



CEDAR HEIGHTS WATERWORKS

Water Conservation Plan

November 2007

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1.0 BACKGROUND

Water conservation may have different meanings for different people. It may remind us of the possibility of collecting rainwater in small tanks for domestic use or constructing dams and reservoirs; of recharging groundwater tables or using lower quality water whenever possible in order to save better water. Water conservation encompasses all of this. It involves reducing the demand for water by fostering water conservation habits, stopping wasteful uses, decreasing peak consumption and charging for water at the appropriate rates. It also means taking advantage of technological developments and improved management techniques; co-ordinating water resource planning and management with land-use planning and economic and social planning; and establishing new or updated standards and regulations. In short, water conservation means optimal water use of this natural resource.



Cedar Heights Subdivision

The Cedar Heights subdivision is located in Electoral Area 'C' of the Columbia Shuswap Regional District (CSRD) in the Blind Bay area between Shuswap Lake Estates and Sorrento. The Columbia Shuswap Regional District took over the operation of the Cedar Heights Water system in 1987.

The key components of the CSRD's water system at Cedar Heights include:

- Surface water source drawn from a water intake at Shuswap Lake.
- Chlorination system and pumping facilities situated adjacent to the intake structure. Sodium Hypochlorite is used as a disinfectant and the pumping facilities comprise two submersible pumps approximately 200 feet into the lake from the lakeshore pump house. One pump operates at 15hp and the other at 10hp. Water is pumped into an 30,000 litre holding tank (wet well) located under the lakeshore pump house. From there, one 60hp pump (dedicated pump) and a 30hp pump (back-up pump) move the water up to the Canada Way reservoir. At the Canada Way Reservoir, there are two 7.5hp pumps that push the water up to the reservoir located below the Trans Canada Highway.
- Approx 9.7 km of 150mm and 200mm water main along with a 590 meter dedicated water main running from the Shuswap Lake intake up to the Canada Way Reservoir.
- Two pressure zones with three pressure reducing valves.
- A 340,000 litre in-ground concrete reservoir is located at Canada Way with a booster pump station built on top.
- A 265,000 litre in-ground concrete reservoir is located just below the Trans Canada Hwy.
- 29 fire hydrants.

In the summer of 2007, the Cedar Heights waterworks completed upgrades that included two R-Can/Municipal Sterlight UV reactors, online flow metering and online Ph, Temp and Chlorine monitoring. These improvements have been in operation since September 2007.

This water conservation plan has been prepared in accordance with the U.S. Environmental Protection Agency's Water Conservation Plan Guidelines – Basic Guidelines for utilities with service populations less than 10,000. It contains the following sections:

- Description of water conservation planning goals
- Profile of the CSRD's water system
- Identification of water conservation measures
- Review of implementation strategy

It is also important to note the benefits of efficient water use with respect to the environment. All properties within the Cedar Heights subdivision have on-site septic systems. Results from groundwater testing since 2000 indicates that there are septic effluent impacts to the groundwater within the Sorrento and Blind Bay areas. The increasing concentrations of E. coli in the groundwater are potentially indicative of septic systems' failure. Reduced water use, and therefore sewage generation, would help to reduce the cumulative impacts to the groundwater from septic effluent.

2.0 DESCRIPTION OF WATER CONSERVATION PLANNING GOALS

The CSRD wishes to accomplish the following goals through implementation of a water conservation program:

- **Sustainability:** To ensure availability for future generations, the withdrawal of fresh water from an ecosystem should not exceed its natural replacement rate.
- **Energy Conservation:** Water pumping and delivery consume a significant amount of energy. Reducing water use will result in a reduction in greenhouse gas emissions adversely impacting our environment.
- **Habitat Conservation:** Minimizing human water use helps to preserve freshwater habitats for local wildlife and migrating waterfowl.
- **Reduce Operating Costs:** Decreased water consumption will result in reduced operating costs for items such as power and chemicals. There are environmental benefits associated with these operating efficiencies as well.
- **Change Habits:** Encourage consumers to reduce waste by making small behavioural changes and by choosing more water efficient products. To be water efficient, users can fix leaking taps, take showers rather than baths, use a Hippo (or other product) in the toilet and do a full load of dishes or laundry. All of these things will aid in decreasing the waste of water on an everyday basis. It is extremely important as a consumer to understand the usefulness of water efficiency and how to continually use water wisely.

3.0 PROFILE OF THE CEDAR HEIGHTS WATER SYSTEM

Some of the key components of the Cedar Heights Waterworks were noted above in Section 1. There are additional elements which are important in gaining an understanding of the system. These elements are as follows:

3.1 Service Population

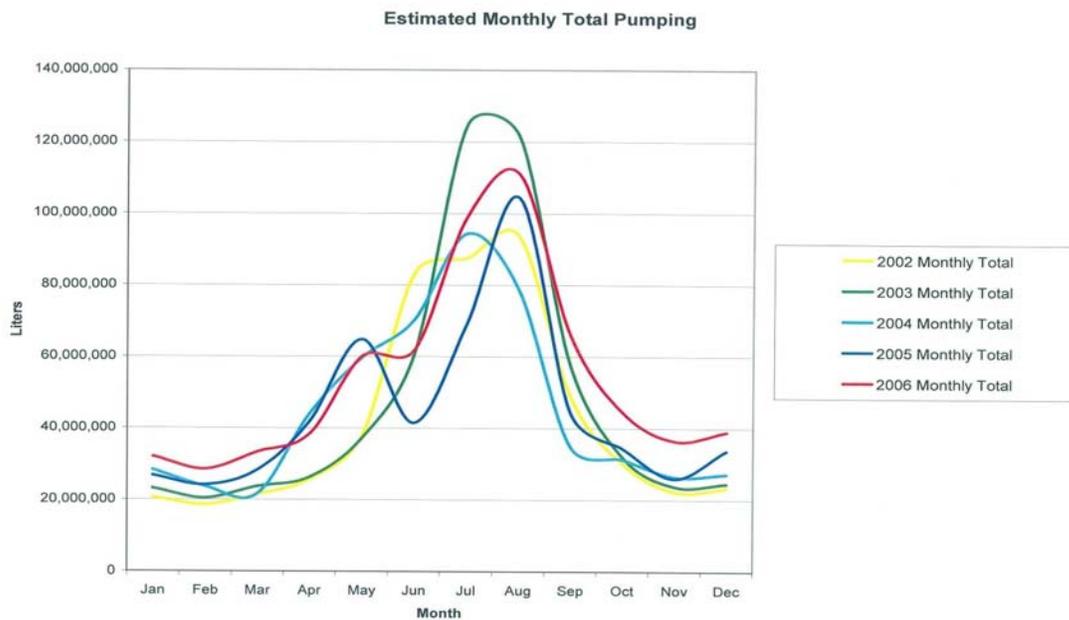
The Cedar Heights subdivision is almost exclusively residential. An estimate of the community’s residential population is 900 based on 351 residences and an average of 2.6 persons per residence. The dominant demographic profile at Cedar Heights is retirees. There is a community hall and a small community golf course that is connected to the Cedar Heights waterworks. There are no other known commercial, industrial or institutional customers on the system.

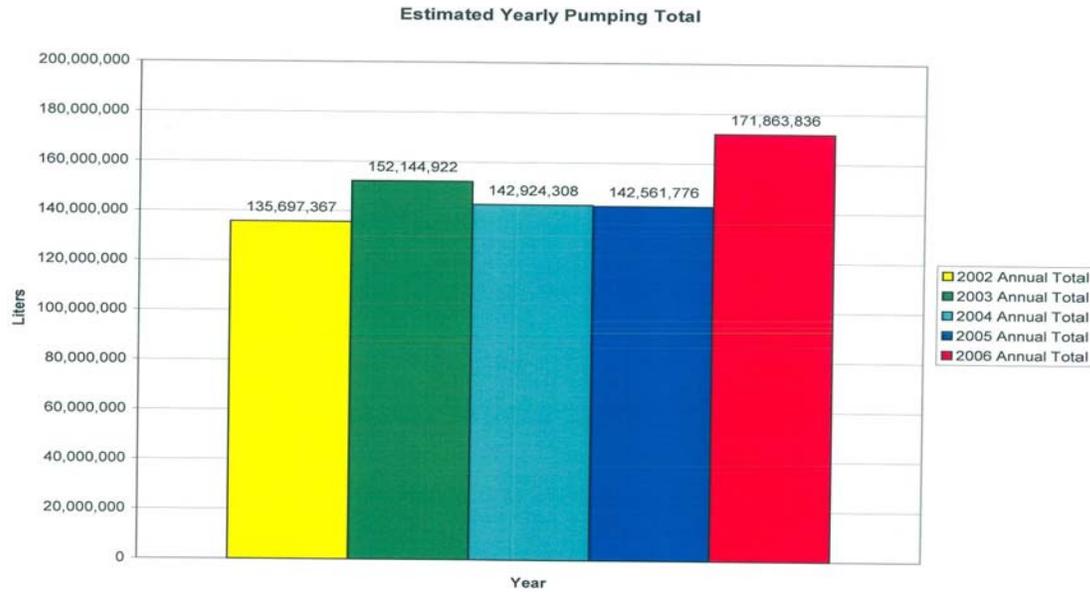
3.2 Number of Connections

There are a total of 467 building lots within the service area consisting of 351 existing residences, 116 vacant lots, 1 community hall and a small pitch ‘n putt golf course.

3.3 Water Consumption

The CSRD has recently installed a water flow meter at its intake but has previously relied on estimates of water supply based on pump hours and pump capacity. The yearly and monthly pumping totals are illustrated in the following graphs. The CSRD is creating a new position in the Works Services Department - a Water Services Co-ordinator - which will be tasked with developing water reduction targets as an addendum to this Water Conservation Plan. This new position is anticipated to be filled early in 2008.





3.4 Pricing – Single-Family Residences

The CSRD currently uses a two-part pricing structure comprising an annual tax of \$55.41 per parcel (occupied or vacant lot) and an annual user fee of \$156.00 (less 10% if paid prior to April 30) for each single-family residence. The Community Hall pays the same fee of \$156.00 and the golf course pays an annual fee of \$312.00. The 10% discount also applies.

3.5 Water Metering

No subscribers of the water utility are currently metered.

4.0 IDENTIFICATION OF WATER CONSERVATION MEASURES

The CSRD considered a wide range of potential measures as part of its water conservation plan and determined that the following measures are appropriate for the water system now and in the future:

4.1 Universal Metering Program

The CSRD recognizes that a universal metering program is fundamental to achieving significant results in water conservation. Commencing in 2009, all new construction will require the installation of water meters.

4.2 Water Accounting and Loss Control

The CSRD will install water meters at the Community Hall and the community golf course. The CSRD will conduct an annual audit of water consumption comparing the total water measured through the newly installed flow meter at the lake intake with the projected water consumption based on the number of connections on the water system, taking into consideration water used for main flushing, fire fighting, water breaks and other non-account water. The non-account water loss will be compared to average industry standards and in the event the water loss exceeds industry standards, funds will be budgeted to conduct a leak detection survey to isolate and pinpoint the water leaks and to have them repaired. The CSRD will continue to respond immediately to water breaks and record relevant information pertinent to all leaks on the system.

4.3 Education

The CSRD will add supplementary information to its annual water invoice to the Cedar Heights water customers to encourage water conservation and will continue to distribute a brochure with the annual water bill. This brochure will provide water saving tips, information on the advantages of underground irrigation systems, sprinkling regulations, plumbing retrofits and replacements such as dual 3/6 litre flush toilets, high efficiency washing machines, conservation landscaping, etc. The CSRD will introduce a new site for each of its water systems on the CSRD website and will link each water system to a site that has comprehensive information on water conservation.

4.4 Water Restrictions and Enforcement

Water restrictions will continue to be implemented to reduce the maximum daily demand on the system in the summer months, to increase public awareness of water conservation and to conserve water. The current restrictions specify that the watering of landscaping is permitted between the hours of 6:00 AM and 10:00 AM as well as the hours of 6:00 PM and 10:00 PM with odd numbered houses sprinkling on Tuesdays & Fridays and even numbered houses sprinkling on Mondays & Thursdays. More stringent water restrictions may be imposed as required. The CSRD may enforce the regulation based on complaint if bylaw enforcement resources increase in the future.

5.0 IMPLEMENTATION STRATEGY

The timing of implementation of the initial elements of the CSRD's water conservation plan is set out in the following table. In addition, required funding resources along with their sources are identified.

Implementation of Initial Elements of Cedar Heights Water Conservation Plan

Element	Timing	Funding	
		Amount	Sources
Water Restrictions	Annually		
Education Program <ul style="list-style-type: none"> • Enhance brochure • Website • Water Bill - add information 	Feb. 2008 Spring 2008 Feb. 2008	\$300	WS Assistant WS Assistant WS Assistant
Water Loss/Accounting- water audit	Fall 2008	Water Services Coordinator	CSRD
Water Reduction Targets	Fall 2008	Water Services Coordinator	CSRD
Water Meters Required in all New Construction	2009		
Install Water Meters at Community Hall and Golf Course	Spring 2009	\$5000	Cedar Heights Service area reserve fund
Leak Survey (if required)	Fall 2009	\$3,000	Cedar Heights Service area reserve fund

APPENDIX A

USEPA Water Conservation Plan Guidelines

APPENDIX A

WATER CONSERVATION MEASURES

This Appendix to the EPA Guidelines for Preparing Water Conservation Plans describes the water conservation measures that water utilities can use in designing water conservation programs. As part of their conservation plans, planners should consider, *at a minimum*, each of the measures specified in the Basic, Intermediate, or Advanced Guidelines, depending on which set of Guidelines apply to the water system.

The measures are organized into three general categories: Level 1, Level 2, and Level 3. Within each level are four subcategories that are used to organize a variety of specific conservation measures:

- Level 1 Measures
 - Universal metering
 - Water accounting and loss control
 - Costing and pricing
 - Information and education

- Level 2 Measures
 - Water-use audits
 - Retrofits
 - Pressure management
 - Landscape efficiency

- Level 3 Measures
 - Replacements and promotions
 - Reuse and recycling
 - Water-use regulation
 - Integrated resource management

This system of organizing the conservation measures recognizes that the measures considered can vary with the size and capability of the system. *Water systems are strongly encouraged to explore the fullest range of conservation measures practical, including measures beyond the minimum measures suggested in the Guidelines that they are following.* Many smaller and middle-sized utilities have been very successful in implementing a wide range of beneficial conservation programs.

What follows is a description of each of the twelve subcategories of measures. The Guidelines provide checklists that planners can use in reviewing measures. However, planners are encouraged to consider as many measures as practical given their capability and the conditions they seek to address. In some cases, planners may choose to consider and implement selected measures beyond those minimally recommended for consideration.

Although this list of conservation measures is relatively current and comprehensive, planners should not limit their analysis only to the measures mentioned here. Planners also should consider new technologies and approaches as they become available. Letters next to each category indicate whether the measures in that category are considered particularly useful in reducing average-day demand [A], maximum-day or peak demand [P], both [B]. Worksheets for some of the conservation measures are provided at the end of this Appendix.

Level 1 Measures

Universal Metering [B]

Measures	←————— Advanced Guidelines —————→		
	←———— Intermediate Guidelines —————→		
	←— Basic Guidelines —→		
Universal metering [B]	<ul style="list-style-type: none"> • Source-water metering • Service-connection metering and reading • Meter public-use water 	<ul style="list-style-type: none"> • Fixed-interval meter reading • Meter-accuracy analysis 	<ul style="list-style-type: none"> • Test, calibrate, repair, and replace meters

Metering is a very fundamental tool of water system management and conservation. Worksheet A-1 can be used by systems to assess their metering practices.

Source-water metering. Both the supplier and the customer benefit from metering. Source metering is essential for water accounting purposes.

Service-connection metering. Service-connection metering is needed to inform customers about how much water they are using; suppliers use metering data to more accurately track water usage and bill customers for their usage.

Public-use water metering. All water provided free of charge for public use should be metered and read at regular intervals. This will allow the utility to more accurately account for water. Lack of metering undermines loss control, costing and pricing, and other conservation measures.

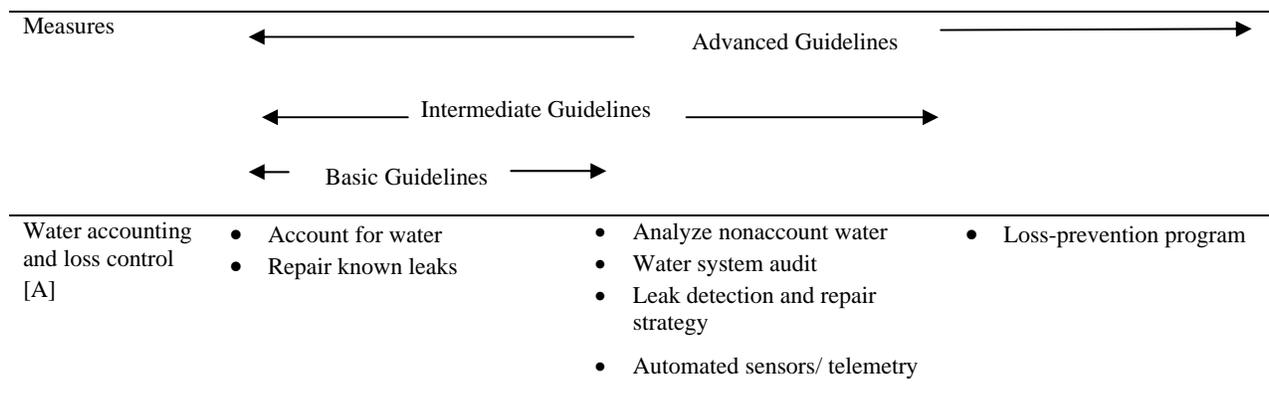
Fixed-interval meter reading. A program of fixed-interval meter reading is essential to determine the amount of nonrevenue-producing water. Source meters and service connection meters should be read at the same relative time in order to facilitate accurate comparisons and analysis. Readings generally should occur at regular intervals, preferably monthly or bimonthly. Estimated bills should be kept at a minimum, subject to state and local regulations.

Meter accuracy. Water meters can be damaged and deteriorate with age, thus producing inaccurate readings. Inaccurate readings will give misleading information regarding water

usage, make leak detection difficult, and result in lost revenue for the system. All meters, especially older meters, should be tested for accuracy on a regular basis. The system also should determine that meters are appropriately sized. Meters that are too large for a customer’s level of use will tend to under-register water use.

Meter testing, calibration, repair, and replacement. After determining the accuracy of the metering system, the utility should provide a schedule of activities necessary to correct meter deficiencies. Meters should be recalibrated on a regular basis to ensure accurate water accounting and billing.

Water Accounting and Loss Control [A]



In many respects, water conservation begins on the supply side. All water systems will benefit from a water accounting system that helps track water throughout the system and identify areas that may need attention, particularly large volumes of nonaccount water. Nonaccount water includes water that is *metered but not billed*, as well as *all unmetered* water. Unmetered water may be authorized for such utility purposes (such as operation and maintenance) and for certain public uses (such as fire hydrant maintenance). Unmetered water also includes unauthorized uses, including losses from accounting errors, malfunctioning distribution system controls, thefts, inaccurate meters, or leaks. Some unauthorized uses may be identifiable. When they are not, these unauthorized uses constitute *unaccounted-for water*.

Implementing a system of water accounting is a necessary first step in developing strategies for loss control. A system of water accounting is provided in Figure A-1. This system for tracking water begins with total water produced and ends with unaccounted-for water. Worksheet A-2 (which follows figure A-1) and Worksheet A-3 can assist water systems in developing a water accounting and loss control strategy.

Account for water. All water systems, even smaller systems, should implement a basic system of water accounting (as appears in Worksheet A-3). This accounting exercise provides a basis for a strategy to control losses over time.

Repair known leaks. The cost of water leakage can be measured in terms of the operating costs associated with water supply, treatment, and delivery; water lost produces no revenues for the utility. Repairing larger leaks can be costly, but it also can produce substantial savings in water and expenditures over the long run.

Water accounting is less accurate and useful when a system lacks source and connection metering. Although the system should plan to meter sources, unmetered source water can be estimated by multiplying the pumping rate by the time of operation based on electric meter readings.

Analysis of nonaccount water. Nonaccount water use should be analyzed to identify potential revenue-producing opportunities, as well as recoverable losses and leaks. Some utilities might consider charging for water previously given away for public use or stepping up efforts to reduce illegal connections and other forms of theft.

System audit. A system audit can provide information needed to make a more accurate analysis of nonaccount water.

Leak detection and repair strategy. Systems also should institute a comprehensive leak detection and repair strategy. This strategy may include regular on-site testing using computer-assisted leak detection equipment, a sonic leak-detection survey, or another acceptable method for detecting leaks along water distribution mains, valves, services, and meters. Divers can be used to inspect and clean storage tank interiors.

Automated sensors/telemetry. Water systems also consider using remote sensor and telemetry technologies for ongoing monitoring and analysis of source, transmission, and distribution facilities. Remote sensors and monitoring software can alert operators to leaks, fluctuations in pressure, problems with equipment integrity, and other concerns.

Loss-prevention program. This may include pipe inspection, cleaning, lining, and other maintenance efforts to improve the distribution system and prevent leaks and ruptures from occurring. Utilities might also consider methods for minimizing water used in routine water system maintenance procedures in accordance with other applicable standards.

Costing and Pricing [B]

Measures			
Costing and pricing [B]	<ul style="list-style-type: none"> • Cost-of-service accounting • User charges • Metered rates 	<ul style="list-style-type: none"> • Cost analysis • Nonpromotional rates 	<ul style="list-style-type: none"> • Advanced pricing methods

Costing and pricing are conservation strategies because they involve understanding the true value of water and conveying information about that value, through prices, to water customers. The use of user charges often is considered a necessary (but not always sufficient) part of a water conservation strategy. Many resources are available on how to account for costs and design water rates.

Cost-of-service accounting. Water systems should use cost-of-service accounting, consistent with generally accepted practices. Many resources are available for this purpose. Understanding and tracking system costs also is a capacity-development strategy for small systems.

User charges. Once costs are established, systems can develop more accurate user charges (or rate structures).

Metered rates. Metered rates should be used so that the customer's water bill corresponds to their water usage. For many systems, change in water rates must be approved by regulators or other oversight bodies. It is important for water systems to communicate with regulators about costs and the need for cost-based pricing.

Cost analysis. Systems should conduct a cost analysis to understand what types of usage drive system costs. For example, systems should analyze patterns of usage by season and class of service.

Nonpromotional rates. Systems also should consider whether their current rate structures promote water usage over conservation; nonpromotional rates should be implemented whenever possible in order to enhance the conservation signal of rates.

Systems seeking to encourage conservation through their rates should consider various issues: the allocation between fixed and variable charges, usage blocks and breakpoints, minimum bills and whether water is provided in the minimum bill, seasonal pricing options, and pricing by customer class.

Systems also should consider the effect of introducing a new rate structure on revenues. Worksheet A-4 is provided for this purpose. Conservation-oriented pricing requires planners to make certain assumptions (based on the available empirical evidence) about the elasticity of water demand, or the responsiveness of water usage to a change in price. Elasticity is measured by the ratio of a percentage change in quantity demanded to a percentage change in price. Changes in the rate structure should allow the system to achieve demand reduction goals recovering water system costs. In allocating costs, the impact of the rate structure on user demand and revenues for specific customer classes should be considered.

Advanced pricing methods. Advanced pricing methods generally allocate costs by customer class and/or type of water use. Advanced pricing might consider seasonal variations or other methods for pricing indoor and outdoor usage based on differing contributions to system peaks. The conservation orientation of the rate structure can be enhanced by considering the elasticity factors for different classes of water use. Marginal-cost pricing, which considers the value of water relative to the cost of the next increment of supply, can be considered as well. Systems also can consider special ratemaking provisions (such as cost-recovery or lost-revenue mechanisms). Potential revenue instability can be addressed with additional rate structure modifications (such as revenue-adjustment mechanisms).

Obviously, the pricing strategy must be consistent with overall system goals and approved by regulatory or other governing bodies.

Information and Education [B]

Measures	Advanced Guidelines		
	Intermediate Guidelines		
	Basic Guidelines		
Information and education [B]	<ul style="list-style-type: none"> • Understandable water bill • Information available 	<ul style="list-style-type: none"> • Informative water bill • Water bill inserts • School program • Public-education program 	<ul style="list-style-type: none"> • Workshops • Advisory committee

Information and education are critical to the success of any conservation program. Information and education measures can directly produce water savings, as when customers change their water-use habits. These savings can be difficult to estimate. Also, public education alone may not produce the same amount of sustained water savings as other, more direct approaches (such as leak repairs and retrofits).

But educational measures also can enhance the effectiveness of other conservation measures. For example, it is widely believed that information plays a role in how water consumers respond to changes in price. More generally, customers that are informed and involved are more likely to support the water system's conservation planning goals. Worksheet A-5 is provided for systems to use in assessing their information and education programs.

Understandable water bill. Customers should be able to read and understand their water bills. An understandable water bill should identify volume of usage, rates and charges, and other relevant information.

Information available. Water systems should be prepared to provide information pamphlets to customers on request. Public information and education are important components of every water conservation plan. Consumers are often willing to participate in sound water management practices if provided with accurate information. Furthermore, providing information and educating the public may be the key to getting public support for a utility's water conservation efforts. An information and education program should explain to water users all of the costs involved in supplying drinking water and demonstrate how water conservation practices will provide water users with long term savings.

Informative water bill. An informative water bill goes beyond the basic information used to calculate the bill based on usage and rates. Comparisons to previous bills and tips on water conservation can help consumers make informed choices about water use.

Water bill inserts. Systems can include inserts in their customers' water bills that can provide information on water use and costs. Inserts also can be used to disseminate tips for home water conservation.

School program. Systems can provide information on water conservation and encourage the use of water conservation practices through a variety of school programs. Contacts through schools can help socialize young people about the value of water and conservation techniques, as well as help systems communicate with parents.

Public education program. Utilities can use a variety of methods to disseminate information and educate the public on water conservation. Outreach methods include speakers' bureaus, operating booths at public events, printed and video materials, and coordination with civic organizations.

Workshops. Utilities can hold workshops for industries that might be able to contribute to water conservation efforts. These might include, for example, workshops for plumbers, plumbing fixture suppliers, and builders or for landscape and irrigation service providers.

Advisory committee. A water conservation advisory committee can involve the public in the conservation process; potential committee members include elected officials, local business people, interested citizens, agency representatives, and representatives of concerned local groups. The committee can provide feedback to the utility concerning its conservation plan and develop new material and ideas about public information and support for conservation in the community. Of course, to be meaningful, the utility must be receptive to ideas offered by the committee.

Level 2 Measures

Water-Use Audits [B]

Measures	← Intermediate Guidelines →	← Basic Guidelines →	Advanced Guidelines →
Water-use audits [B]	<ul style="list-style-type: none"> • Audits of large-volume users • Large-landscape audits 		<ul style="list-style-type: none"> • Selective end-use audits

Water-use or end-use audits can provide water systems and their customers with invaluable information about how water is used and how usage might be reduced through specific conservation strategies.

Audits of large-volume users. Utilities can facilitate water audits for large-volume users, both commercial and industrial. Water audits should begin by identifying the categories of water use for the large-volume user. These may include process, sanitary, domestic, heating, cooling, outdoor, and other water uses. Second, a water audit should identify areas in which overall water use efficiency can be improved through alternative technologies or practices.

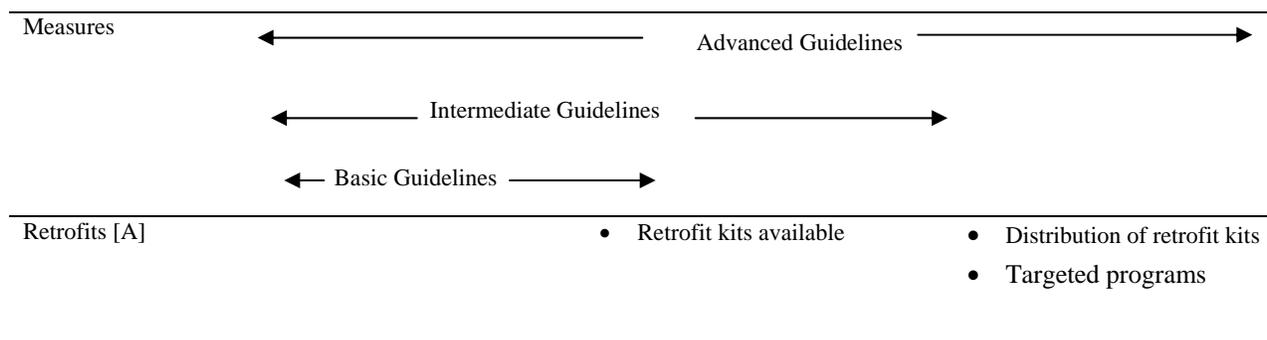
Large-landscape audits. Water audits can be used for outdoor usage, as well as for indoor processes. Audits of irrigation practices can provide large-volume commercial, industrial, and public users with information about usage and usage-reduction techniques. These audits

can be used in conjunction with irrigation submetering and other landscaping efficiency practices.

Selective end-use audits. Water audits can be widened to include selective end-use audits by customer class, focusing on typical water-use practices within each class. An audit program can be selective in terms of targeting customer groups that have particular needs or for which water conservation could be particularly beneficial. Audits targeted to older housing, for example, can be particularly beneficial in terms of identifying and fixing plumbing leaks.

End-use audits also can be tailored to the usage practices within user groups. For example, residential water audits may focus on plumbing fixtures, lawn and garden water practices, and customer behavior. Residential water audits can be used to make immediate repairs and retrofits. Worksheet A-6 summarizes the components of a residential water audit. All water audits should include a written report to the customer that includes specific ideas for conservation. Water audits can be planned and implemented in conjunction with electric power companies or others interested in promoting conservation practices.

Retrofits [A]



Water systems can promote conservation through a retrofit program. Retrofitting involves making an improvement to an existing fixture or appliance (versus replacement) in order to increase water-use efficiency. Retrofit programs usually target plumbing fixtures.

Retrofit kits available. A basic retrofit kit may include low-flow faucet aerators, low-flow showerheads, leak detection tablets, and replacement flapper valves. Retrofit kits may be made available free or at cost.

Calculating the savings from a retrofit program requires planners to make a number of assumptions about water use and savings. Some of the assumptions used in retrofitting are:

- Toilets (4-6 flushes per person per day)
- Showerheads (5-15 shower-use minutes per person per day)
- Bathroom Faucets (.5-3 faucet-use minutes per person per day)
- Kitchen Faucets (.5-5 faucet-use minutes per person per day)

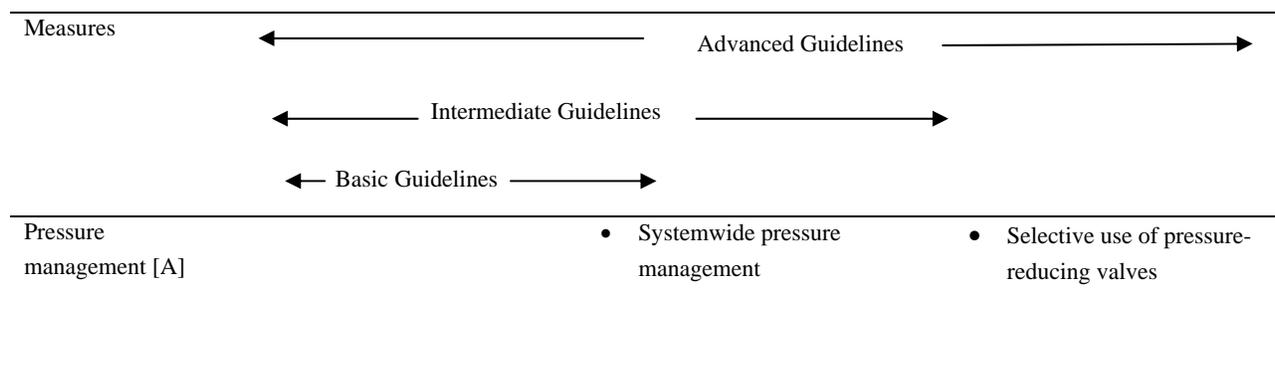
¹Duane D. Baumann, John J. Boland, and W. Michael Hanemann, *Urban Water Demand Management and Planning* (New York: McGraw Hill, 1998): 254.

Many useful textbooks and manuals are available to help planners estimate typical water use and potential savings from retrofits (See Appendixes B and D.)

Distribution of retrofit kits. Water systems can actively distribute retrofit kits directly or through community organizations. Retrofit kits also can be distributed in conjunction with audit programs.

Targeted programs. Utilities might institute targeted programs for different customer classes (residential, commercial, industrial, public buildings, and so on). Retrofits of industrial premises can include facilities used by the public and employees, as well as facilities used for production purposes. A program to retrofit low-income housing units may conserve considerable water in older residential housing units with inefficient plumbing fixtures. Targeted programs also could be designed in cooperation with community organizations. An active retrofit program might be part of a residential water-use audit program. It is important that planners ensure that retrofit programs conform to local plumbing codes and ordinances.

Pressure Management [A]



Reducing excessive pressures in the distribution system can save a significant quantity of water. Reducing water pressure can decrease leakage, amount of flow through open faucets, and stresses on pipes and joints which may result in leaks. Lower water pressure may also decrease system deterioration, reducing the need for repairs and extending the life of existing facilities. Furthermore, lower pressures can help reduce wear on end-use fixtures and appliances.

Systemwide pressure management. For residential areas, pressures exceeding 80 psi should be assessed for reduction. Pressure management and reduction strategies must be consistent with state and local regulations and standards, as well as take into account system conditions and needs. Obviously, reductions in pressure should not compromise the integrity of the water system or service quality for customers.

Pressure-reducing valves. A more aggressive plan may include the purchase and installation of pressure-reducing valves in street mains, as well as individual buildings. Utilities might also insert flow restrictors on services at the meter. Restrictors can be sized to allow for service length, system pressure, and site elevation. Utilities can consider providing technical assistance to customers to address their pressure problems and install pressure-reducing valves to lower the customers' water pressure. This may be especially beneficial for large-use customers.

Landscape Efficiency [P]

Measures		
Landscape efficiency [P]	<ul style="list-style-type: none"> • Promotion of landscape efficiency • Selective irrigation submetering 	<ul style="list-style-type: none"> • Landscape planning and renovation • Irrigation management

Outdoor water usage drives maximum-day demand, which in turn drives requirements for transmission and treatment facilities. Reducing outdoor usage can thus be a very effective conservation strategy. Outdoor water use can be reduced through efficiency-oriented landscaping principles.

Promotion of landscape efficiency. Utilities can promote the development of water conserving principles into the planning, development and management of new landscape projects such as public parks, building grounds, and golf courses. Utilities can also promote low water-use landscaping by residential and nonresidential customers, especially those with large properties. Utilities can cooperate with local nurseries to ensure the availability of water conserving plants.

Water systems may promote XeriscapingTM, an efficiency-oriented approach to landscaping that encompasses seven essential principles:

- Planning and design
- Limited turf areas
- Efficient irrigation
- Soil improvement
- Mulching
- Use of lower water demand plants
- Appropriate maintenance

Selective irrigation submetering. Selective submetering for irrigation water can be used to improve irrigation management, as well as to introduce irrigation pricing.

Landscape planning and renovation. Existing landscapes can be renovated to incorporate water-conserving practices. Public parks, for example, could be managed to incorporate water-efficient landscaping and reduce or eliminate irrigation. Utilities can work with commercial and industrial customers to plan and renovate landscaping in accordance with water conserving practices.

Irrigation management. Irrigation management systems, using metering, timing, and water-sensing devices, also can be promoted by the water utility for large-volume customers.

Level 3 Measures

Replacements and Promotions [B]

Measures	
Landscape efficiency [P]	<ul style="list-style-type: none"> • Rebates and incentives (non-residential) • Rebates and incentives (residential) • Promotion of new technologies

Rebates and incentives. In order to accelerate the replacements of older fixtures, utilities can offer rebates and other incentives. Utilities can install water-efficient fixtures by providing fixtures at no cost, giving a rebate for consumer purchased fixtures, or arranging suppliers to provide fixtures at a reduced price. Utilities can design incentive rebate programs that are targeted to the nonresidential and residential sectors, and to indoor and outdoor uses.

The feasibility and effectiveness of replacements may depend on state and local plumbing codes. A program to accelerate replacements, coupled with high-efficiency standards, can yield substantial water savings.

Promotion of new technologies. Utilities also can get involved with promoting new technologies by manufacturers and distributors of fixtures and appliances. Demonstrations and pilot programs, and even contests, can be used to introduce and promote new products (such as high-efficiency washing machines).

Reuse and Recycling [B]

Measures	
Reuse and recycling [B]	<ul style="list-style-type: none"> • Industrial applications • Large-volume irrigation applications • Selective residential applications

Industrial applications. An alternative water source for some systems is “graywater,” or treated wastewater for nonpotable water uses. Water reuse and recycling practices reduce production demands on the water system. Water utilities should work with their nonresidential customers to identify potential areas for reuse or recycling. Some industries can substantially reduce water demand through water reuse (or multiple use) in manufacturing processes. Recycled wastewater can be used for some industrial purposes, agricultural purposes, groundwater recharge, and direct reuse.

Large-volume irrigation applications. Reuse and recycling can be encouraged for large-volume irrigation.

Selective residential applications. In some areas, reuse and recycling can be used in residential applications. Water systems will need to check with local plumbing codes and ordinances for possible conditions and restrictions.

Water-Use Regulation [B]

Measures	←	Advanced Guidelines	→
	←	Intermediate Guidelines	→
	←	Basic Guidelines	→
Water-use regulation [B]		<ul style="list-style-type: none"> • Water-use standards and regulations • Requirements for new developments 	

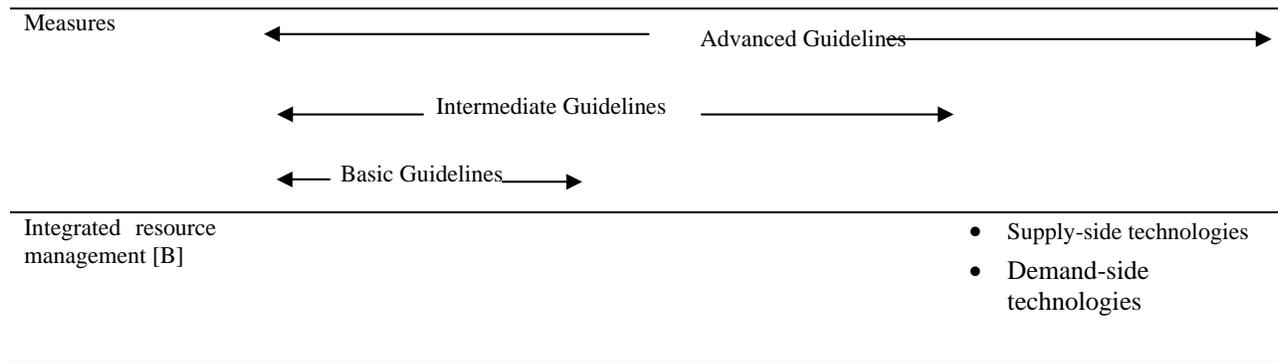
Water-use standards and regulations. Regulations should be in place to manage water use during droughts or other water-supply emergencies. In some cases, utilities may find it desirable to extend water-use regulations to promote conservation during nonemergency situations. Examples of water-use regulations are:

- Restrictions on nonessential uses, such as lawn watering, car washing, fillingswimming pools, washing sidewalks, and irrigating golf courses.
- Restrictions on commercial car washes, nurseries, hotels, and restaurants.
- Standards for water-using fixtures and appliances (in addition to the federal efficiency standards, which can be found at the end of this Appendix).
- Bans or restrictions on once-through cooling.
- Bans on non-recirculating car washes, laundries, and decorative fountains.
- Bans on certain types of water use or practice.

Requirements for new developments. Another type of regulation is to impose standards on new developments with regard to landscaping, drainage, and irrigation practices.

Many water systems, including privately owned systems, lack authority to implement this measure. Systems that have such authority must exercise it carefully. In general, restrictions on water use should be justified by the system's circumstances and should not unduly compromise the customer's rights or quality of service.

Integrated Resource Management [B]



Supply-side technologies. The idea of integrated resource management is that water often is used jointly with other resources. Systems following the Advanced Guidelines might have opportunities to consider and implement measures that can accomplish integrated resource management, where water conservation is jointly accomplished with the conservation of other resources. On the supply-side, the utility can institute operating practices (including various automation methods, strategic use of storage, and other practices) that achieve energy, chemical, and water savings. Source-water protection strategies, including land-use management methods, can be used to conserve water resources and avoid costly new supplies. Water and wastewater utilities can jointly plan and implement conservation programs to realize savings and share in the benefits.

Demand-side technologies. Integrative practices also can be accomplished on the demand side. Water and energy utilities can conduct comprehensive end-use audits and jointly promote conservation practices by end-users. Large-volume users can work with the utility to make adjustments to processes that reduce water and energy usage and wastewater flows, while saving other resources as well. Utilities that provide wholesale water can work with wholesale customers to design a water conservation program that will be mutually beneficial.

Worksheet A-1: Metering

A. BASIC GUIDELINES

Source metering

What percentage of source withdrawals is metered? _____

Connection metering

<u>Percent of connections metered by customer class:</u>	<u>Percent of meters that are outdoors:</u>
Residential _____%	_____%
Industrial _____%	_____%
Commercial _____%	_____%
Public _____%	_____%
Other _____%	_____%

<u>Number of meters needed:</u>	<u>Estimated cost/meter:</u>	<u>Estimated total cost</u>
Residential _____	_____	_____
Industrial _____	_____	_____
Commercial _____	_____	_____
Public _____	_____	_____
Other _____	_____	_____

B. BASIC GUIDELINES (Basic Guidelines above plus the following)

<u>Frequency of meter reading:</u>	<u>Billing frequency:</u>	<u>Estimated bills/year</u>
Residential _____	_____	_____
Industrial _____	_____	_____
Commercial _____	_____	_____
Public _____	_____	_____
Other _____	_____	_____

Are authorized uses of nonaccount water metered? _____

Schedule for testing source water meters: _____

Schedule for testing connection meters: _____

Are meters correctly sized? _____

C. ADVANCED GUIDELINES (Basic and Intermediate Guidelines above plus the following)

Describe the systems' program to test, calibrate, repair, and replace meters (including schedules): _____

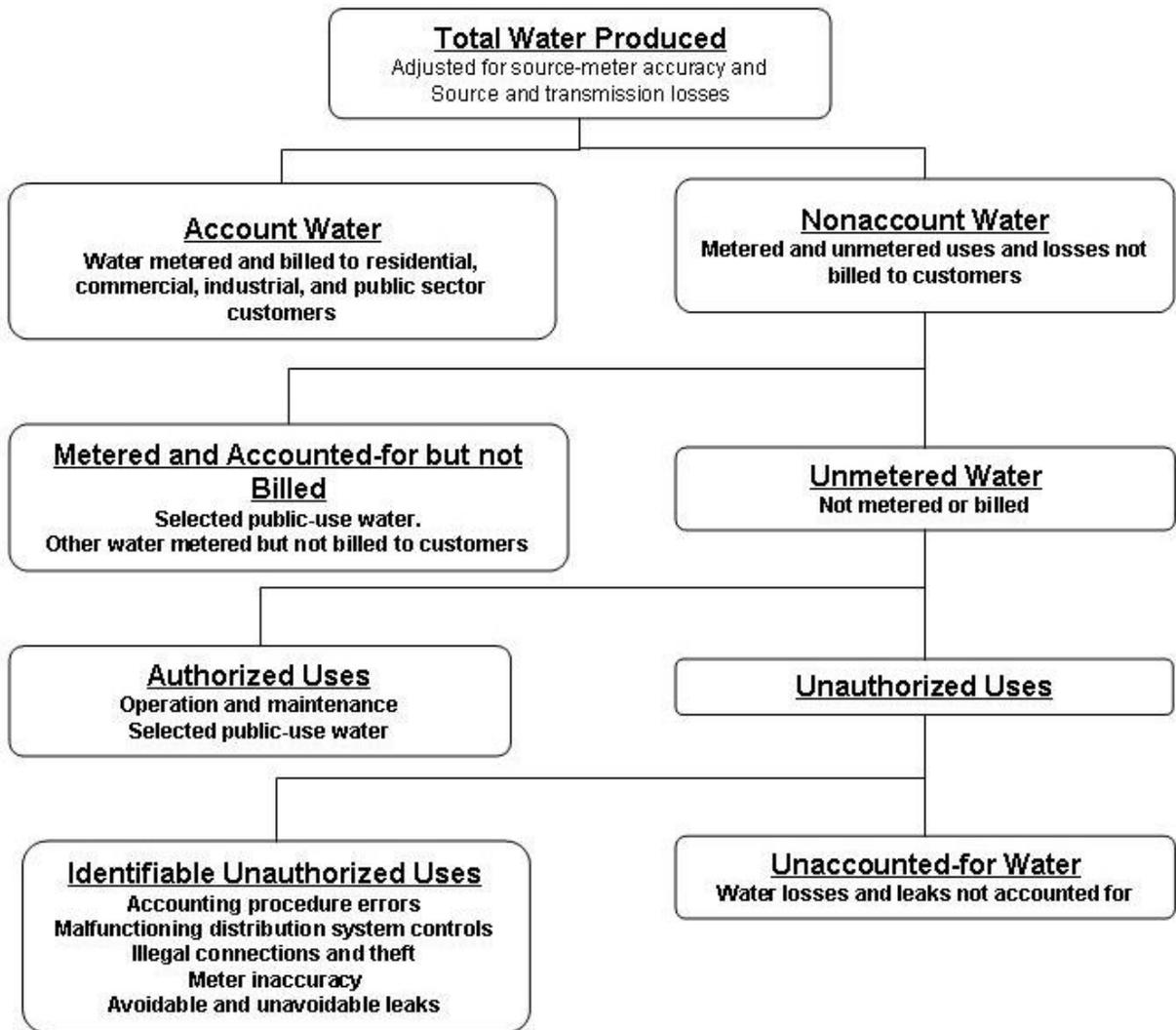


Figure A-1. Water Accounting System

Worksheet A-2: Water Accounting and Loss Control

Line	Item	Volumes (gallons)		% of Amount in Line 1
1	Total Source Withdrawals and Purchases			100%
2	<i>Adjustments to source water supply [a]</i>			
2A	Adjustment for source meter error (+ or -)			
2B	Adjustment for change in reservoir or tank storage (+ or -)			
2C	Adjustment for transmission line losses (-) [a]			
2D	Adjustments for other source contributions or losses (+ or -) [a]			
3	Total adjustments to source water (add lines 2A through 2D))			
4	Adjusted Source Water (subtract line 3 from line 1)			%
5	<i>Metered Water Sales</i>			
5A	Metered residential sales			
5B	Metered commercial sales			
5C	Metered industrial sales			
5D	Metered public sales			
5E	Other metered sales			
6	Total metered sales (add lines 5A through 5D)			
7	Adjustment for meter reading lag time (+ or -)			
8	Adjustment for meter errors (+ or -) [a]			
9	Adjusted total meter sales (add lines 6 through 8)			
10	Nonaccount Water (subtract line 9 from line 4)			%
11	<i>Metered and accounted-for but not billed</i>			
11A	Public-use water metered but not billed			
11B	Other water metered but not billed			
12	<i>Authorized unmetered water: operation and maintenance</i>			
12A	Main flushing			
12B	Process water at treatment plant			
12C	Water quality and other testing			
13	<i>Authorized unmetered water: public use</i>			
13A	Storm drain flushing			
13B	Sewer cleaning			
13C	Street cleaning			
13D	Landscaping in large public areas			
13E	Firefighting, training, and related maintenance			
14	<i>Other authorized unmetered use</i>			
14A	Swimming pools			
14B	Construction sites			
14C	Other unmetered uses			
15	Total authorized unmetered water (add lines 11A through 14C)			
16	Total Unauthorized Losses (subtract line 15 from line 10)			%
17	<i>Identifiable water losses and leaks</i>			
17A	Accounting procedure errors [a]			
17B	Malfunctioning distribution system controls			
17C	Illegal connections and theft			
17D	Meter inaccuracy			
17E	Unavoidable water leaks			
17F	Avoidable water leaks			
18	Total identifiable water losses and leaks (add lines 17A through 17F)			
19	Unaccounted-For Water (subtract line 18 from line 16)			%

[a] Methodology subject to industry and regulatory standards

Worksheet A-3: Strategies for Reducing Water Losses

A. TRANSMISSION LOSSES

Describe strategy for reducing transmission line losses: _____

Estimated annual water savings: _____

B. NONACCOUNT WATER

Describe strategy for reducing authorized unmetered uses: _____

Estimated annual water savings: _____

C. LOSSES AND LEAKS

Describe strategy for reducing identifiable leaks: _____

Estimated annual water savings: _____

D. UNACCOUNTED-FOR WATER

Describe strategy for reducing unaccounted-for water: _____

Estimated annual water savings: _____

Worksheet A-4: Evaluating Effects of Water Rate Changes

Line	Item	Value
1	Current price per gallon	\$
2	Current revenue-producing gallons (or cubic feet)	gallons
3	Current annual revenues (line 1 multiplied by line 2)	\$
4	Conservation goal (reduction in water use)	gallons
5	Conservation goal as percentage of current annual revenue-producing gallons (line 4 divided by line 2)	%
6	Estimate price elasticity of demand (by customer class and/or type of use if applicable)	%
7	Percentage change in price needed to induce conservation (line 5 divided by line 6)	%
8	Calculate revised price level (line 1 multiplied by (1.00 plus line 7))	\$
9	Revised annual water usage (line 1 less line 4)	gallons
10	Revised revenues (line 8 multiplied by line 9)	\$
11	Annualized fixed costs	\$
12	Annual variable costs for revised water usage	\$
13	Revised revenue requirements	\$
14	Net revenue effect (line 10 less line 13)	\$

Note: Prepare for each customer class to the extent feasible

Worksheet A-5: Checklist for Information and Education

BASIC GUIDELINES	<input checked="" type="checkbox"/>
Understandable water bill	
Understandable information about water rates and usage	<input type="checkbox"/>
Information available	
Pamphlet on basic home water conservation practices	<input type="checkbox"/>
Pamphlet on plumbing retrofits and replacements	<input type="checkbox"/>
Pamphlet on summer lawn watering and conservation landscaping	<input type="checkbox"/>
INTERMEDIATE GUIDELINES (Basic Guidelines above plus the following)	<input checked="" type="checkbox"/>
Informative water bill	
Compare to past usage (previous month, same period previous year)	<input type="checkbox"/>
Flag unusually high recorded uses and notify customers	<input type="checkbox"/>
Information tailored to customer class	<input type="checkbox"/>
Water-bill inserts	
Information on the costs and value of water	<input type="checkbox"/>
Basic water conservation tips	<input type="checkbox"/>
Information on conservation programs	<input type="checkbox"/>
School Program	
Visit classrooms	<input type="checkbox"/>
Distribute curriculum materials, such as worksheets and coloring books	<input type="checkbox"/>
Show short information films or slide shows	<input type="checkbox"/>
Field trips to water system facilities	<input type="checkbox"/>
Contests and recognition for posters, ideas etc.	<input type="checkbox"/>
Public-education program	
Press releases, public space advertising and public service announcements (various media)	<input type="checkbox"/>
Conservation information centers and mobile information booths	<input type="checkbox"/>
Speakers bureau, films, and slide shows for community organizations	<input type="checkbox"/>
Coordination with civic and professional organization resources	<input type="checkbox"/>
Special events, such as water conservation fairs	<input type="checkbox"/>
Displays at home shows, garden shows, fairs, libraries, and town halls	<input type="checkbox"/>
Cooperation with retail plumbing to promote conservation	<input type="checkbox"/>
Recognized conserving businesses and industries	<input type="checkbox"/>
ADVANCED GUIDELINES (Basic and Intermediate Guidelines above plus the following)	<input checked="" type="checkbox"/>
Workshops	
Workshops for plumbers, plumbing fixture suppliers, and builders	<input type="checkbox"/>
Workshops for landscape and irrigation service providers	<input type="checkbox"/>
Advisory Committee	
Creation of a public advisory committee	<input type="checkbox"/>

Worksheet A-6: Checklist for a Residential Water Audit

Service Meter	<input checked="" type="checkbox"/>
Calibration/flow test	<input type="checkbox"/>
Leak test	<input type="checkbox"/>
Report findings to maintenance personnel	<input type="checkbox"/>
Kitchen	<input checked="" type="checkbox"/>
Check faucet flow rate	<input type="checkbox"/>
Offer to install aerator or flow restrictor	<input type="checkbox"/>
Check for drips and leaks	<input type="checkbox"/>
Bath	<input checked="" type="checkbox"/>
Shower	
Check showerhead flow rate	<input type="checkbox"/>
Offer to install low-flow showerhead or flow restrictor	<input type="checkbox"/>
Check for drips and leaks	<input type="checkbox"/>
Sinks	
Check faucet flow rate	<input type="checkbox"/>
Offer to install aerator or flow restrictor	<input type="checkbox"/>
Check for drips and leaks	<input type="checkbox"/>
Toilets	
Check for leaks (dye test)	<input type="checkbox"/>
Clean or replace flapper	<input type="checkbox"/>
Check the adjustment of the float arm	<input type="checkbox"/>
Offer to install retrofit devices	<input type="checkbox"/>
Provide information on available rebates	<input type="checkbox"/>
Outside Water Use (Irrigation Season)	<input checked="" type="checkbox"/>
Measure the flow rate of sprinklers	
Check for leaks in the sprinkler, hose, or sprinkler system	<input type="checkbox"/>
Check the position of sprinklers	<input type="checkbox"/>
Instruct the homeowner on efficient water techniques	<input type="checkbox"/>
Recommend a water schedule based on:	<input type="checkbox"/>
• Any water restrictions imposed by local government	<input type="checkbox"/>
• Best time of day for watering	<input type="checkbox"/>
• Frequency of watering	<input type="checkbox"/>
• Length of time for watering	<input type="checkbox"/>
Provide information about water-efficient landscaping practices	<input type="checkbox"/>

Source: Adapted from American Water Works Association, Pacific Northwest Section, *Water Conservation Guidebook for Small and Medium-Sized Utilities* (August 1993). Appendix B.

APPENDIX B

Potential Water Conservation Measure table

Measures	Tools	Applicable to Cedar Heights Waterworks	Present Status	Comments/Options/Recommendations
Universal Metering	• Source-water metering	Yes	New meter at lake intake	Meter accuracy should be verified periodically
	• Service – connection metering	Yes	No meters in place	Review when building inspection service is introduced, meter recommended for community golf course
	• Public – use water metering	Yes	No meters in place	Meter recommended for CSRD park
Water Accounting And Loss Control	• Account water	No		Requires universal metering to be effective
	• Repair known leaks	Yes	Repair when leaks are observed	Location and date of leaks are recorded
	• Analysis of non-account water	No		Relevant if revenue received from metered water
	• System audit	Yes	Annual audit	Comparison of average water use per residence with lake intake meter
	• Leak detection and repair strategy	Yes	No leak detection undertaken to date	Review when universal metering is in place
	• Automated sensors/telemetry	Yes	Alarm system monitors reservoir levels	SCADA telemetry under consideration
	• Loss prevention	Yes	Some actions in place, e.g. unidirectional flushing	Other options- proactive repair
Costing And Pricing	• Cost-of-service accounting	Yes		Annual system review
	• User charges	Yes	Parcel tax to all properties, flat user fee to users of system	Annual tax- capital cost recovery, user fee- annual operating and maintenance cost
	• Metered rates	Yes	No meters in place	Consider with building inspection
	• Cost analysis	No		Only 1 class of service- residential
	• Non-promotional rates	No	Current rate is flat	Only 1 class of service-residential
	• Step Water Rates	Yes	Current rate is flat	Applicable with universal metering

Measures	Tools	Applicable to Cedar Heights Waterworks	Present Status	Comments/Options/Recommendations
Information And Education	• Advisory committee	Yes	Established by CSRD Bylaw	Advisory Committee has mandate that includes water conservation
	• Understandable water bill	Yes	Current bill provides basic information only	Consider adding information related to actual cost, volumes, etc.
	• Information available	Yes	Brochure distributed annually	Brochure provided on request also
	• Informative water bill	Yes	Current bill provides basic information only	Consider adding information related to actual cost, volumes, etc.
	• Water bill inserts	Yes	Insert in annual water bill	
	• School program	No	No schools on system	
	• Public education program	Yes	Limited scope	Expand public education, post information on water conservation on CSRD website
	• Workshops	No	Not done now	
Water Use Audits	• Audits of large-volume users	No		
	• Large – landscape audits	Yes	Not done now	Community golf course a candidate
	• Selective end-use audits	No		Only 1 class of water user
	• Independent supplies	No		
Retrofits	• Retrofit kits available	Yes	Not done now	Facilitate best prices on products, encourage replacement
	• Distribution of retrofit kits	Yes	Not done now	Distribution through community association could be effective
	• Targeted programs	No		Only 1 class of user

Measures	Tools	Applicable to Cedar Heights Waterworks	Present Status	Comments/Options/Recommendations
Pressure Management	• System-wide pressure management	Yes		2 pressure zones in system
	• Pressure-reducing valves	Yes	3 on system	
Landscape Efficiency	• Promotion of landscape efficiency	Yes	Not done now	If sufficient CSRD resources
	• Selective irrigation sub-metering	No		No large water users
	• Landscape planning and renovation	No		
	• Irrigation management	Yes	Not done now	Encourage underground irrigation systems
Replacements and Promotions	• Rebates And Incentives	Yes	Not done now	Possible if water systems amalgamate
	• Promotion Of New Technologies	Yes	Not done now	Via CSRD website, e.g. high efficiency washing machines
Reuse And Recycling	• Industrial Applications	No		No industrial users
	• Large-Volume Irrigation Applications	No		
	• Selective Residential Applications	No		IHA prohibits use of grey water
Water Use Regulation	• Water-Use Standards, Regulations, Enforcement	Yes	Sprinkling restrictions are in place annually	Voluntary compliance, evaluate more rigorous enforcement
	• Requirements For Developments	No		Development is in-fill only
Integrated Resource Management	• Supply-Side Technologies	No		
	• Demand-Side Technologies	No		