

## Section 6: Demand Management Measures

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SAWCo is a new member of the California Urban Water Conservation Council (CUWCC). They have started implementing the 14 urban water conservation Best Management Practices (BMPs) to reduce long-term urban demands. Since SAWCo is a new member of CUWCC, no BMP reports have been submitted. The following sections outline the steps taken by SAWCo to implement BMPs.

### 6.1 Water Survey Programs

SAWCo has developed and implemented a marketing strategy for residential water use audits. This implementation began in 2003 and has been continued by SAWCo into 2005. SAWCo utilizes an outside contractor to conduct water audits to check for leaks; including toilets and faucets, and water usage patterns. Showerhead and aerator flow rates are checked and replacement is recommended if necessary. Irrigation systems and timers are checked, and irrigation schedules are reviewed or developed. The landscaped area and total irrigated area are both measured. Customers are then provided with information packets that include evaluation results and water savings recommendations. The number of audits completed, results and costs are tracked in excel.

Water use survey programs through IEUA have also been utilized for Multi-family residence/commercial users.

### 6.2 Residential Plumbing Retrofit

SAWCo promotes awareness of exchanging high-flow showerheads and other water use fixtures with their low flow counterparts by; publishing articles on water conservation in the *SAWCo Waterworks*, informing users by manning booths at local events and providing information during Water Awareness Month. At these events SAWCo also emphasizes water use surveys and ultra-low flush toilet replacement programs (refer to sections 6.1 and 6.14).

### 6.3 System Water Leak Detection

SAWCo has conducted water audits and leak detection and repair since 2003. They provide visual inspection for water leak detection, and meter calibration (production and customer meters) programs in their utility operations.

### 6.4 Metering with Commodity Rates

SAWCo requires meters for all new connections and the bill is based on volume of use. All existing accounts are metered, so there is not a need for a meter retrofit program. A meter change-out is completed on a 10 to 15 year basis.

## 6.5 Large Landscape Conservation Programs

SAWCo currently works with IEUA on the implementation of large landscape conservation programs.

## 6.6 High-Efficiency Washing Machine Rebate Program

SAWCo runs a high-efficiency washing machine rebate program in conjunction with IEUA. To date, 77 rebates have been paid totaling a water savings of 1.54 AF/Y.

## 6.7 Public Information Programs

SAWCo maintains an active public information program to promote and educate customers about water conservation. The following activities are included in the public information program: bill inserts, newsletters, brochures, bill showing water usage in comparison to previous year's usage, appearances at special events, and a website with information available to the public. Table 12 gives a breakdown of cost for each activity per year.

Table 12: Public Information Cost Breakdown

<b>Program Expenditures by Year</b>					
Actual	2001	2002	2003	2004	2005
Bill Inserts / Newsletters / Brochures	\$ 790.00	\$ -	\$ 3,595.20	\$ 226.78	\$ 5,705.05
Bill showing water usage in comparison to previous year's usage	\$ -	\$ -	\$ -	\$ -	\$ -
Special Events, Media Events	\$ -	\$ -	\$ 2,057.08	\$ 3,348.40	\$ 3,663.18
actual expenditures - \$	\$ 790.00	\$ -	\$ 5,652.28	\$ 3,575.18	\$ 9,368.23

## 6.8 School Education Programs

There are no schools located within the San Antonio Water Company domestic service area. Staff has made presentations at a local pre-school.

## 6.9 Conservation Programs for Commercial, Industrial and Institutional Accounts

SAWCo currently has 6 commercial accounts, 3 industrial accounts and 3 institutional accounts. There are currently no conservation programs in place for these customers; however SAWCo is working in conjunction with IEUA to implement the Commercial, Industrial and Institutional (CII) toilet replacement part of the measure.

## 6.10 Wholesale Agency Programs

SAWCo receives no wholesale water at this time.

### 6.11 Conservation Pricing

SAWCo does not currently utilize conservation pricing

### 6.12 Water Conservation Coordinator

SAWCo does not have a dedicated water conservation coordinator. In the past, SAWCo has worked with IEUA to develop and implement conservation practices. As a new member of California Urban Water Conservation Council (CUWCC), existing SAWCo staff will work together to develop and implement conservation practices in accordance with Best Management Practices (BMPs).

### 6.13 Water Waste Prohibition

A water waste prohibition resolution has been in effect within SAWCo's service area since 2003. In September of 2006, SAWCo adopted a Water Shortage Contingency Plan which incorporated the water waste prohibition resolution. A copy of the Water Shortage Contingency Plan can be seen in Appendix G.

### 6.14 Residential Ultra-Low-Flush Toilet Replacement Program

SAWCo has a program for replacing high-water using toilets with ultra-low flush toilets. This program is run in conjunction with IEUA.