

Citizens Water Conservation Implementation Task Force

Regular Meeting

Minutes

Monday, August 18, 2008
625 E 10th Street, Room 104

Jennifer Walker called the meeting to order at 5:40 pm. Members in attendance: Margot Clarke, Richard Hatfield, Norman Johns, Jody McDaniel, Nora Mullarkey, Rusty Osborne, Susan Roth, Susan Butler, Gene Reagan and Jennifer Walker.

- I. Approval of minutes from the June meeting.
 - a. Richard Hatfield made a motion to approve the June 16th minutes. Jody McDaniel seconded the motion. The minutes were unanimously approved by all attending Task Force members.
- II. Citizen communication
 - a. Bill Bunch addressed the Task Force members to encourage supporting aggressive conservation measures and supporting increased educational outreach.
 - b. Rusty Osborne requested adding Water Treatment Plant 4 as an agenda item for a future meeting. Other Task Force members agreed.
- III. Water Conservation Division and Marketing Update – Sonja Stefaniw, Division Manager
 - a. Austin Water Utility is implementing “lean six sigma” across the board.
 - b. Water Conservation Division has made the following improvements that focus on actions that affect water conservation and adding value to customers:
 - i. Increased rebate processing speed
 - ii. Eliminated steps and actions in rebate processes that were not being tracked
 - iii. Gone paperless on gas rebates for clothes washers
 - iv. Increased rebate amounts for some indoor conservation programs
 - v. Tiered the phone system to ensure faster response to calls
 - vi. Partnered with 3-1-1 for reporting and tracking of water waste reports
 - vii. Increased the number of irrigation auditors and offered to schedule audits during evening hours

- c. Water Conservation Division has engaged in the following marketing projects as a result of the Water Conservation Task Force Recommendations:
 - i. \$700k to date in radio, TV, bus wraps, billboards, etc.
 - ii. Held departmental trainings that reached 568 employees
 - iii. Attended events, fairs and expos that reached 691 booth visitors
- d. Jennifer Walker requested bringing examples of marketing pieces to the next meeting.
- e. Susan Butler motioned for Jennifer Walker to send a letter of support on behalf of the Task Force to City Council supporting the Water Conservation Budget for Fiscal Year 2009. Nora Mullarkey seconded the motion. The motion passed unanimously.

IV. Water Use and Pumping Information Update – Dan Strub, Program Coordinator

- a. AWU staff member Dan Strub provided an update on water usage in millions of gallons per day for summer 2008. He reported that Mondays (when no watering is allowed for any type of customer) show lower water use than other days of the week. He also reported that water use is fairly steady across days of the week other than Mondays. He noted that when looking at usage numbers for a single day, water use is peaking before 10am and after 7pm, which is in line with the irrigation schedule.
- b. Rusty Osborne requested a finer resolution of graphs and statistics on water use at the next meeting, showing days of the week and time of day.
- c. Jennifer Walker requested that Amanda Dewees give a presentation on the leak detection program at a future meeting.

V. Discussion of Toilet Retrofit Ordinance

- a. AWU staff member Dan Strub discussed the retrofit ordinance that would require all multi-family/commercial customers to retrofit their toilets by 12/31/2010 and single family customers to retrofit upon transfer of property.
- b. If toilets are not replaced by the time of transfer the buyer will assume responsibility to replace the toilets.
- c. The only circumstance in which a property will be excepted from compliance is through eminent domain.
- d. The Utility will manage compliance for this program.
- e. The Utility will propose carwashes, rain shut-off devices, and cooling tower upgrades in separate ordinance revision.
- f. Task Force members will make a recommendation on the toilet ordinance at a future meeting.

The next regular meeting is scheduled for September 15th at 5:30 pm in the Waller Creek Center, Room 104.

The meeting was adjourned at 7:36 pm.