail.

Click on this drop-down to see how much water was consumed by week, month, or billing period.

Click on any single day bar to view that 24 hour period.



Temperature and Rainfall.

HOW TO SETUP ALERTS

My Thresholds # 03-21-101010-000 7051 DUBLIN BLVD
Account # 03-21-101010-000 (705)

Billing Period Thresholds (Account)

<u>Estimated Bill Alert Threshold</u>	<u>Water Use Alert Threshold</u>
<input checked="" type="checkbox"/> Current <input type="checkbox"/> Projected	<input checked="" type="checkbox"/> Current <input type="checkbox"/> Projected
<input type="text" value="Bill Amount (dollars)"/> Reading <input type="radio"/>	<input type="text" value="Water Use (Gallons)"/>

To set advanced water use thresholds, [click here](#).
If multiple water meters are available,
click each desired meter number.

My Thresholds # 03-21-101010-000 7051 DUBLIN BLVD
Account # 03-21-101010-000 (705) Meter # 69354711

Billing Period Thresholds (Account)

<u>Estimated Bill Alert Threshold</u>	<u>Water Use Alert Threshold</u>
<input checked="" type="checkbox"/> Current <input type="checkbox"/> Projected	<input checked="" type="checkbox"/> Current <input type="checkbox"/> Projected
<input type="text" value="Bill Amount (dollars)"/> Reading <input type="radio"/>	<input type="text" value="Water Use (Gallons)"/>

Water Use Thresholds (Meter)

1 Hour	<input type="text" value="Water Use (Gallons)"/>	1 Week	<input type="text" value="Water Use (Gallons)"/>
1 Day	<input type="text" value="Water Use (Gallons)"/>	1 Month	<input type="text" value="Water Use (Gallons)"/>
<input type="text" value="Water Use (Gallons)"/>	gallons per hour for	<input type="text" value="24 Hours"/>	<input type="button" value="v"/>

SUGGESTED SETTING

My Thresholds # 03-21-101010-000 7051 DUBLIN BLVD
Account # 03-21-101010-000 (705) Meter # 69354711

Billing Period Thresholds (Account)

Estimated Bill Alert Threshold Water Use Alert Threshold

Current Projected Current Projected

Bill Amount (dollars) Reading Water Use (Gallons)

Water Use Thresholds (Meter)

1 Hour Water Use (Gallons) 1 Week Water Use (Gallons)

1 Day Water Use (Gallons) 1 Month Water Use (Gallons)

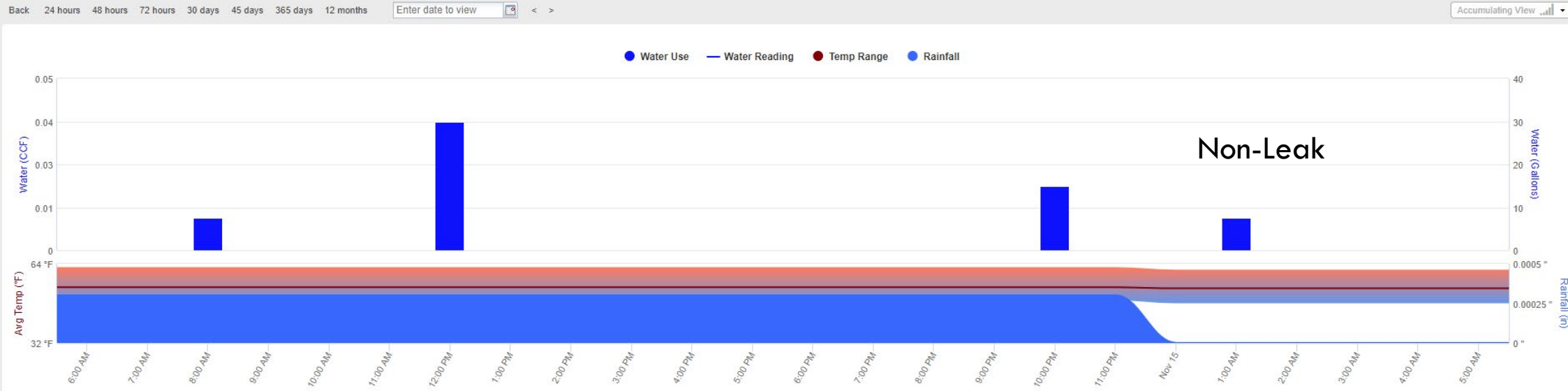
Water Use (Gallons) gallons per hour for 24 Hours

Alert setting for possible leak

- Typical daily usage for 2 weeks can help determine appropriate thresholds for individual property and use patterns
- Use highest water usage (June-September) to set threshold
- Set continuous water use for possible leak – over 24-hours period

24 Hours (Sun Nov 14, 2021 6:00 AM - Mon Nov 15, 2021 5:00 AM)

0.08 CCF (0 min, 0 avg, 0.04 max)



Last 24 Hours (Sun Oct 31, 2021 4:00 AM - Mon Nov 1, 2021 3:00 AM)

1.53 CCF (0.01 min, 0.06 avg, 0.56 max)

