

**WATER RESOURCES & CONSERVATION
COMMITTEE MEETING SUMMARY MINUTES
Wednesday, March 25, 2020
4:15 p.m.**

ATTENDANCE

Directors: Paul Sethy (Chair), Jim Gunther AB
Staff: Robert Shaver, Laura Hidas, Thomas Niesar, Leonard Ash, Stephanie Nevins, Ed
Stevenson, Gina Markou
Public: Ricka Stoelting

DISCUSSION TOPICS

1. Water Supply Outlook: Leonard Ash, Water Supply Supervisor, provided an update on the rainfall accumulation this water year, the current precipitation forecasts, and the District's plan to meet 2020 water production demands. On January 24, 2020, the Department of Water Resources increased the District's Table A allocation from 10% to 15%, resulting in an allocation of 6,300 acre-feet of water, which the District plans to store in San Luis Reservoir to meet 2021 demands. The Alameda Creek Watershed is currently trending below average precipitation totals for this time of year at a total of 7.78 inches to date, reflecting 2.35 inches of measured rainfall so far in March. Mr. Ash reported that the latest 8- to 14-day, 30-day and 90-day precipitation outlooks all indicate drier than normal forecast. Given the dry conditions this winter, the District has shifted to dry year water supply planning, with an emphasis on increasing imported supplies and minimizing groundwater usage to preserve supplies in the event the following year is also dry. The District is planning on returning 12,300 acre-feet of water stored in San Luis Reservoir to help meet 2020 demand. Additionally, the District anticipates returning 13,600 acre-feet of Semitropic supplies, with 9,900 acre-feet assigned for meeting 2020 demands and the remaining 3,700 acre-feet of returns to be stored in San Luis Reservoir and applied to 2021 demands. Similarly, the District expects to purchase about 5,000 acre-feet more than the contractual minimum amount of 8,567 acre-feet from the San Francisco Public Utility Commission. Staff estimates that 8,900 acre-feet of local water supplies will be utilized to meet the 44,700 acre-feet of expected demands in 2020. Given the need to increase water supplied imports to meet 2020 demands, Water Supply staff anticipates that it will require a reserve appropriation from the Board to fund the dry-year operation expense.

In summary, the District's water supply outlook for 2020 is sufficient despite the dry conditions, thanks to its past investments in water supply reliability and current demand management and conservation on the part of customers. Lastly, Mr. Ash provided an overview of daily water demand data for 2020, and staff discussed their efforts to monitor trends in changing demands due to COVID-19 responses.

Staff responded to questions from Director Gunther and Director Sethy.

2. Participation in the State Water Contractors' 2020 Dry Year Transfer Program: Thomas Niesar, Water Supply and Planning Manager, updated the committee on developments with

the State Water Contractors' (SWC) Dry Year Transfer Program (DYTP). Negotiations between the buyers (represented by the SWC) and sellers are nearing completion and an expected volume of available water and a selling price should be known within the first week of April. Staff is pursuing a quantity of water at a price that, if successful, would both enhance local storage in Niles Cone Groundwater Basin during the current dry year and reduce operating costs by avoiding the purchase of costlier alternative water supplies. If successful in acquiring water from the DYTP, staff will request a resolution at the regularly scheduled April Board meeting authorizing the General Manager to enter into a Buyer-Seller agreement.

Should the District participate in the DYTP as envisioned, Director Sethy requested that an analysis be provided after completion so that the benefit of the program may be better explained to the community.

3. Water Efficiency Master Plan Customer Survey: Stephanie Nevins, Water Conservation Supervisor, provided an overview of the results of a customer survey conducted to inform the Water Efficiency Master Plan project. The primary goals of the survey were to identify saturation of low flow fixtures in the District's service area, interest in conservation and conservation programs, and to obtain data for post-drought demand analysis. The survey was conducted by Probolsky Research, a subcontractor hired by Maddaus Water Management, the Water Efficiency Master Plan project consultant. It was conducted over six days beginning October 26, 2019, using a stratified random sampling methodology to match District customer demographics. Four hundred (400) single family residential customers were interviewed; 100 over the phone with a live interviewer and 300 using an online survey form. The survey was offered in English, Mandarin, and Spanish.

Staff presented survey responses that were particularly noteworthy and provided a greater understanding of District customer water conservation actions and interests. Staff responded to questions and comments from Director Sethy and Director Gunther related to demographic information, obstacles to changing out high water-using fixtures, and point of sale stickers for items eligible for rebates to increase participation and knowledge of rebate programs. Additional questions addressed were related to outreach and communication with District customers. Staff will present the current status of the Water Efficiency Master Plan, how survey results are informing that project, and proposed water use efficiency program strategies to the entire Board at a future Board meeting.

4. Public Comments: Ms. Stoelting thanked the committee for making the meeting available online and noted it was interesting to listen in.

RECOMMENDATIONS

Topics discussed by the Committee were informational only, and no recommendations are being made.

Community Survey

- Primary Survey Goals:
 - Identify saturation of low flow fixtures in our service area,
 - Identify interest in conservation and conservation programs, and
 - Obtain data for post-drought demand analysis.

Community Survey

- Conducted by Probolsky Research
- October 26-31, 2019
- Stratified random sampling methodology to match District customer demographics
- 400 SFR* Customers
 - 100 Phone, live interview
 - 300 Online
- Offered in: English, Mandarin, Spanish

Alameda County Water District Community Survey 2019

Presentation

November 5, 2019



Opinion Research on
Elections and Public Policy

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San Francisco (415) 870-8150
Washington DC (202) 559-0270

Alameda County Water District – Community Survey

Survey Methodology*

From Saturday, October 26, 2019 to Thursday, October 31, 2019, Probolsky Research conducted a live-interviewer telephone and online survey among Alameda County Water District customers.

A total of 400 customers were surveyed (100 by telephone and 300 online). A survey of this size yields a margin of error of +/-5%, with a confidence level of 95%. Interviews were conducted with respondents on both landline and mobile phones (50%) and were offered in English, Mandarin (5%) and Spanish (3%) languages. For the online survey phase, we invited participation via email and text message. Security measures precluded individuals from completing the survey more than once and allowed only the designated customer to complete the survey. Online respondents were able to use their computer, tablet or smart phone to participate.

Probolsky Research applies a stratified random sampling methodology to our sample design, ensuring that the demographic proportions of survey respondents match the demographic composition of Alameda County Water District customers. The original sample was compiled by the Alameda County Water District then enhanced with consumer data to ensure we reached customers on their most current phone numbers and email addresses.

Probolsky Research specializes in opinion research on behalf of corporate, election, government, non-profit, and special interest clients.



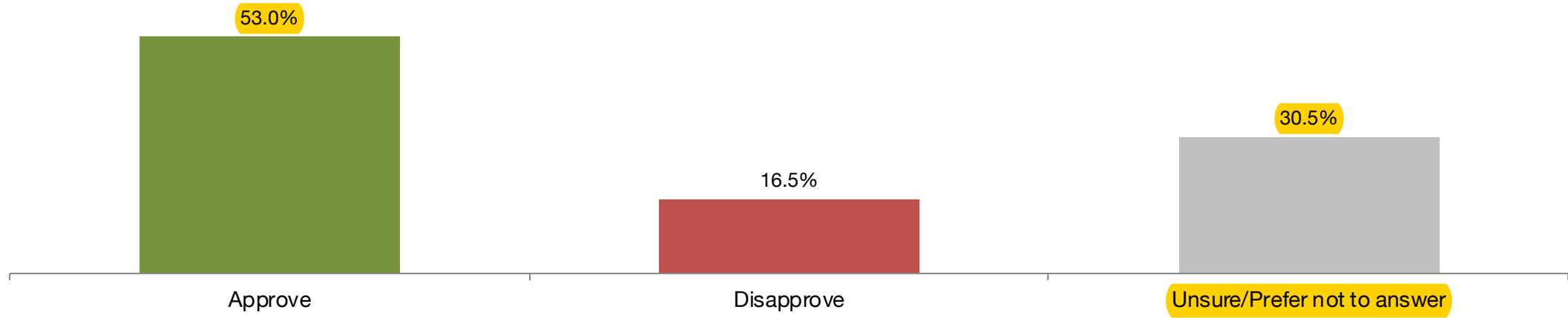
*Due to rounding, totals shown on charts may not add up to 100%

53% approve of the job ACWD is doing to encourage



water conservation by its customers

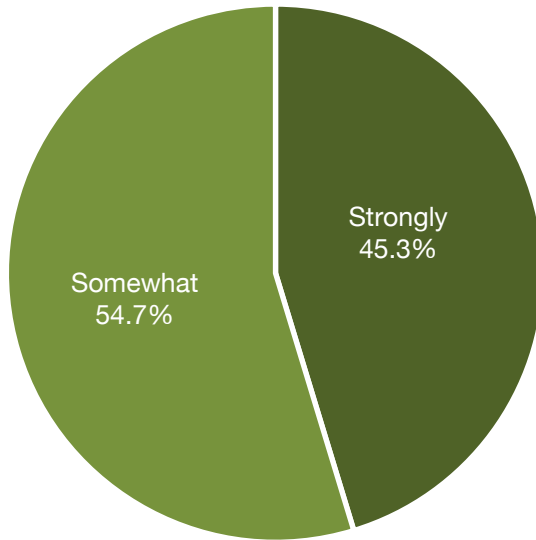
Question 1: The Alameda County Water District is a public agency responsible for providing drinking water to residents of Fremont, Newark and Union City. If you have an opinion, **do you approve or disapprove of the job that Alameda County Water District is doing to encourage water conservation by its customers?**



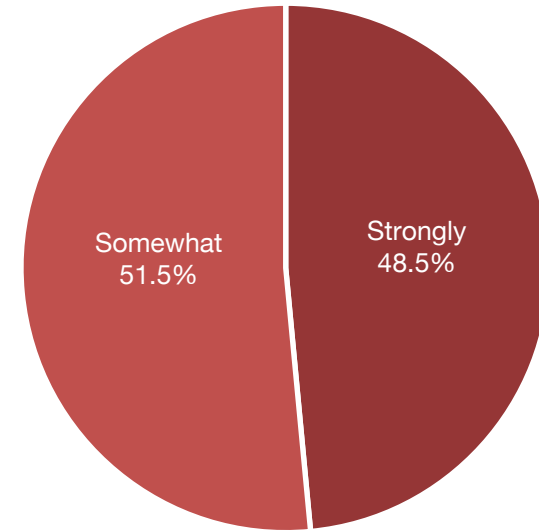
45% strongly approve of the job ACWD is doing of those who approve

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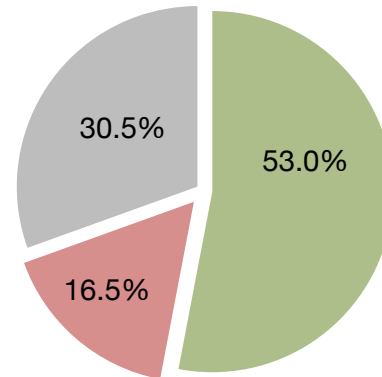
Among those who approve



Among those who disapprove



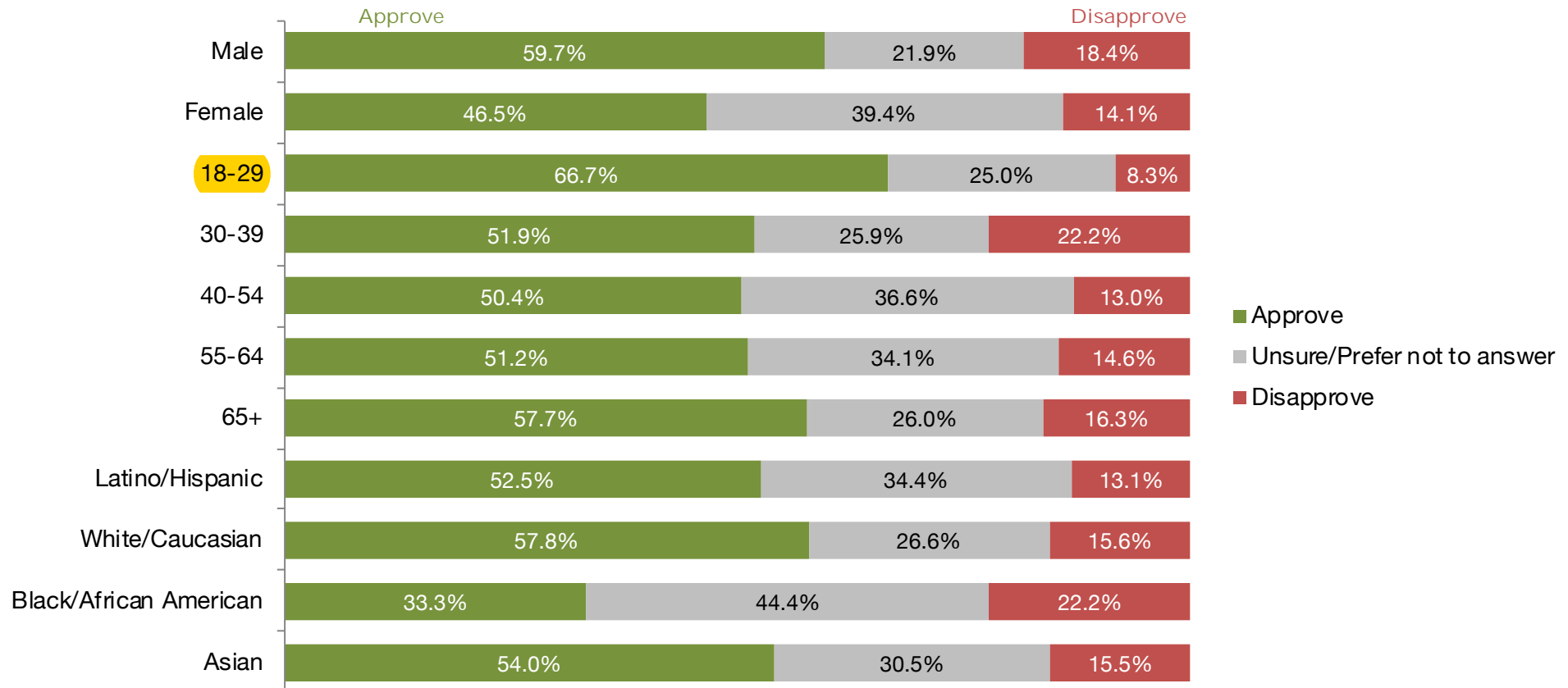
Total



Results by gender, age group and ethnicity



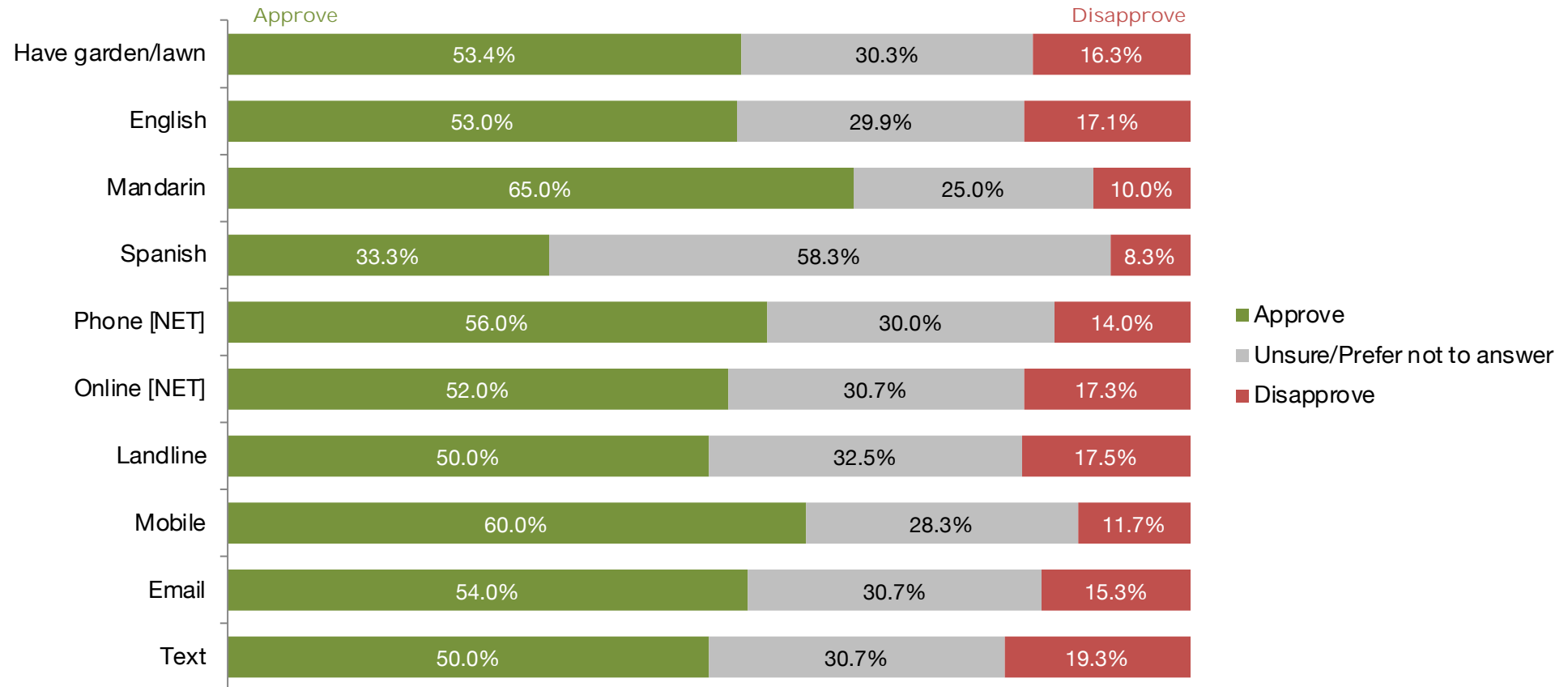
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■ Approve
■ Unsure/Prefer not to answer
■ Disapprove

Results by whether they have lawn/garden, language and survey mode

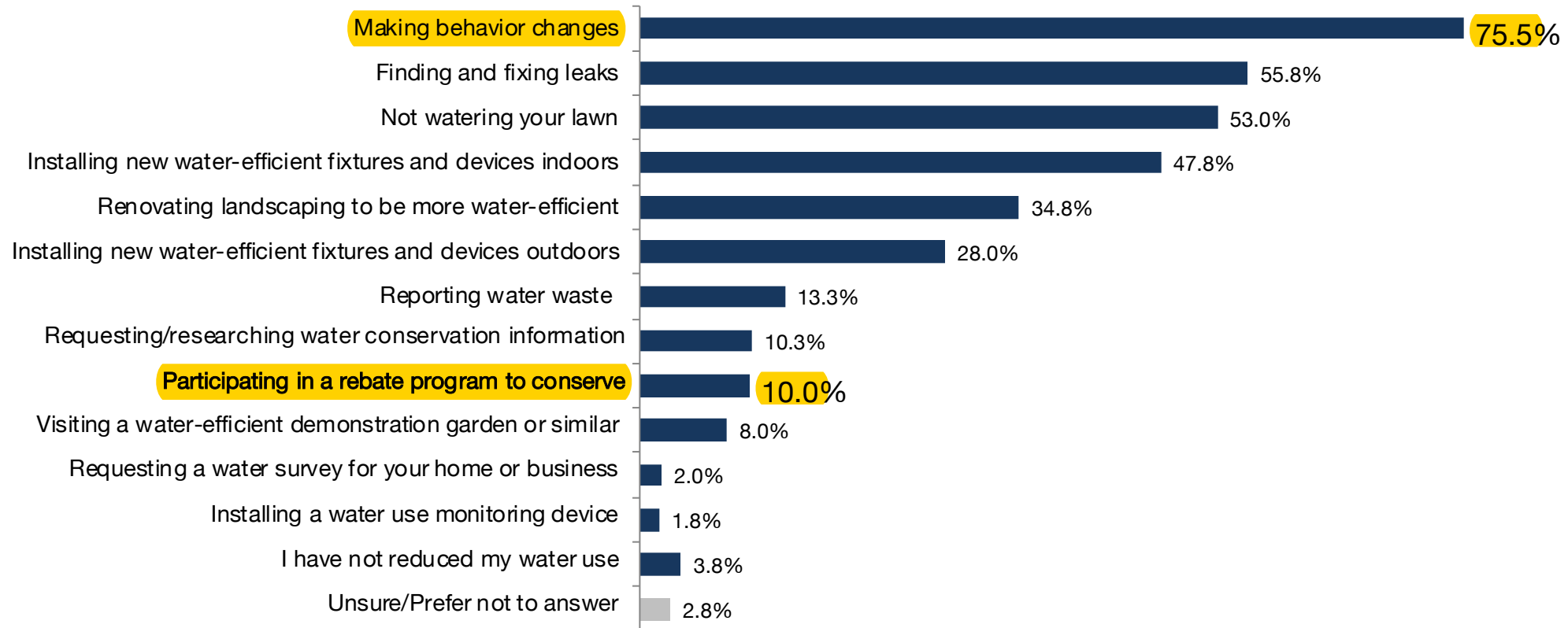
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76% made behavior changes to use less water



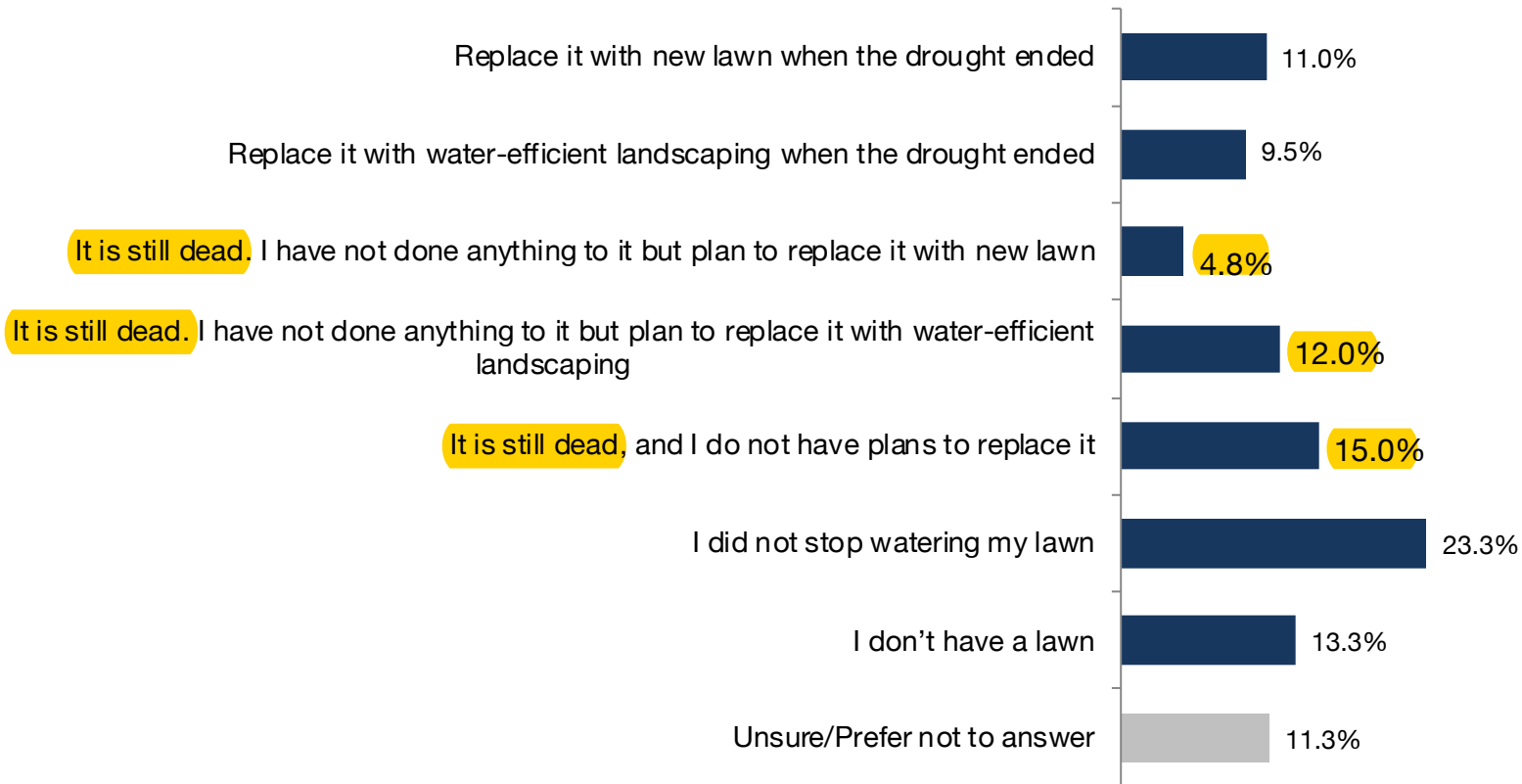
Question 2: In the last five years, have you tried to use less water or encourage water conservation by doing any of the following? Choose all that apply.





23% did not stop watering their lawn during the last drought

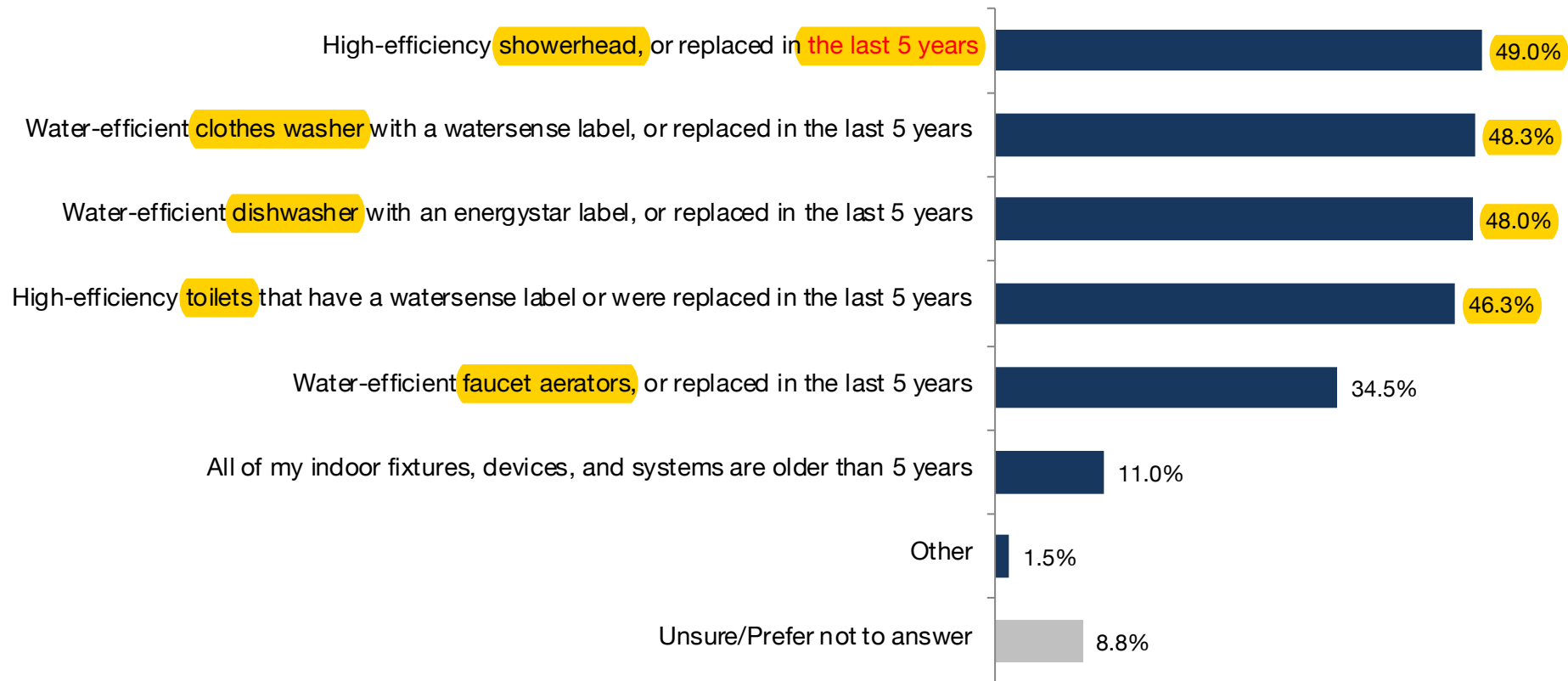
Question 3: If you stopped watering your lawn during the last drought, and your lawn died, did you:



Over 46% have water-saving showerheads, clothes washer, dishwasher and toilets



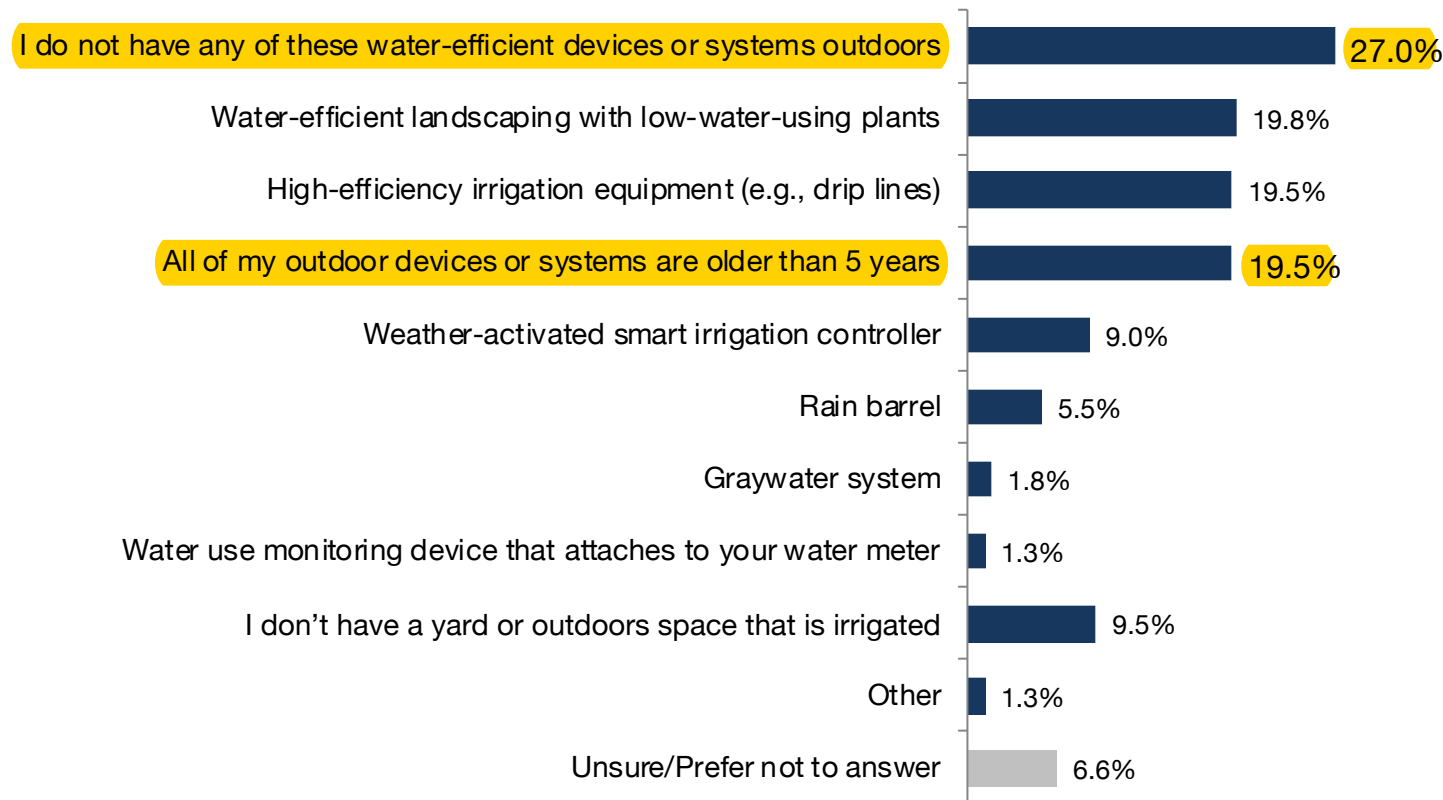
Question 4: Which, if any, of the following water saving devices or systems do you have inside your home?



27% have no water-efficient devices outside their home



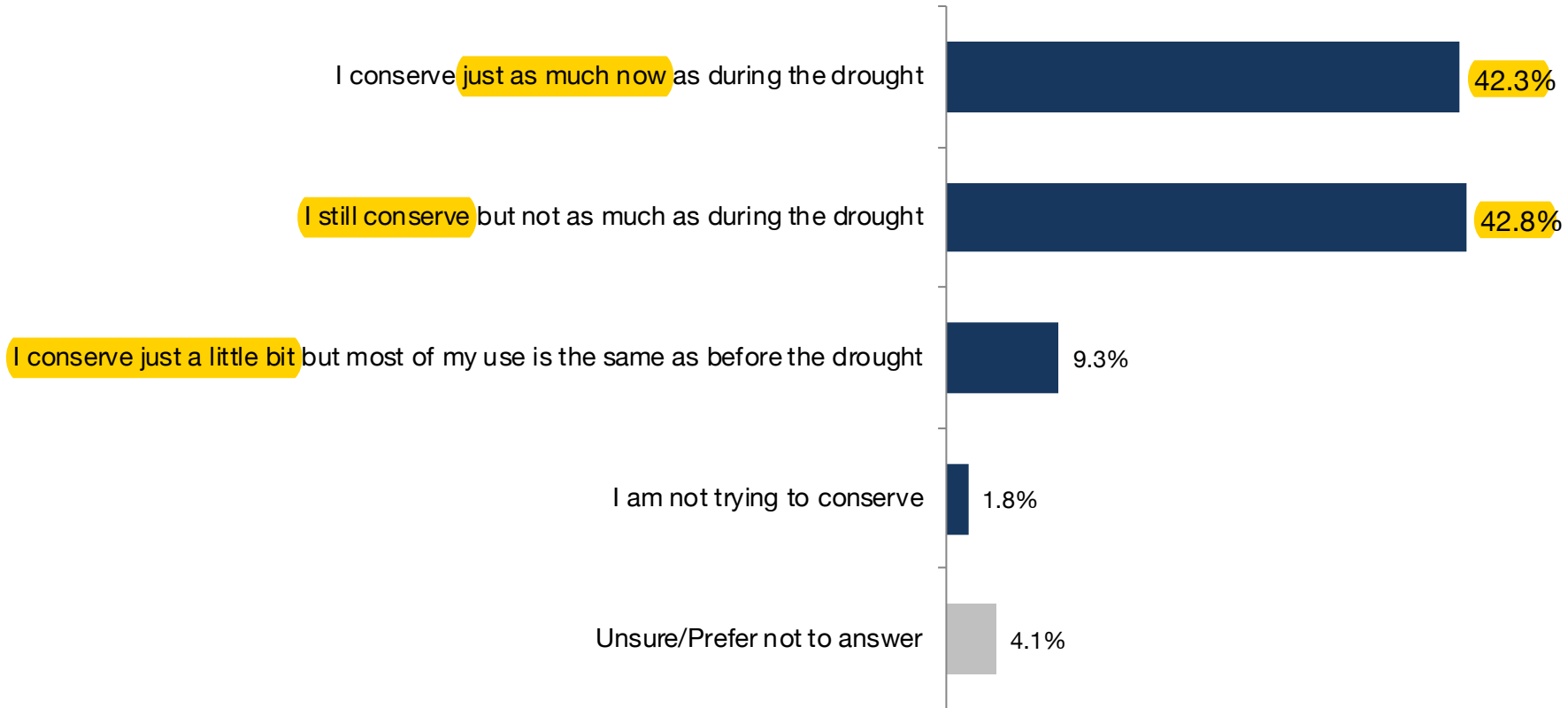
Question 5: Which, if any, of the following water saving devices or systems do you have outside your home?



85% still conserve water after the drought ended



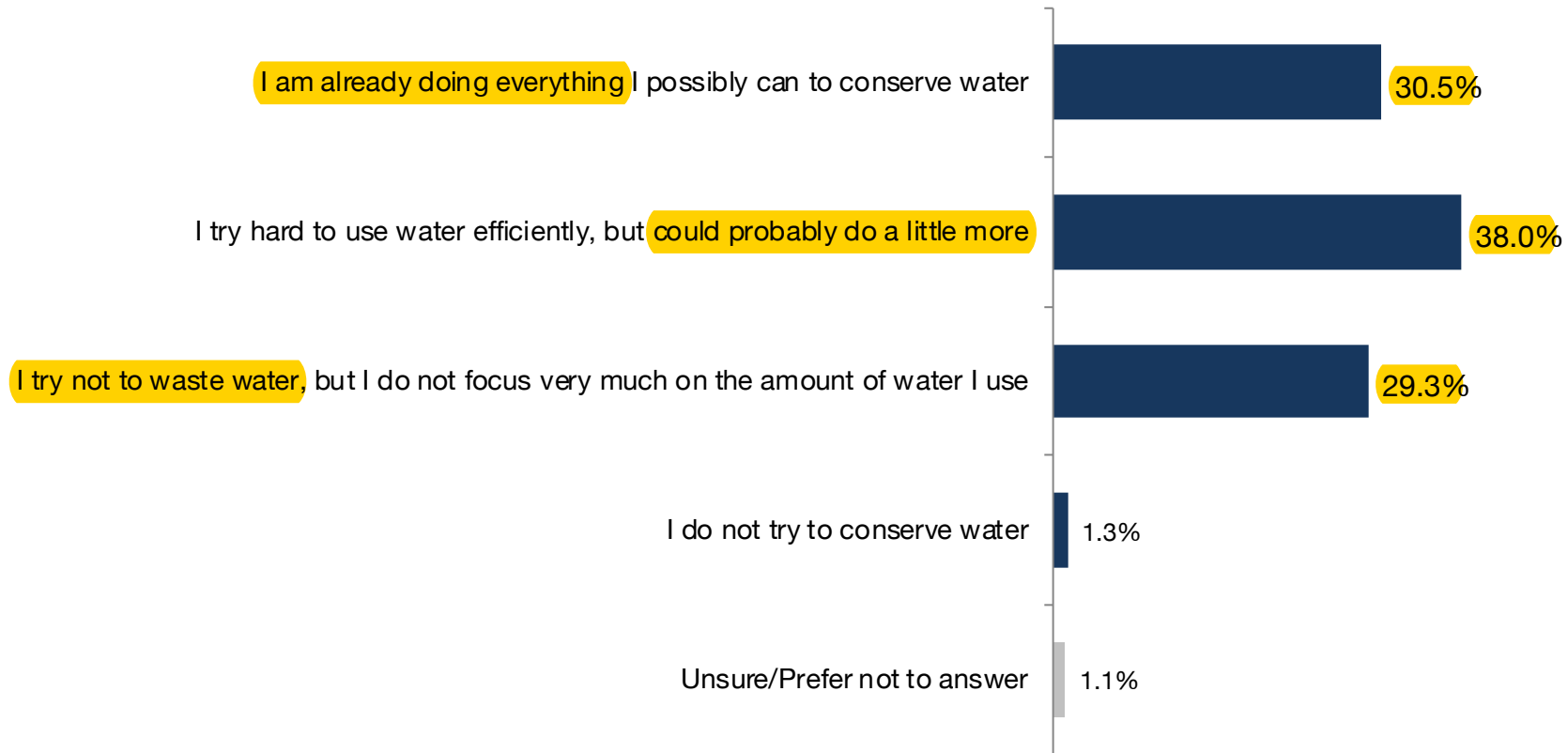
Question 6: How much **are you still conserving since the drought ended**? Please select all that apply.



38% say they could probably do a little more to try to conserve water



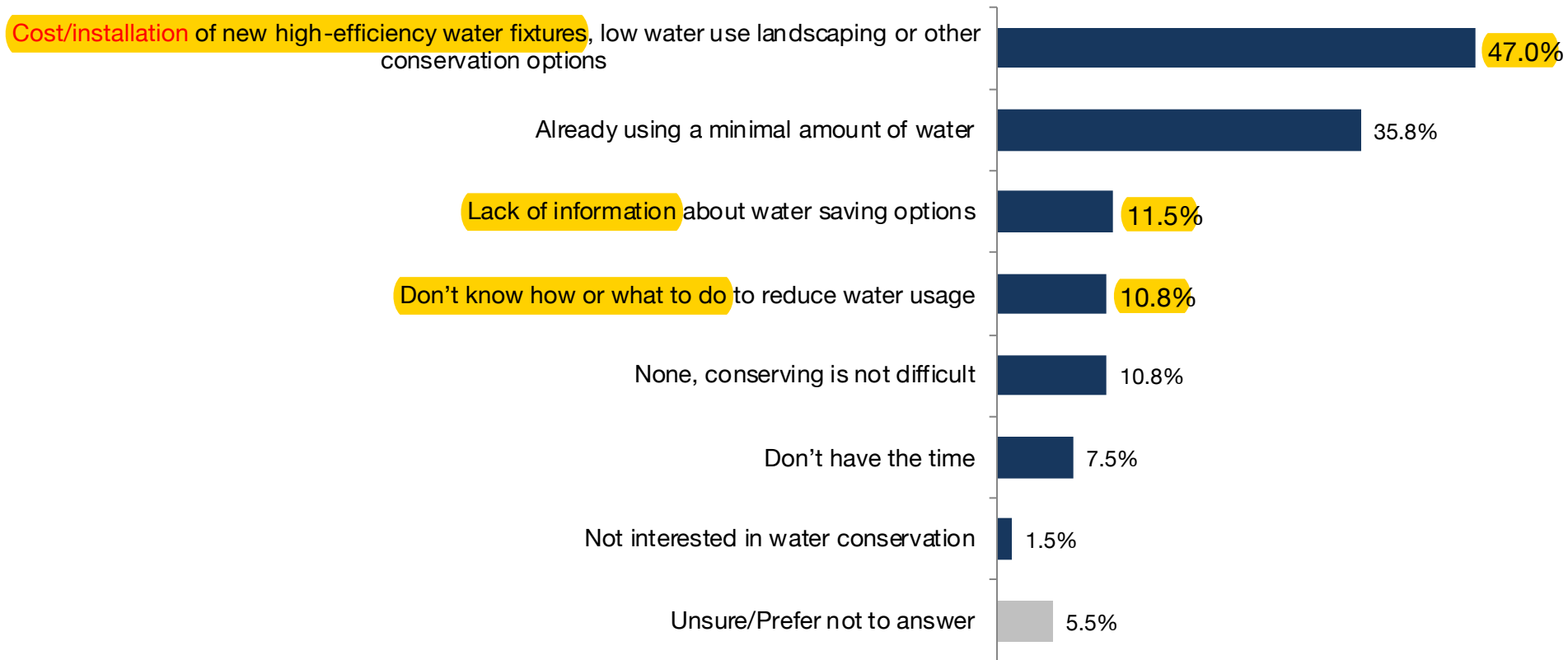
Question 7: Which of the following statements best describes your **current efforts to use water efficiently**? Select all that apply.



47% cite the cost and installation of new, efficient water fixtures as a challenge

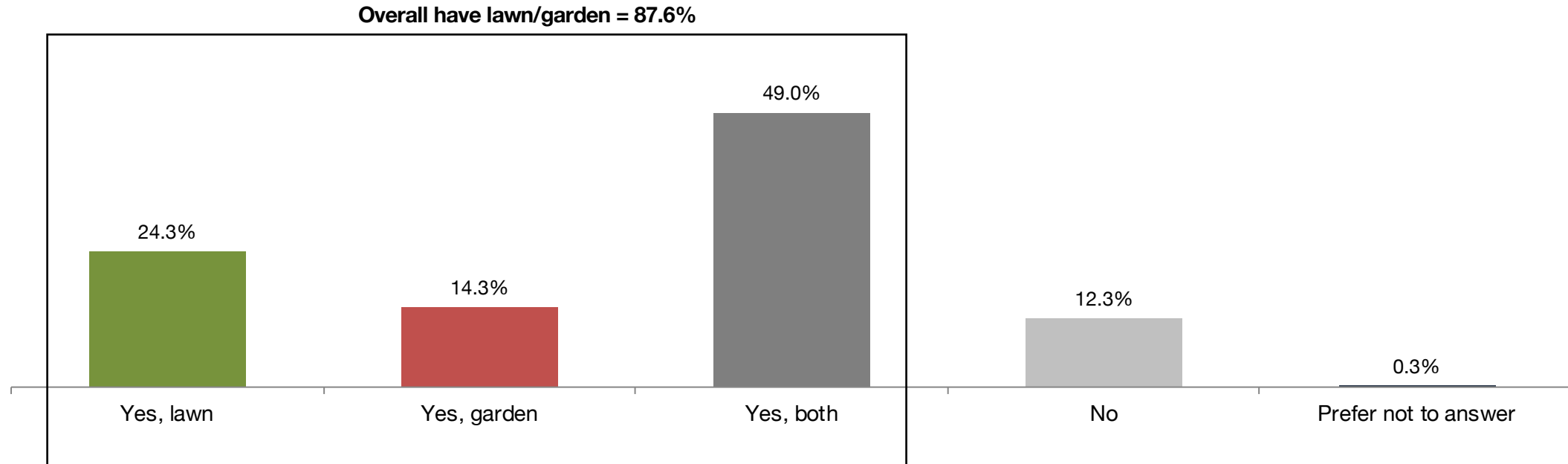



Question 8: Thinking about using water more efficiently, which, if any, of the following challenges make it difficult for you to conserve more water?



88% have either a lawn, garden or both

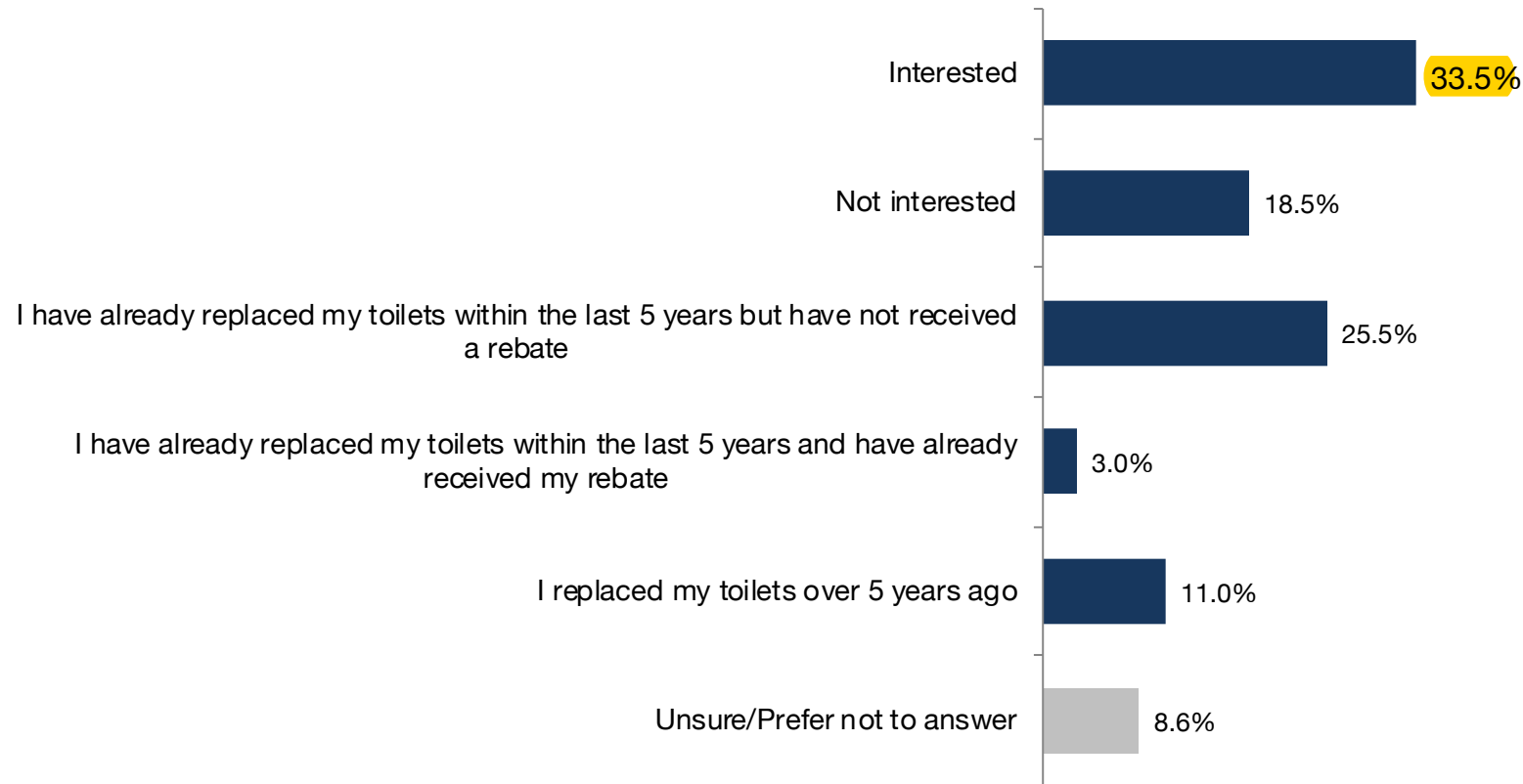
Question 9: Do you have a garden or lawn at your residence that you are responsible for maintaining?



Conservation Program Interest	Summary of Slides 15-23	
Efficient Toilets Rebates	33.5%	
Free Efficient Showerheads	39.5%	
Water-efficient Landscaping Rebates	42.3%	
Smart Irrigation Controller Rebates	42.6%	
Efficient Sprinklers or Dripline Rebates	42.9%	
Rain Barrel Rebates	45.7%	
Efficient Clothes Washer Rebates	28.8%	
Water Use Efficiency Surveys	28.8%	
Water Use Monitoring Devices	47.5%	

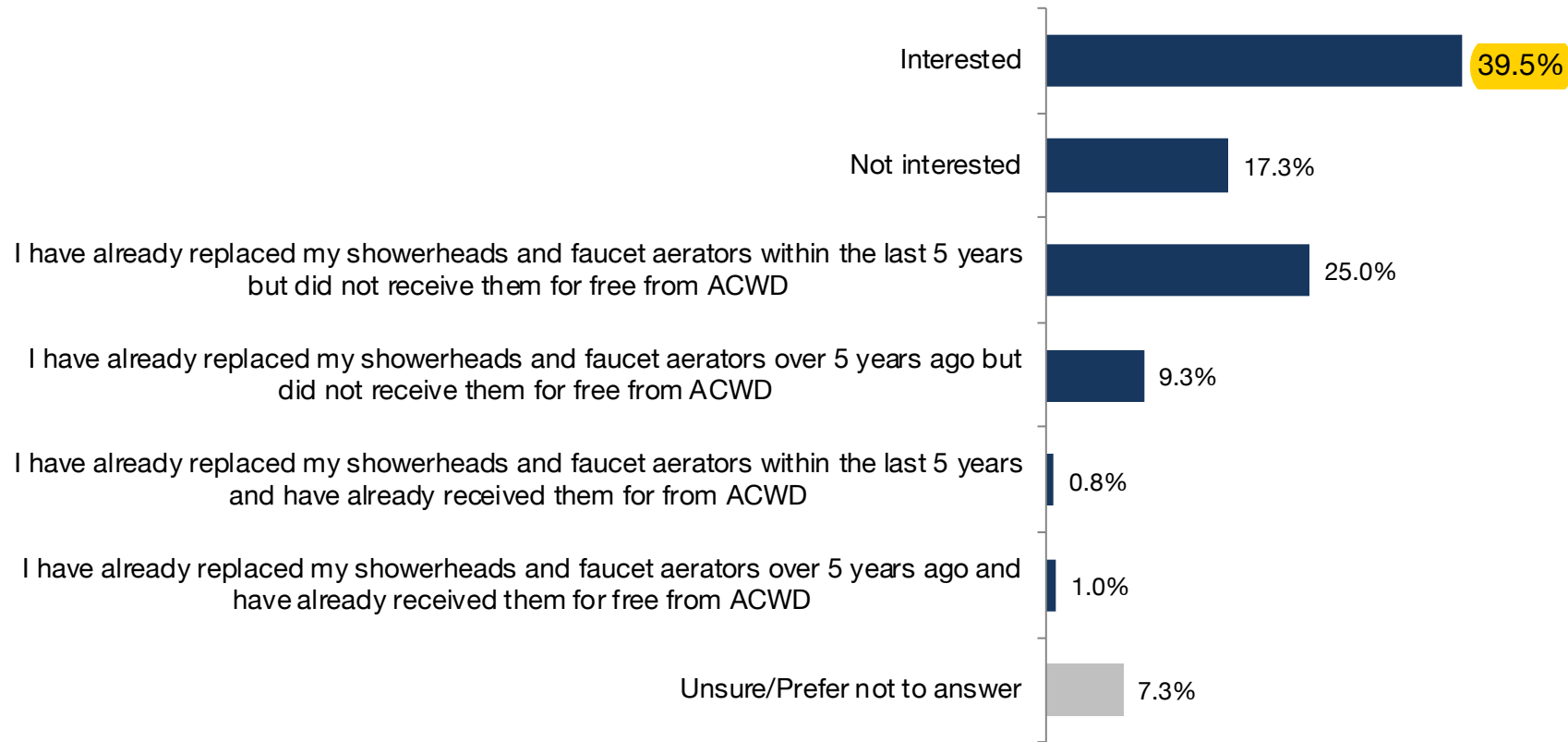
34% are interested in the rebate to replace older toilets with high-efficiency models

Question 10: Rebate to **replace your older toilets** with high-efficiency models?



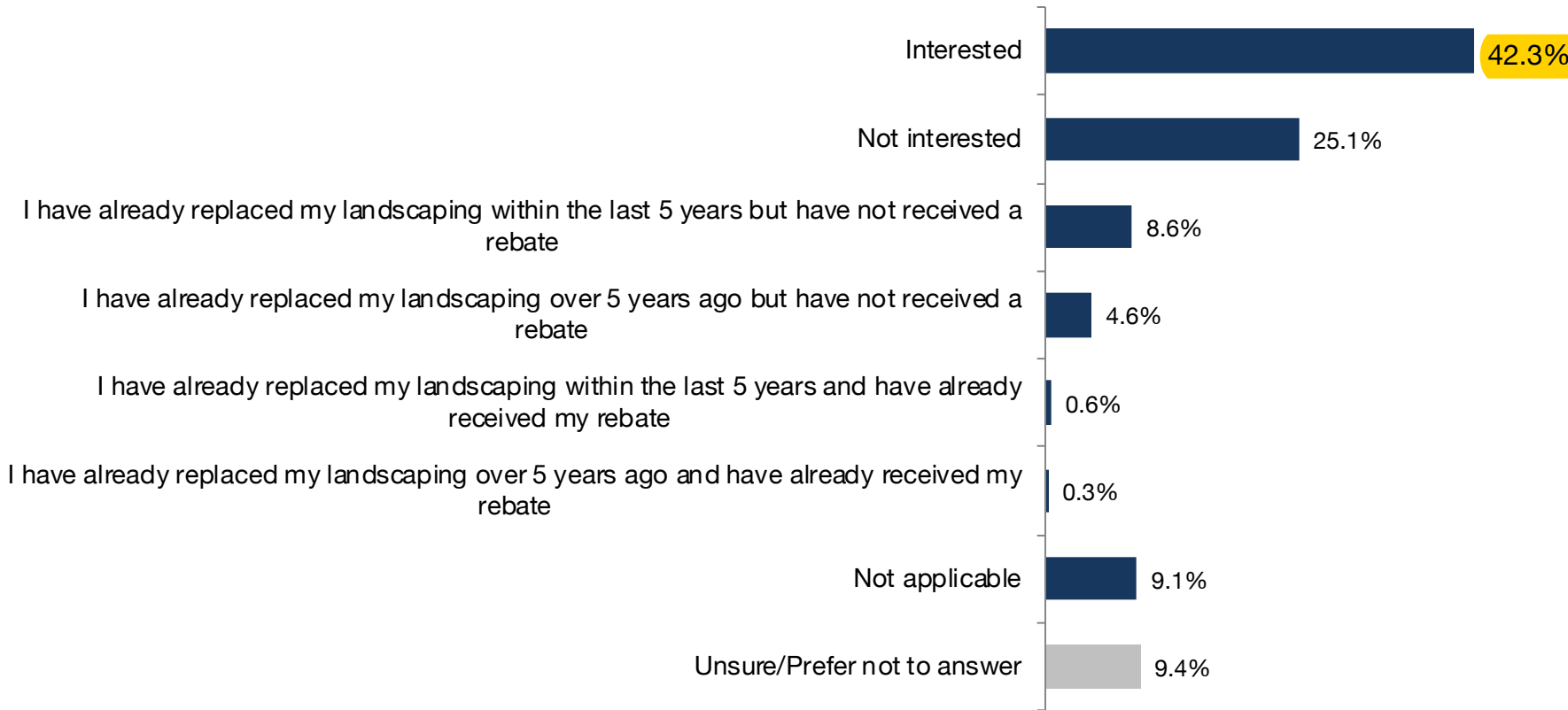
40% are interested in free water-efficient showerheads and faucet aerators

Question 11: Free water efficient showerheads and/or faucet aerators to replace your older ones?



42% are interested in the rebate to install water-efficient landscaping in place of existing lawn areas

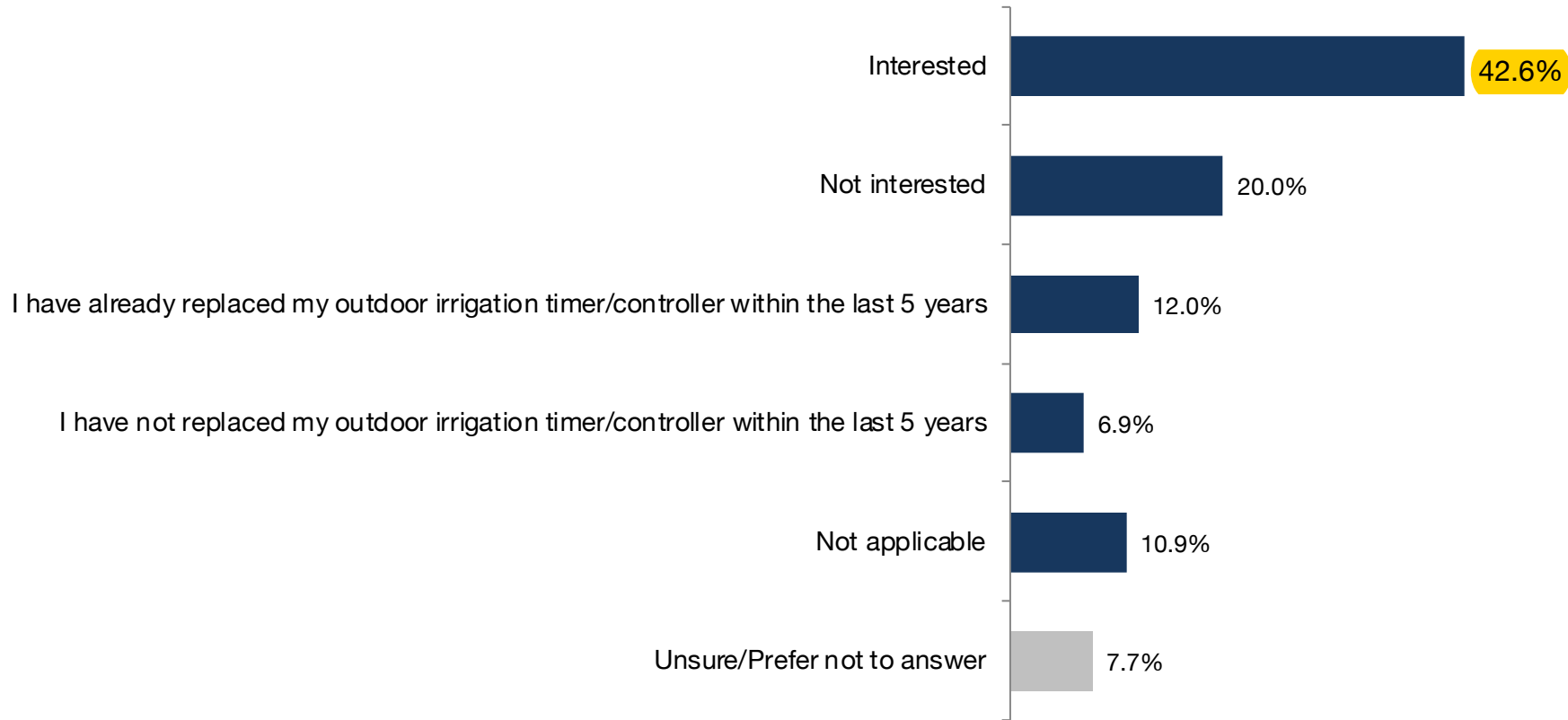
Question 12: Rebate to install **water-efficient landscaping** in place of existing lawn areas.



*Responses among the 87.4% who said Yes – Lawn, Yes – Garden or Yes – Both in Q9

43% are interested in the rebate to install outdoor irrigation controller

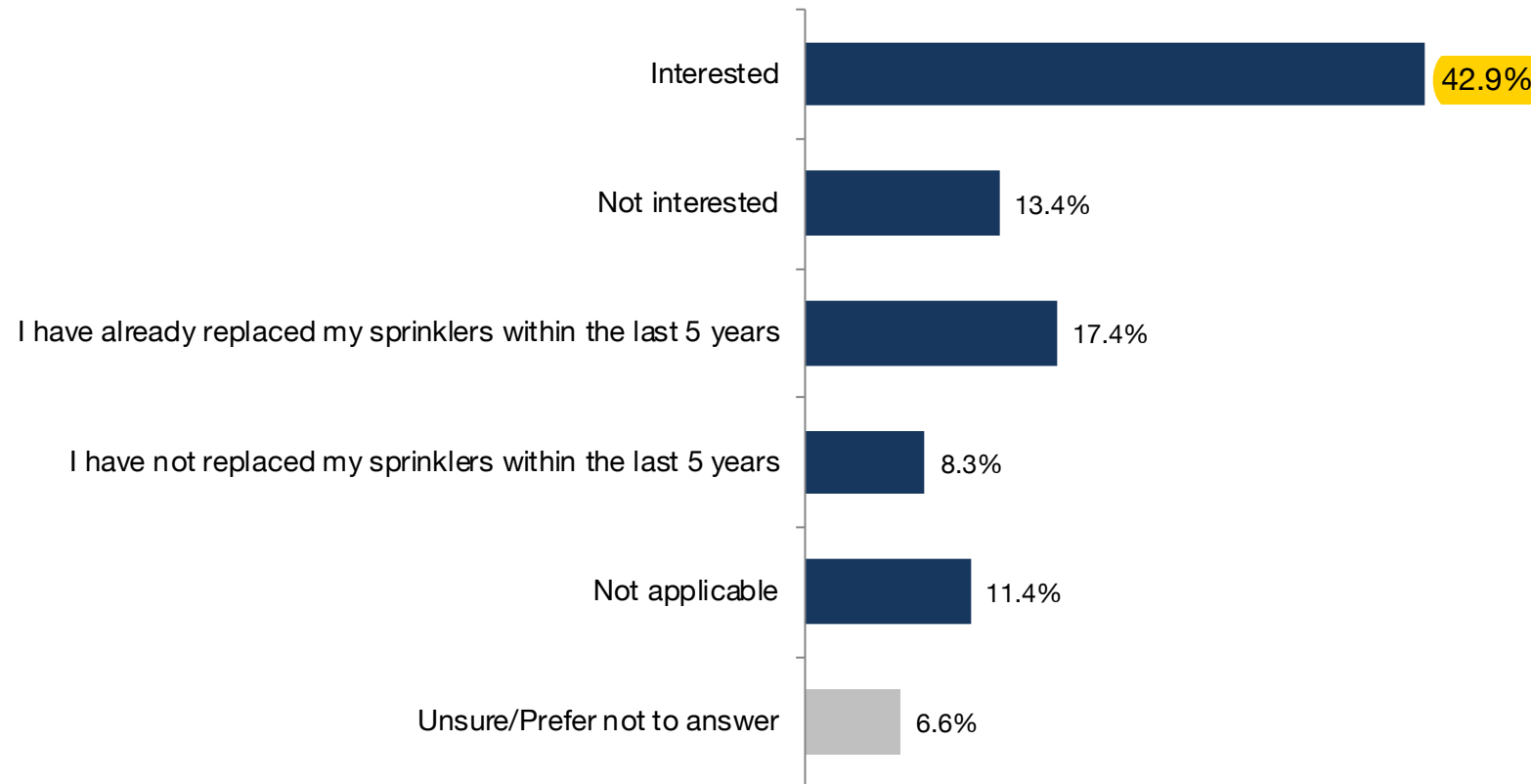
Question 13: Rebate to install an outdoor irrigation timer/controller with a smart (weather-activated) irrigation controller that adjusts the watering schedule according to weather and local conditions?



*Responses among the 87.4% who said Yes – Lawn, Yes – Garden or Yes – Both in Q9

43% are interested in the rebate to replace sprinklers

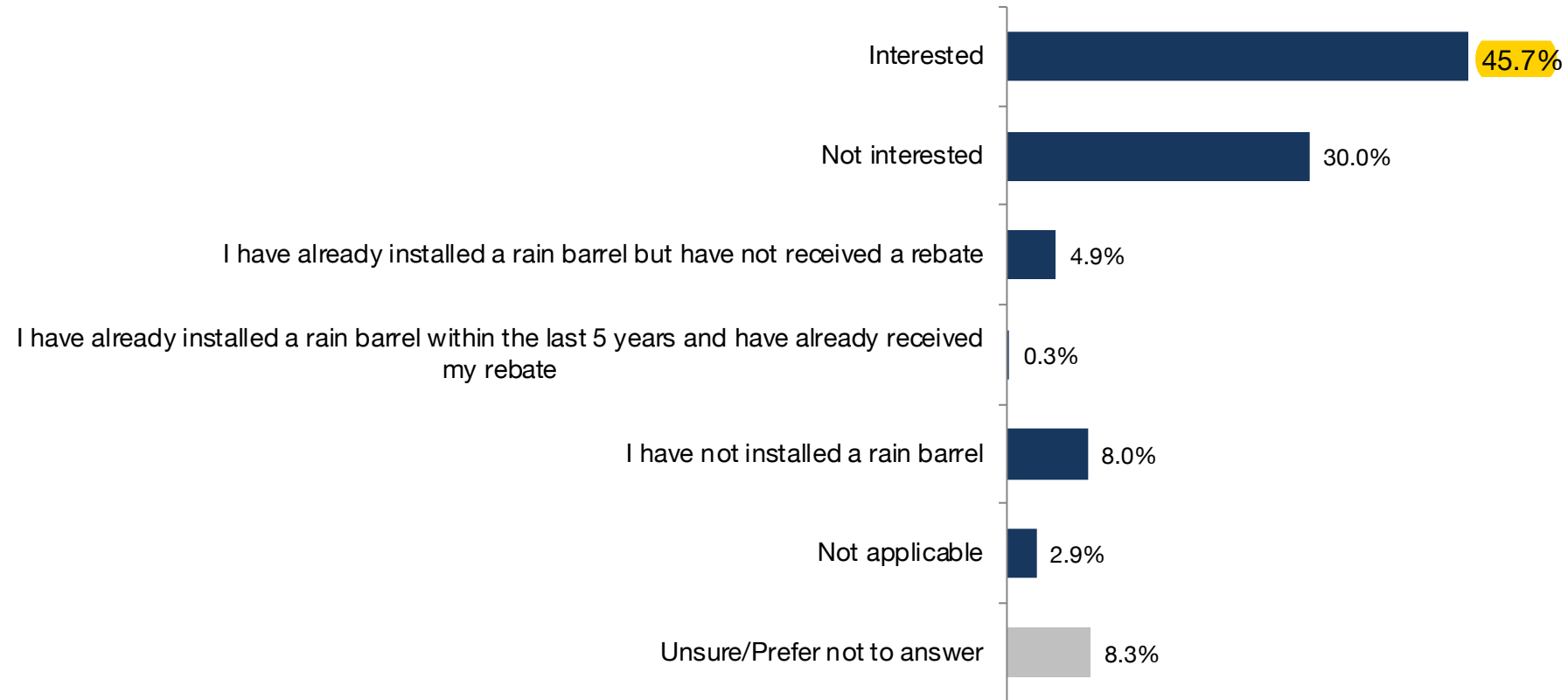
Question 14: Rebate to replace your older sprinklers with more **efficient sprinklers and/or drip** irrigation?



*Responses among the 87.4% who said Yes – Lawn, Yes – Garden or Yes – Both in Q9

46% are interested in the rebate to install a rain barrel to collect rainwater

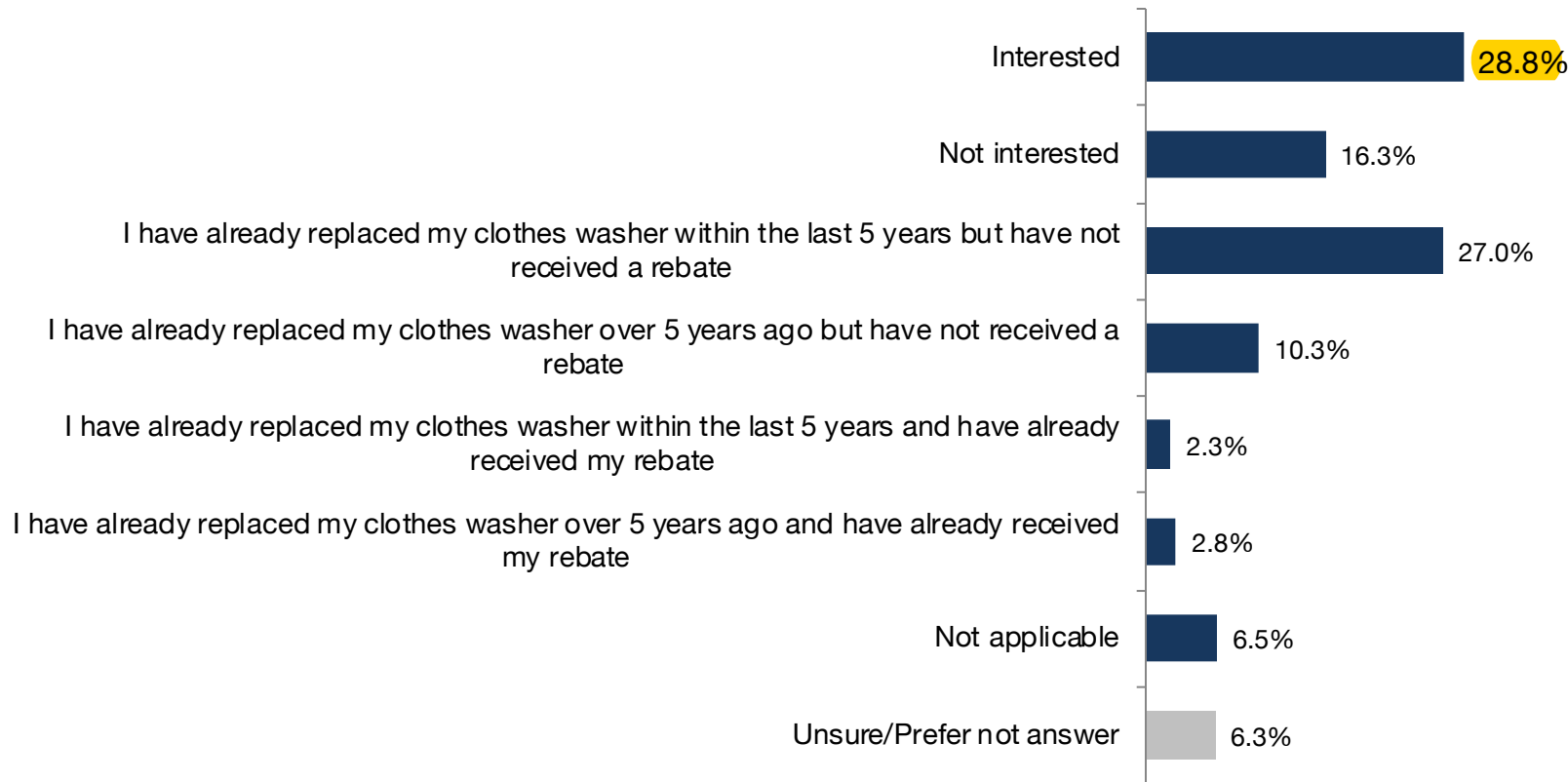
Question 15: Rebate to install a **rain barrel** to collect rainwater for irrigation?



*Responses among the 87.4% who said Yes – Lawn, Yes – Garden or Yes – Both in Q9

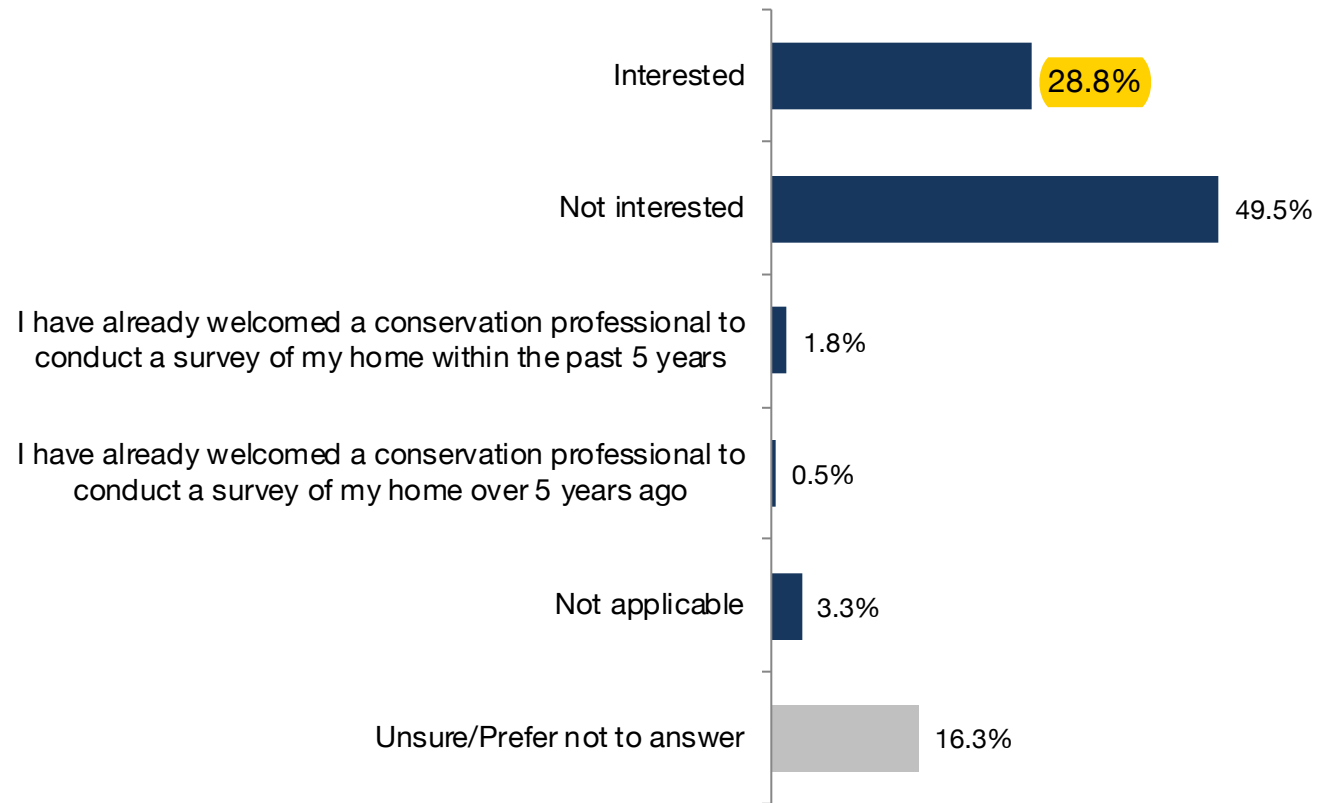
29% are interested in the rebate to replace clothes washer with more efficient model

Question 16: Rebate to replace your older clothes washer with a more efficient model?



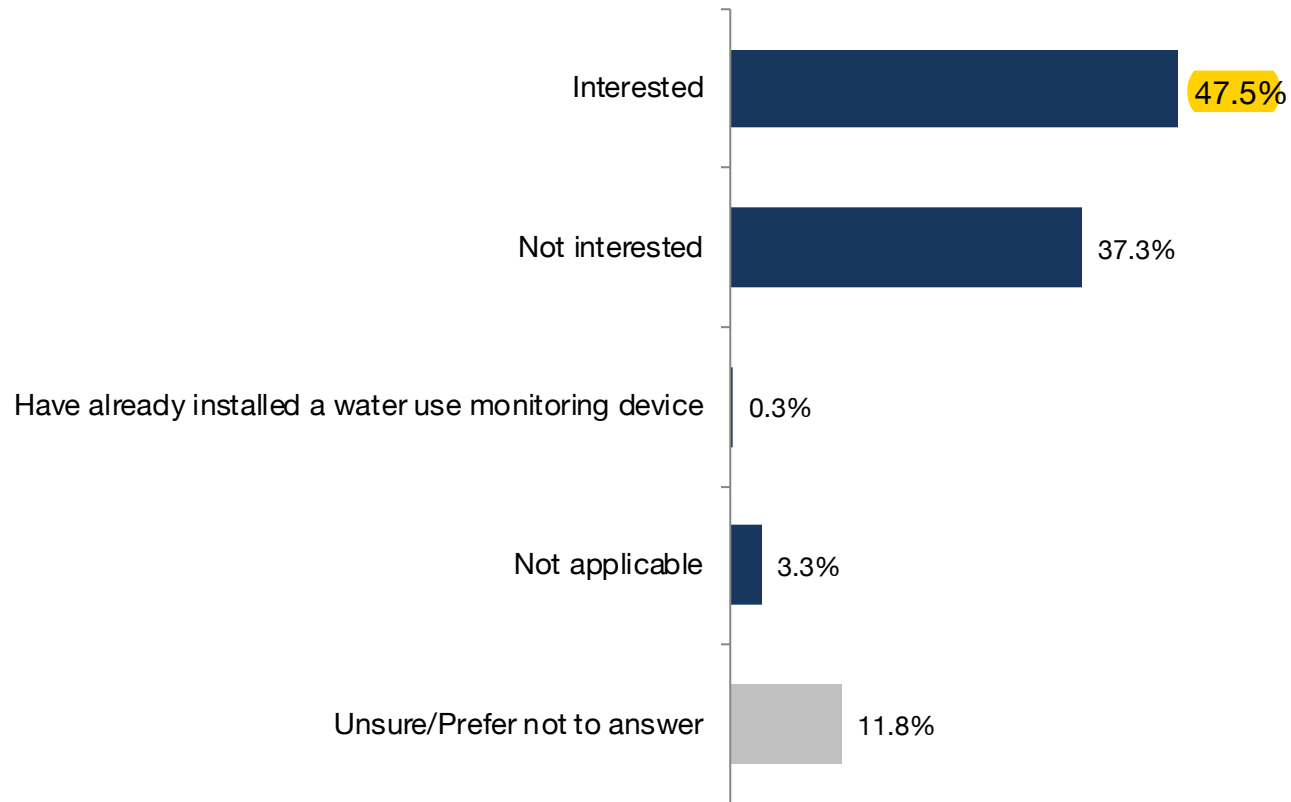
29% are interested in welcoming a water conservation professional to conduct a survey to determine water-saving opportunities

Question 17: Welcome a water conservation professional to conduct a survey of my home and yard to determine water-saving opportunities?



48% are interested in the rebate to install a water use monitoring device

Question 18: Rebate to install a **water use monitoring device** that attaches to your water meter and gives you real time water use information via your computer or a phone app?

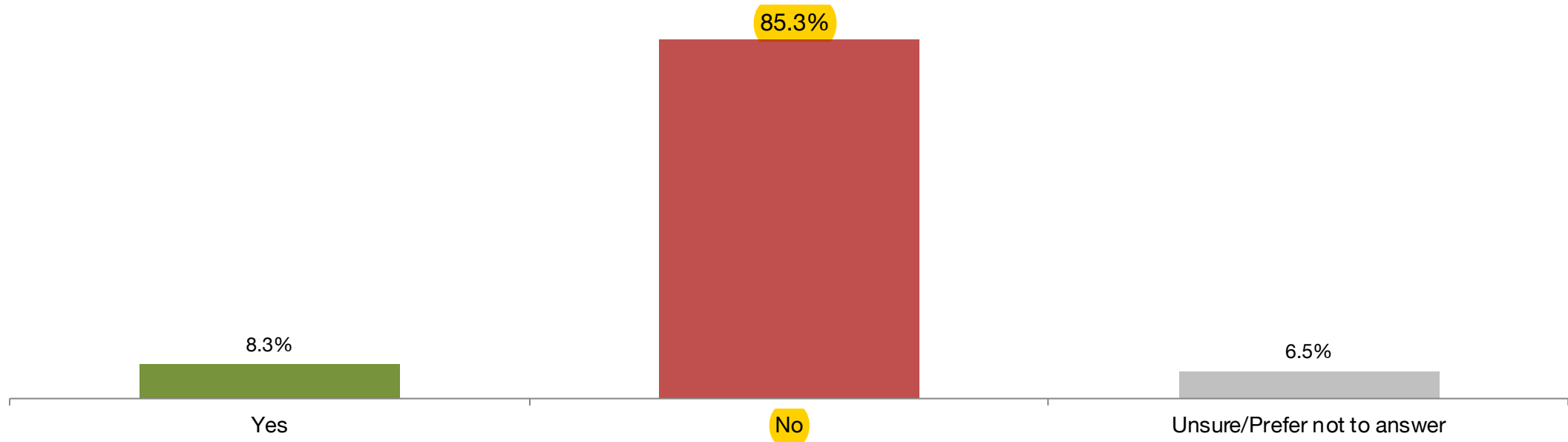


85% are unfamiliar with AMI technology



Advanced metering infrastructure, also known as AMI, is a system of smart meters that can take frequent readings (hourly or more often) and provide almost real time water use data to customers.

Question 19: *Are you familiar with AMI technology?*

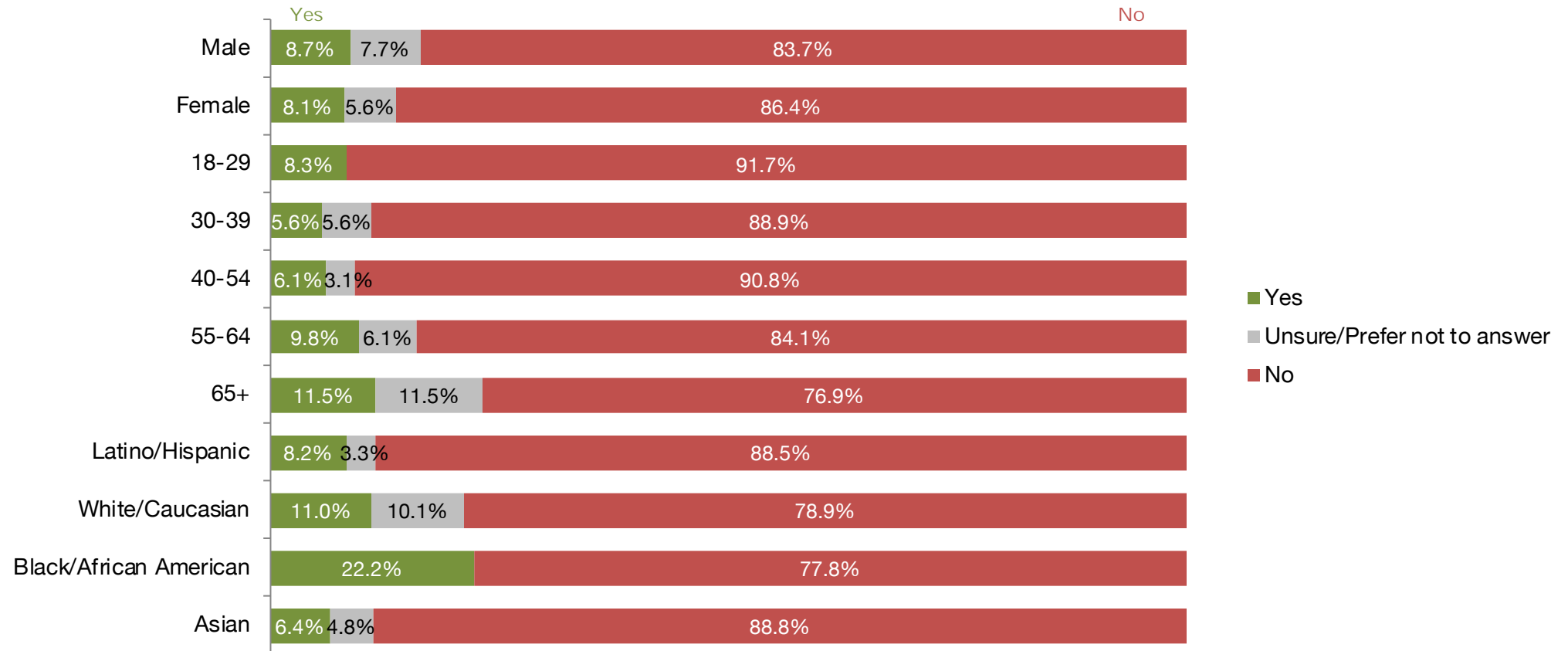


Results by gender, age group and ethnicity



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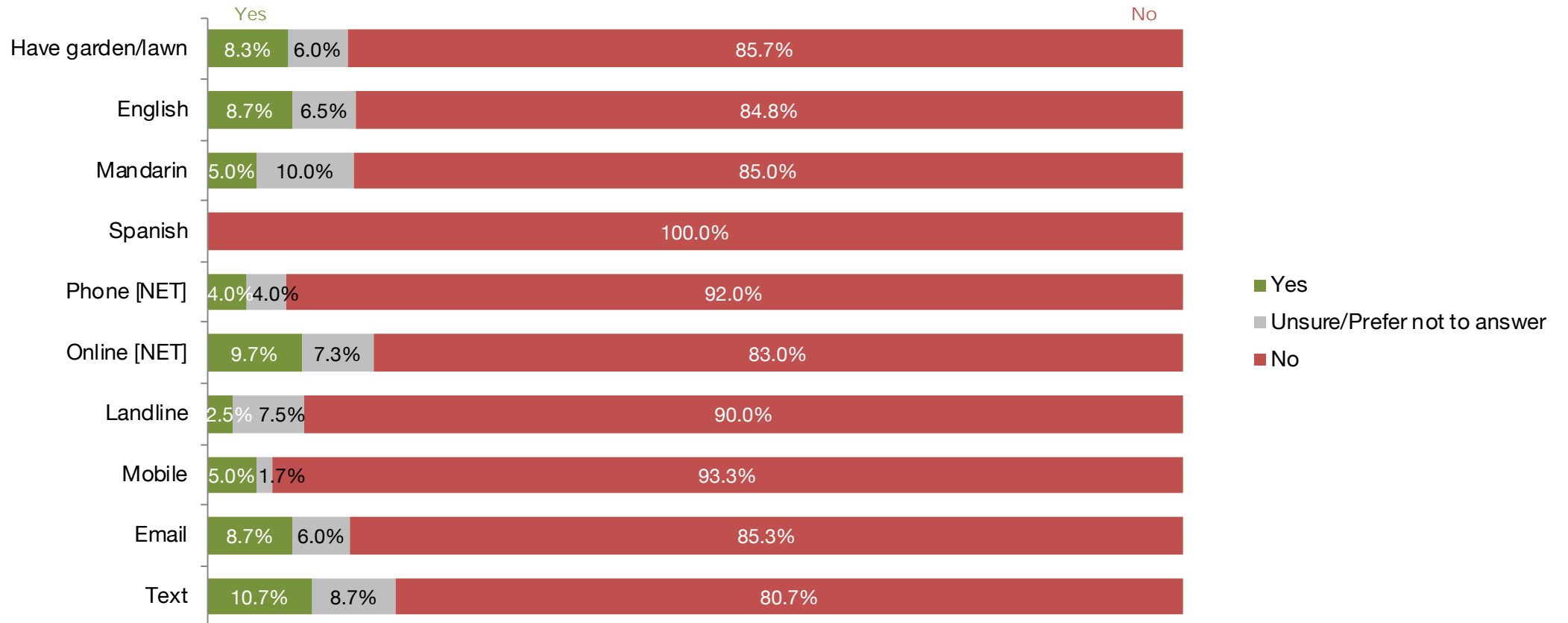
Question 19: Are you familiar with AMI technology?



Results by whether they have lawn/garden, language and survey mode

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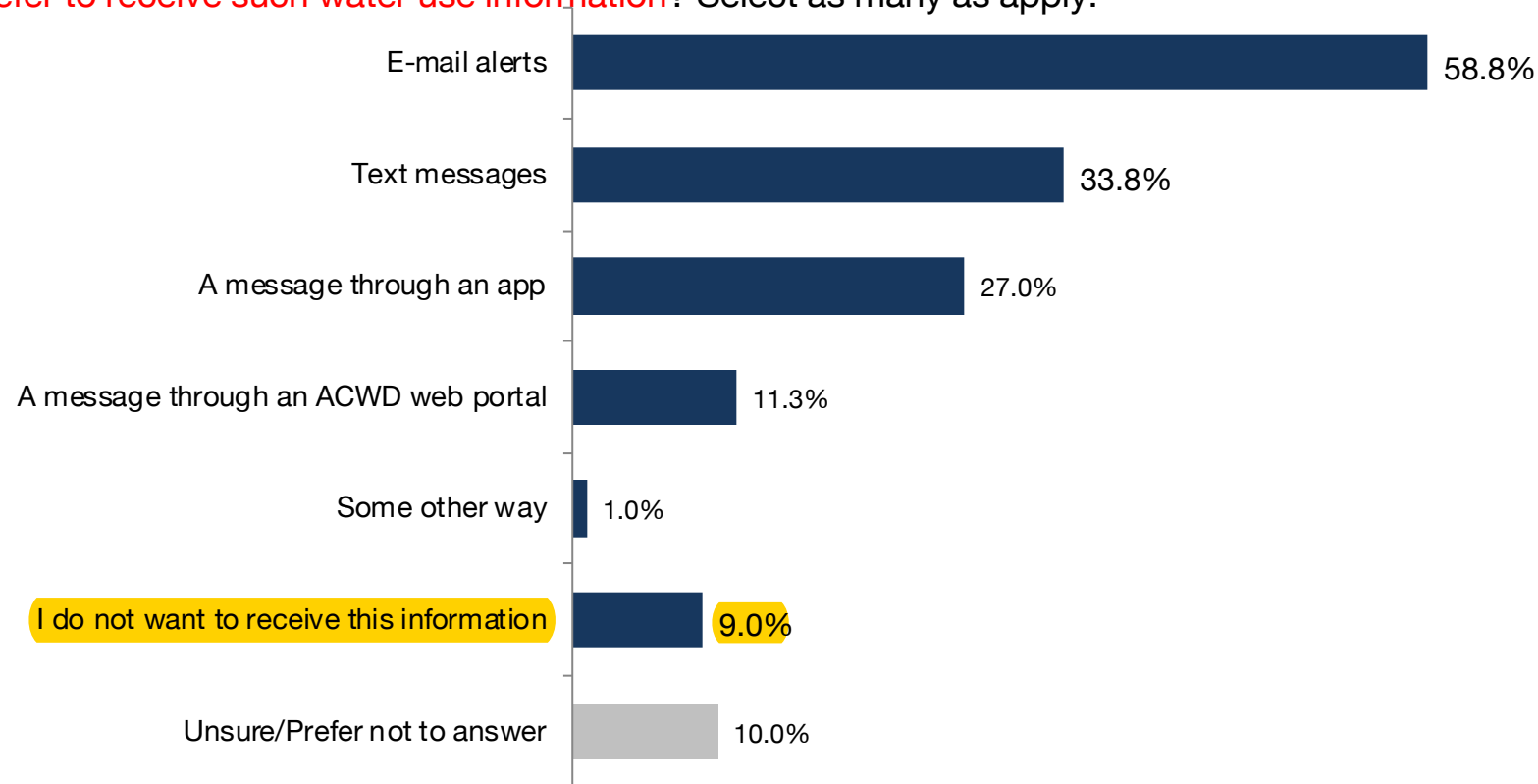
Question 19: Are you familiar with AMI technology?



59% prefer e-mail alerts to stay informed about AMI system



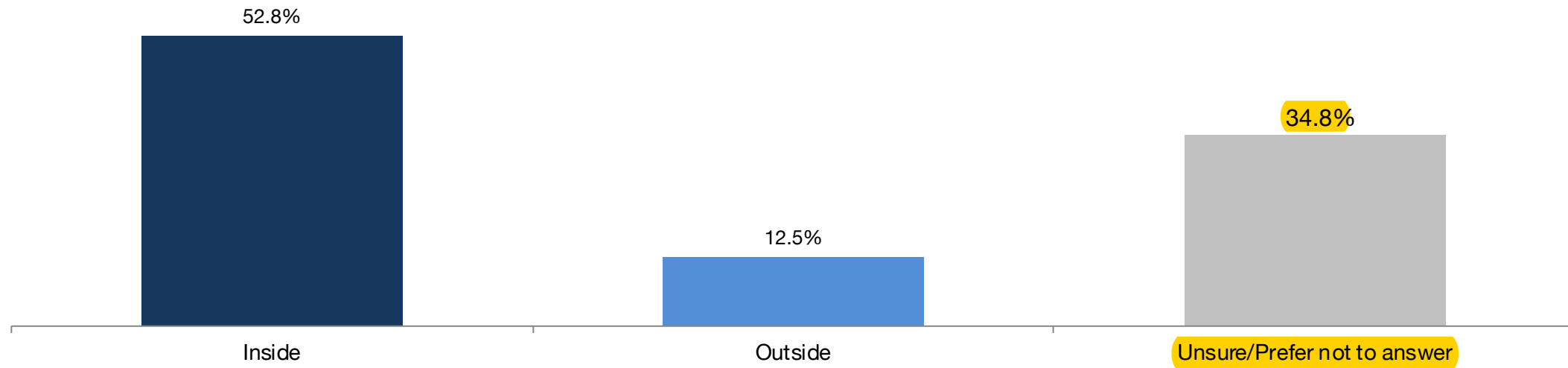
Question 20: ACWD is planning to implement an AMI system. ACWD's AMI system would be able to provide you useful information about your water use, including alerts regarding leaks in your home, high and/or unusual water use notifications, and comparisons to past and average use for similar sized homes. If ACWD implements an AMI system, **in what ways would you prefer to receive such water use information?** Select as many as apply.



53% believe they use more water inside their home

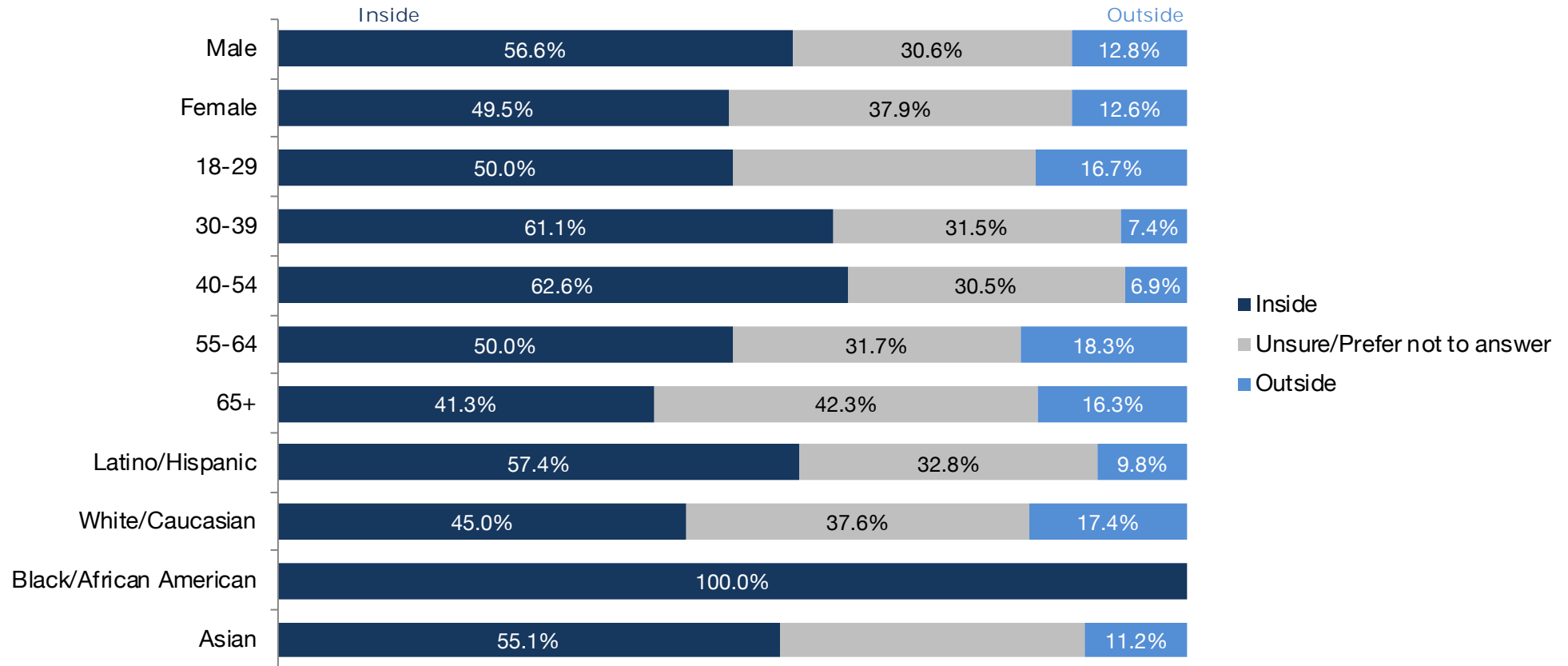


Question 21: On average, do you know whether your household uses **more water inside of your home or outside** of your home?



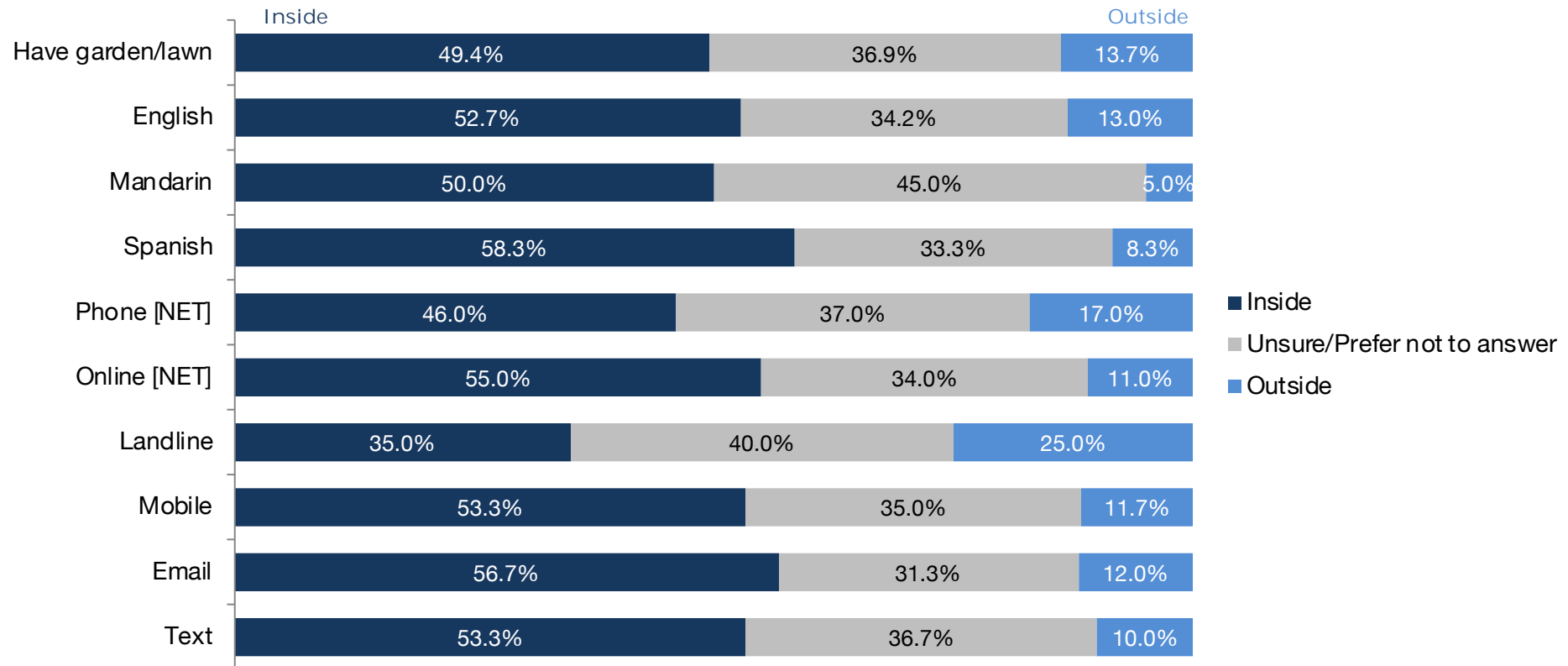
Results by gender, age group and ethnicity

Question 21: On average, do you know whether your household uses more water inside of your home or outside of your home?



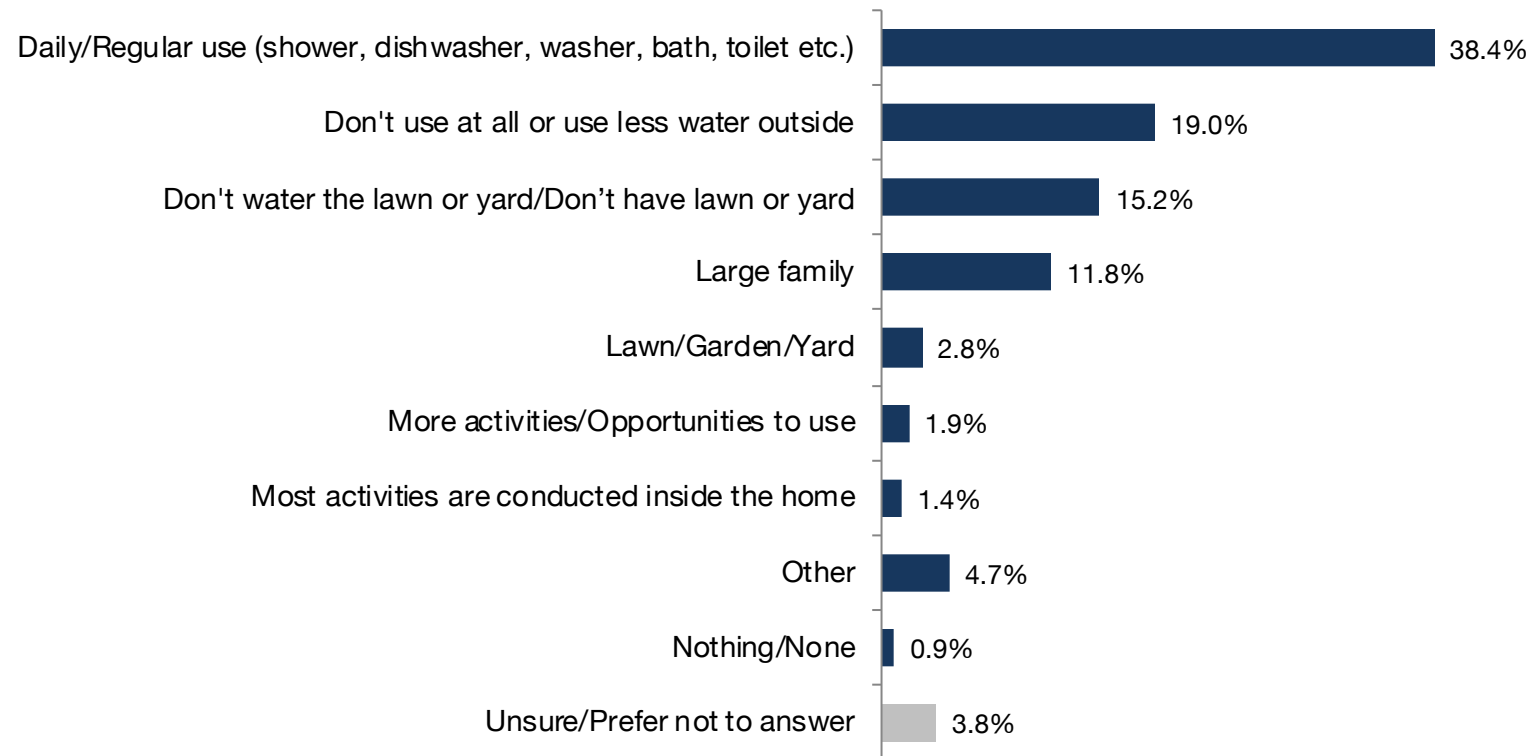
Results by whether they have lawn/garden, language and survey mode

Question 21: On average, do you know whether your household uses more water inside of your home or outside of your home?



31% believe daily/regular use is the main reason for water use inside

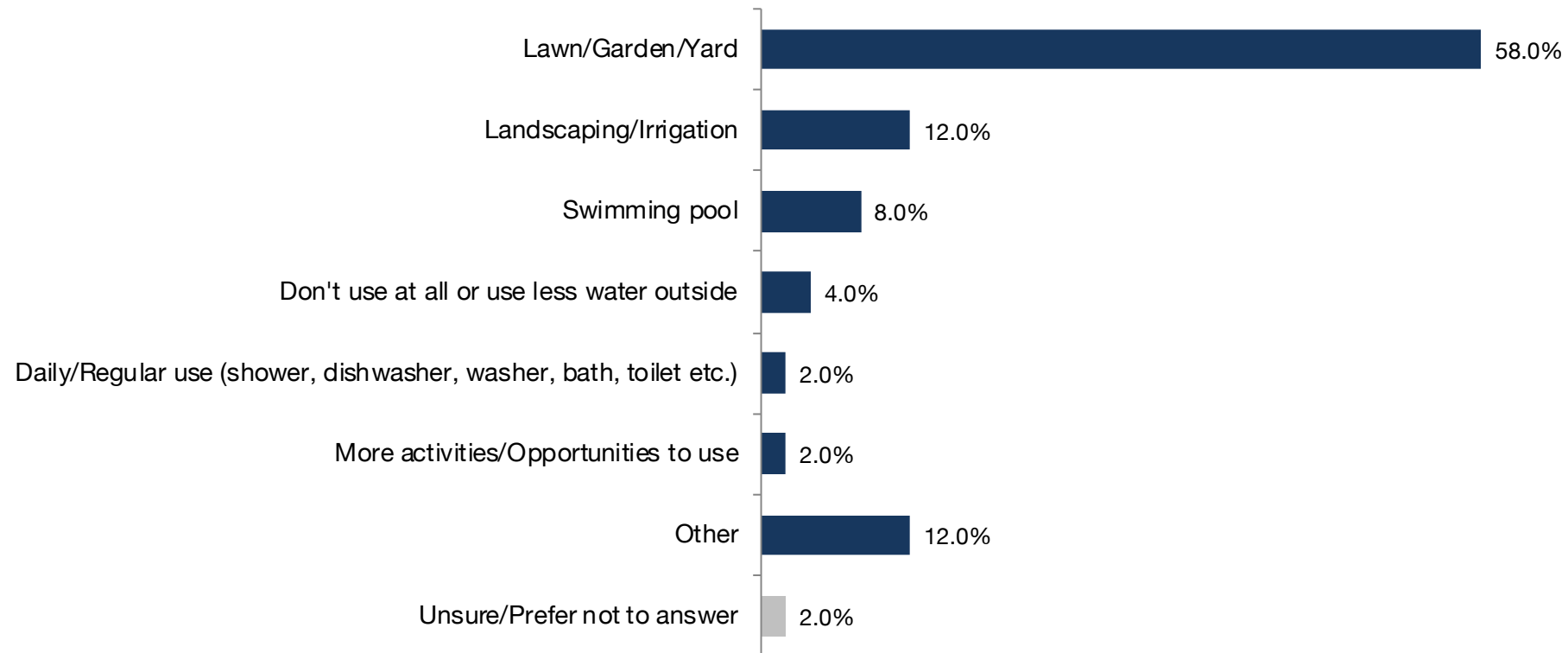
Question 22: Why do you think more water is used inside of your home?



*Responses among the 52.8% who said Inside in Q21

58% believe lawn/garden/yards are the main reasons for water use outside

Question 22: Why do you think more water is used outside of your home?

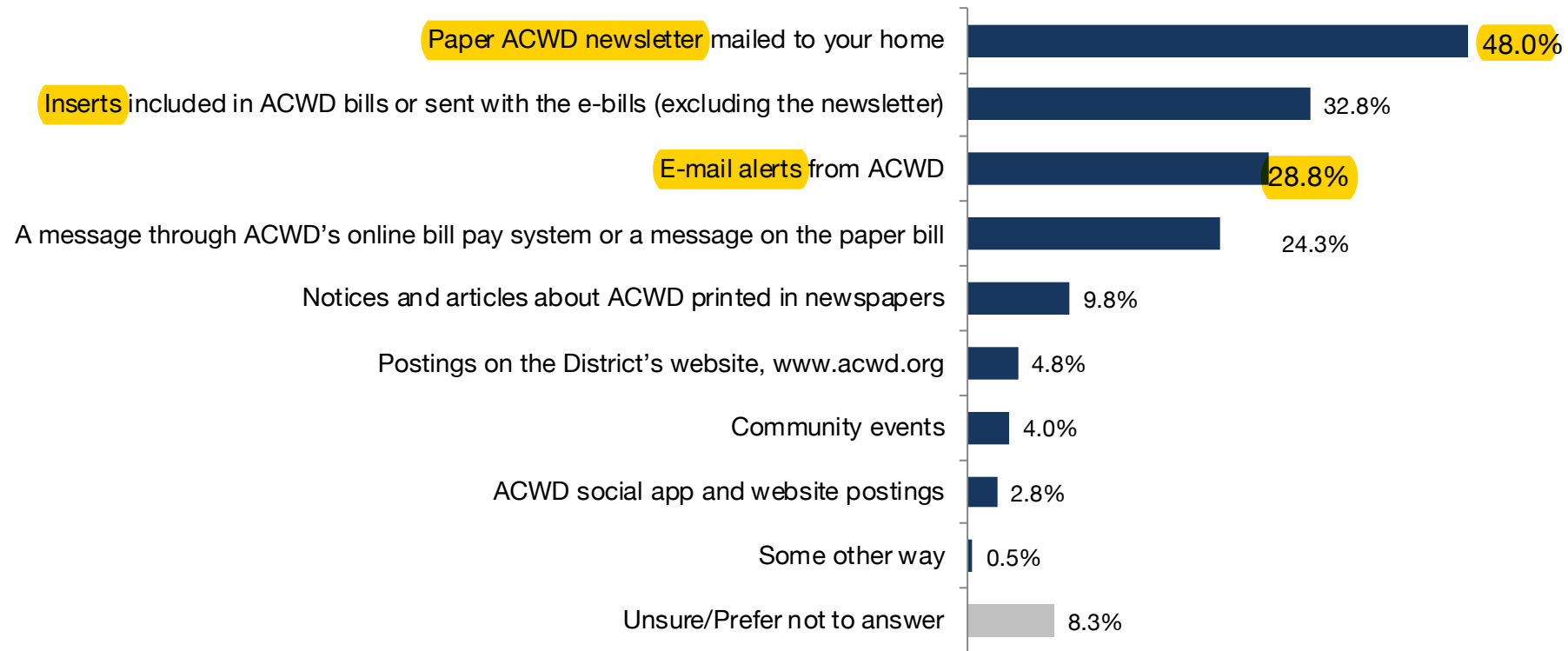


*Responses among the 12.5% who said Outside in Q21

48% receive information from ACWD newsletter



Question 23: How do you **currently receive information** about Alameda County Water District and its programs? Select as many as apply.

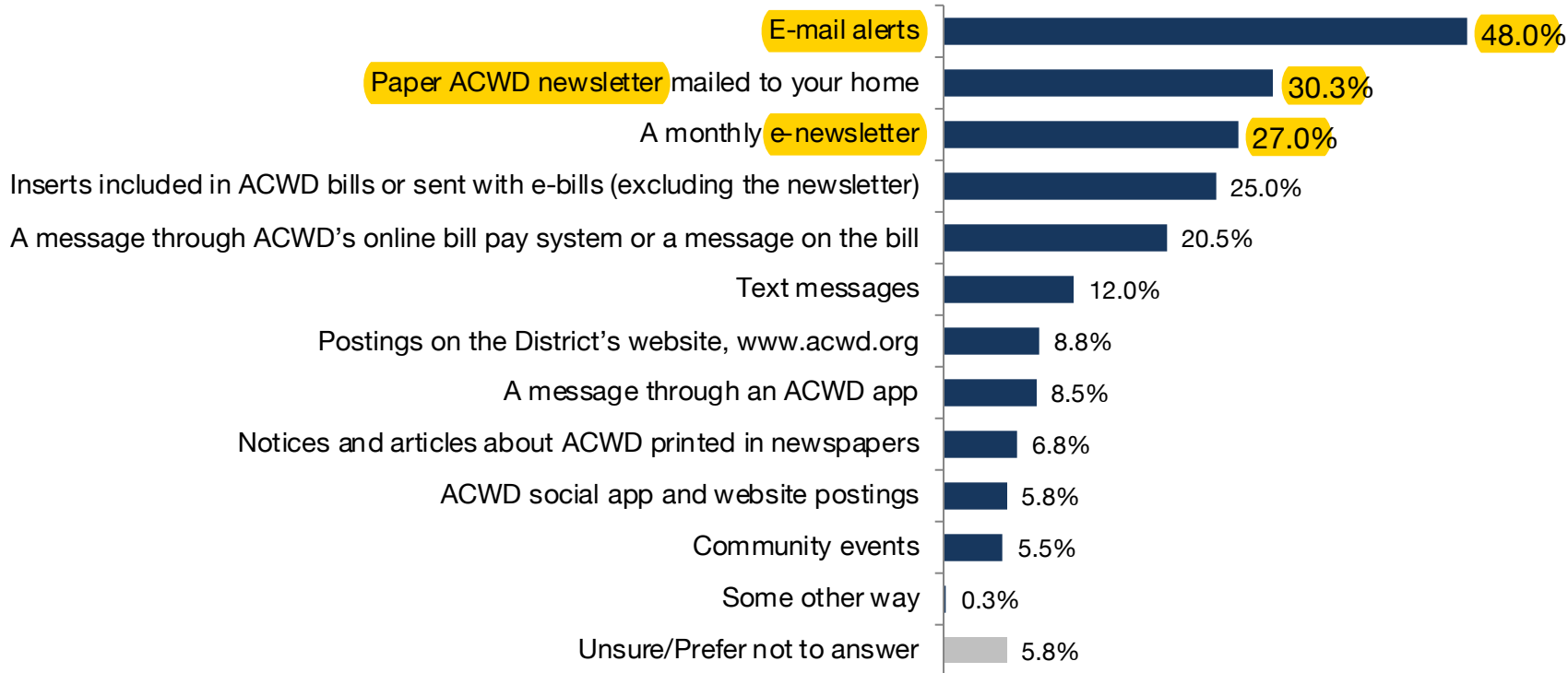


48% prefer E-mail alerts to stay informed about

ACWD



Question 24: How would you prefer that Alameda County Water District keep you informed about the District, its programs and other water-related issues? Select as many as apply.

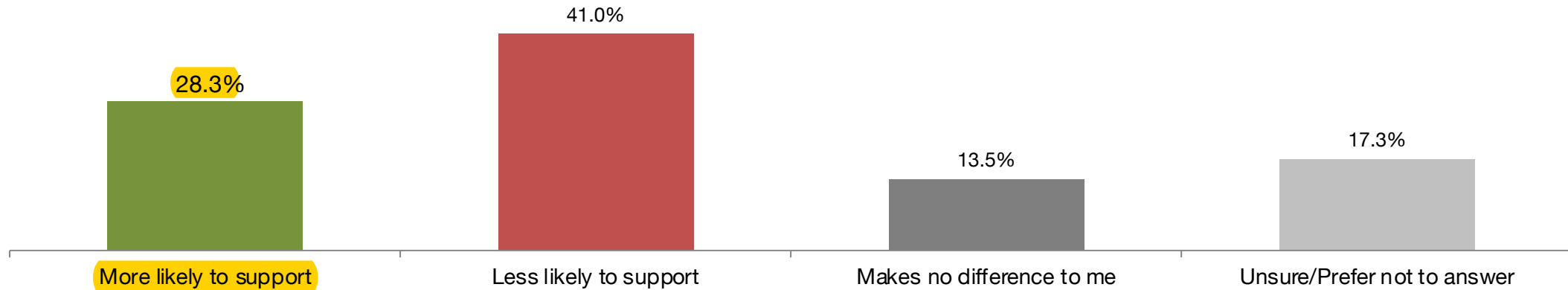




41% would be less likely to support if they knew

rates were funding more rebates and education programs

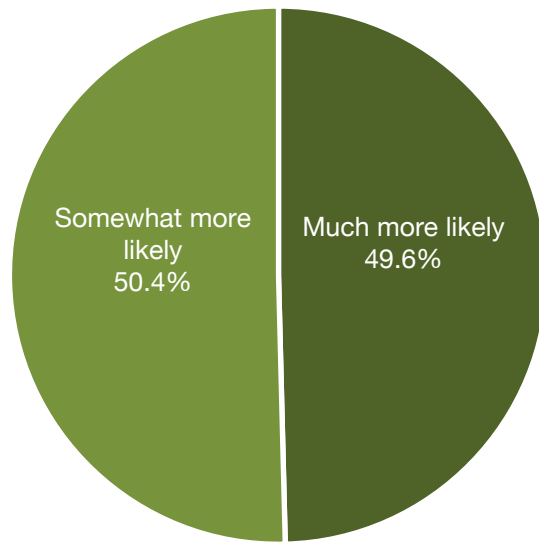
Question 25: To increase overall water supply reliability during drought conditions, ACWD could fund more incentives, rebates, and technical assistance programs to encourage greater water use efficiency. **Would you be more likely or less likely to support slightly higher rates if you knew that your rates were funding more rebates and education programs to encourage greater water use efficiency to reduce the water supply impacts of drought conditions locally?**



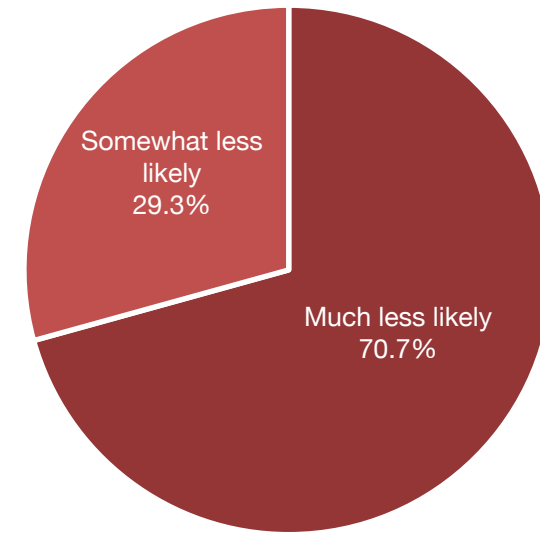
71% are much less likely to support, of those who say they are less likely to support

Question 25: To increase overall water supply reliability during drought conditions, ACWD could fund more incentives, rebates, and technical assistance programs to encourage greater water use efficiency. Would you be more likely or less likely to support slightly higher rates if you knew that your rates were funding more rebates and education programs to encourage greater water use efficiency to reduce the water supply impacts of drought conditions locally?

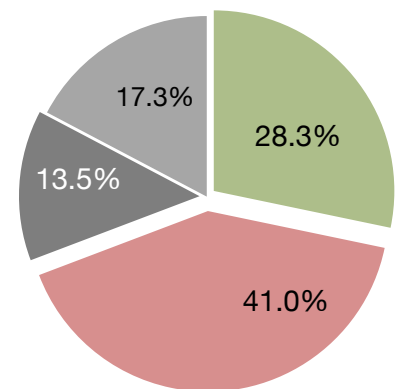
Among those who say more likely to support



Among those who say less likely to support

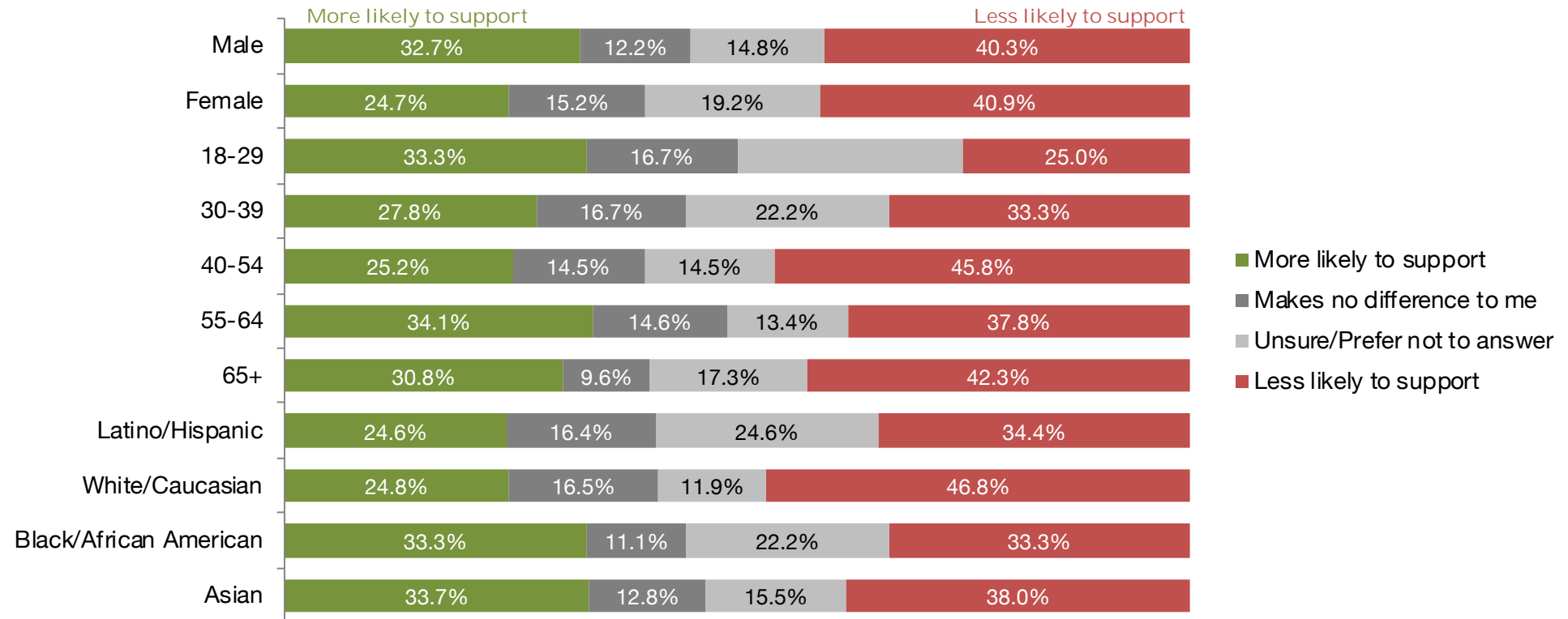


Total



Results by gender, age group and ethnicity

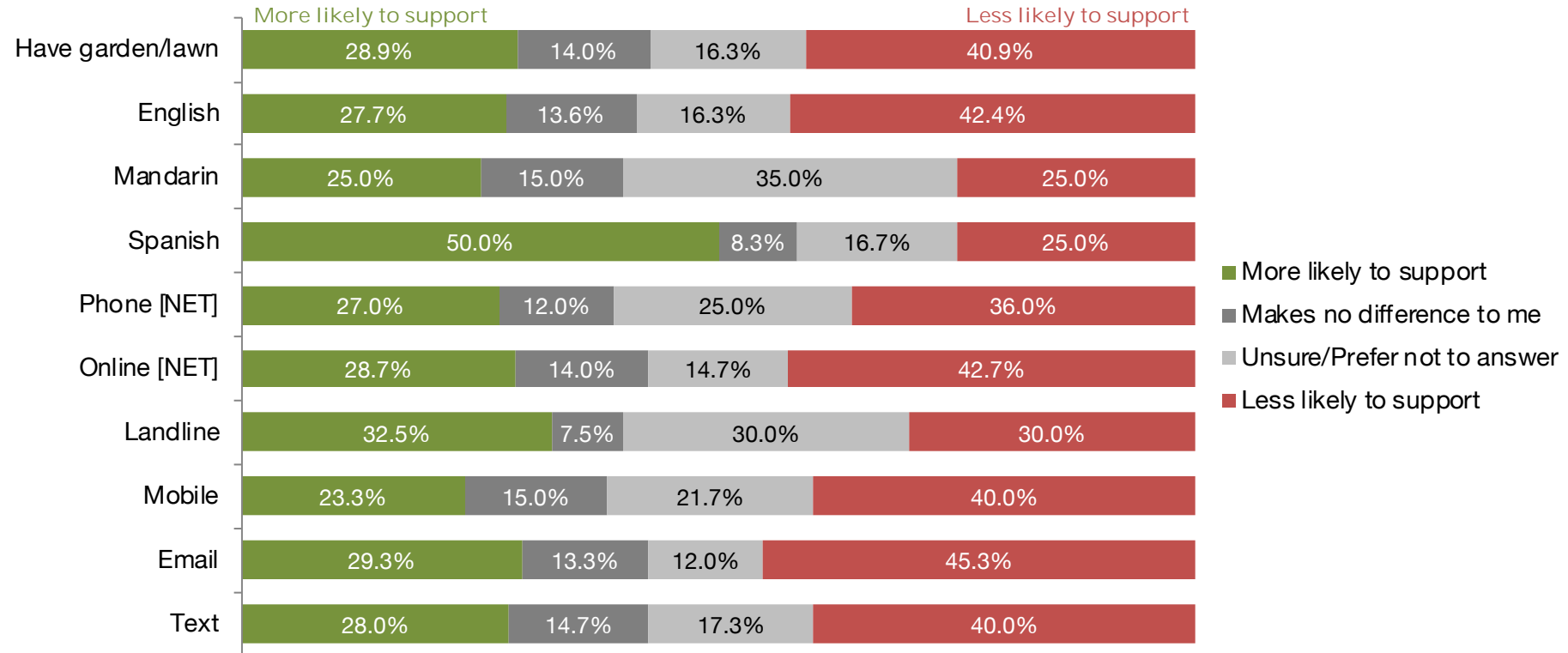
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Results by whether they have lawn/garden,

language and survey mode

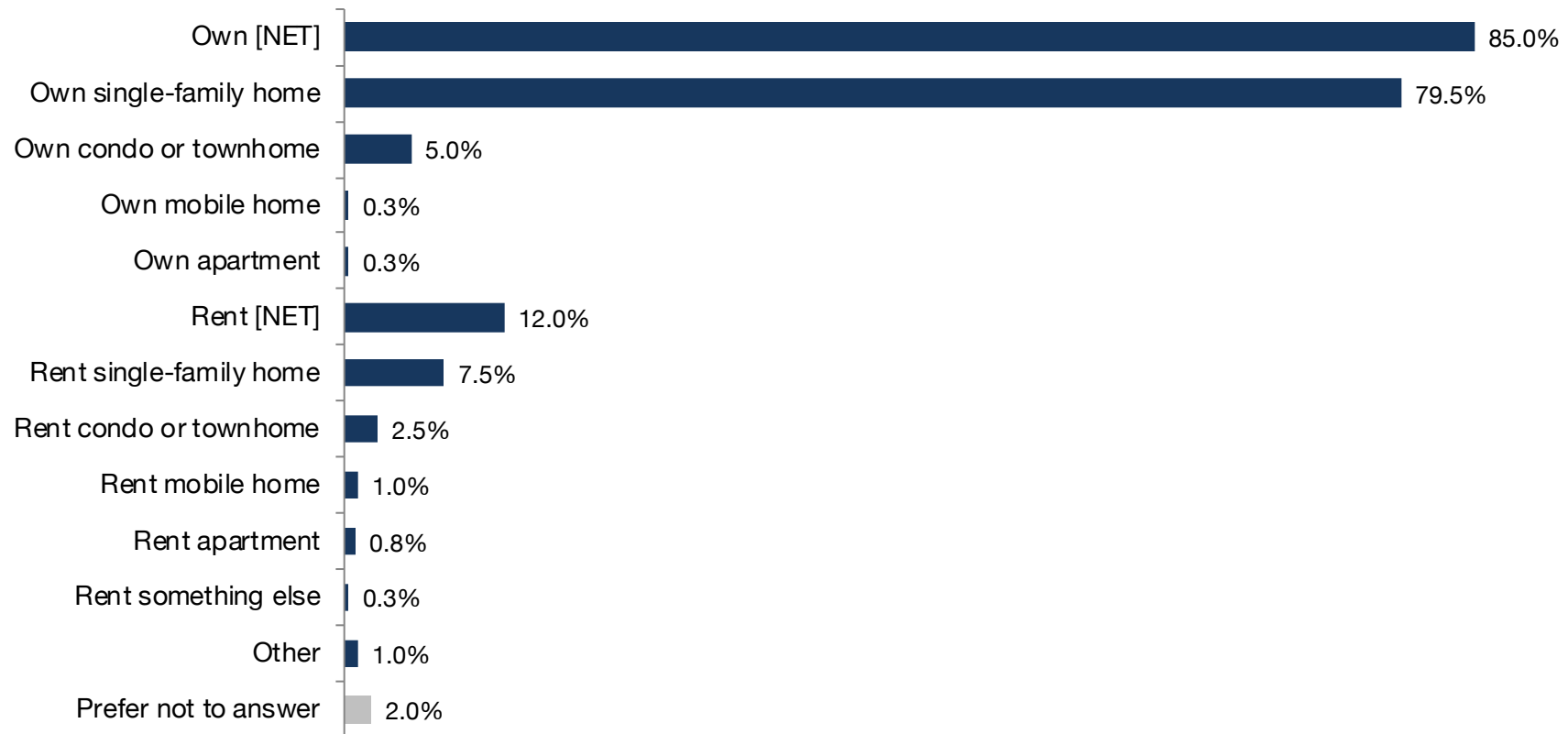
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Demographics

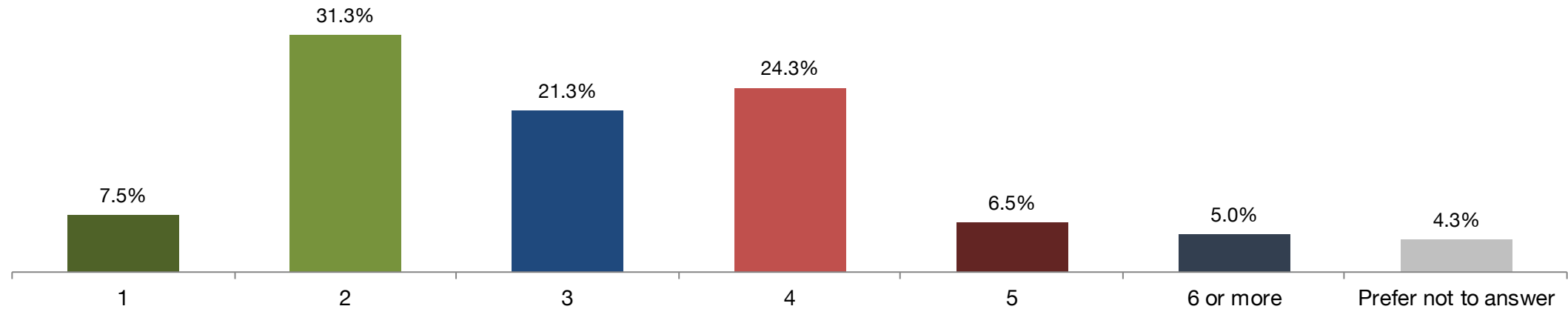
80% own a single-family home

Question 26: Do you own or rent your single-family home, condo or townhome, or mobile home? And do you (own/rent) a single-family home, condo or townhome, or mobile home?

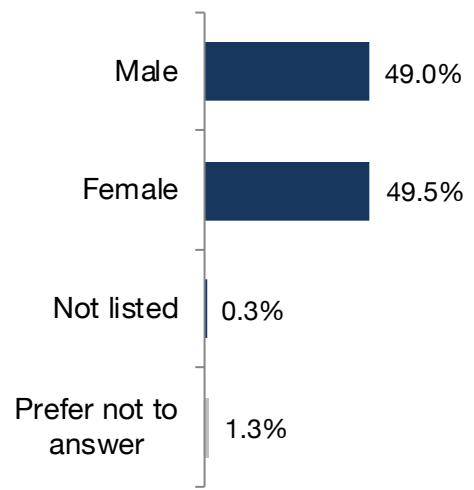


Full-time residents in household

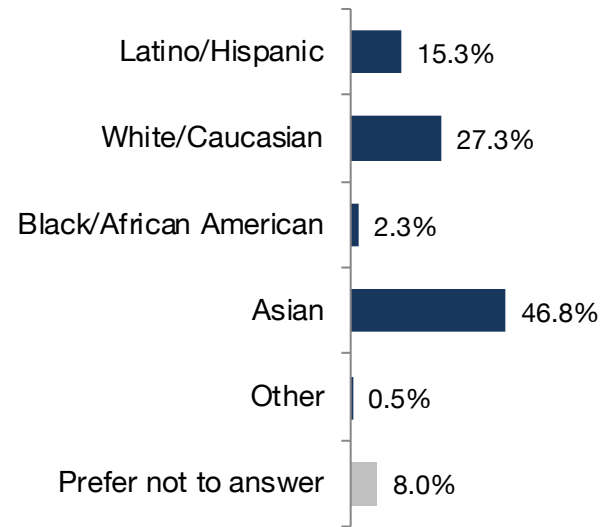
Question 27: Which of the following describes the number of full-time residents in your household?



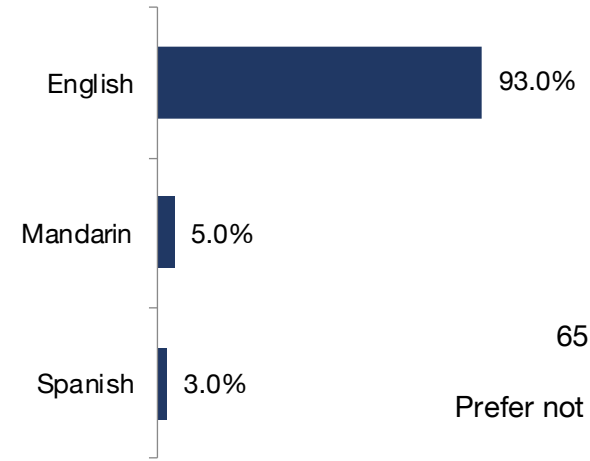
Gender



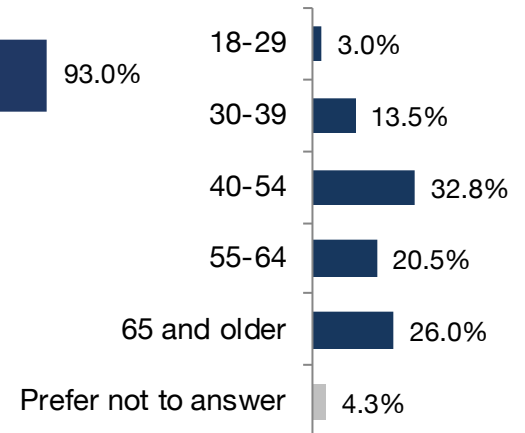
Ethnicity



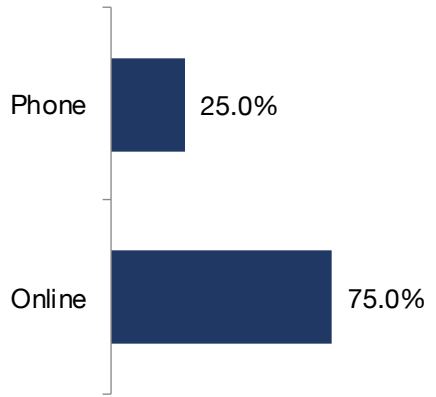
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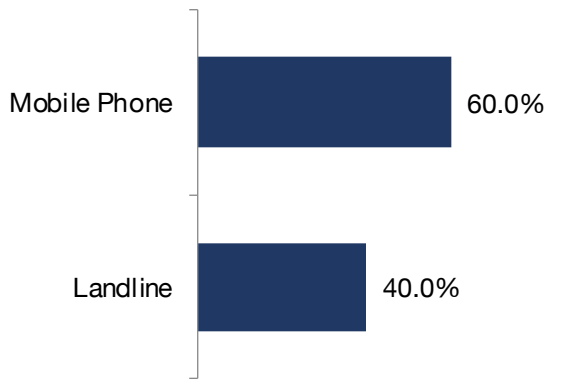
Age



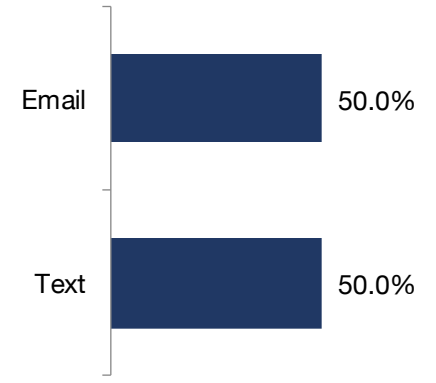
Survey Mode



Among phone respondents



Among online respondents



Questions?

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