

2022-2027 - District Program Measures to Review:

The District is reviewing its program measures that target reductions in customer usage, saving the customers money without reducing the quality of service. Under the WUE requirements, a program measure may include water efficient devices, actions, business practices, or policies that promote efficient water use. With 11 measures being evaluated for the 6 year Program, the District will exceed the minimum DOH requirement of 9 measures. WUE measures can target specific customer classes or a combination of customer classes. The District's program measures are summarized below.

1. School Outreach: School programs will continue to be arranged to educate students on efficient water usage. The District has partnered with Spokane Aquifer Joint Board to provide classroom education for grades K through 12. The programs include a virtual science fair, H2O activities, homeschooling sources, virtual field trips, coloring & comic books, and fun facts which provides hands-on activities to teach water conservation, water supply, groundwater and surface water protection, and the water cycle. The District along with SAJB will conduct alternative or additional outreach when requested. Spokaneaquifer.org

2. Program Promotion: The District along with partnering up with SAJB and IWAC will seek opportunities for public service announcements for water use efficiency, along with KSPS/PBS Television and additional information is published on the District's website. Spokaneaquifer.org and iwac.us

3. Theme Shows/Fairs: The District along with SAJB hosts an annual Kids fair called Valley fest. The fair includes a wide range of activities for all ages of kids. As part of the fair, the District and SAJB has fun water related activities and provides water efficiency brochures and other materials. The District will conduct outreach at other Theme Shows/Fairs when requested.

4. Water Audits: The District will conduct a water audit upon the request of a customer, including industrial, commercial, and institutional customers. The audits will review items such as: efficient landscape irrigation, low water using fixtures, fixing leaks, and process modifications.

5. Customer Leak Detection: The District identifies potential leaks through investigation of the water meter upon request of customers. The District's Harmony system through master meter identifies leaks and allows the District to notify customers of a potential leak within seasonal trends of the leak.

6. Bills Showing Consumption History: The District can provide customer bills showing the previous year's water usage. The customer portal options will educate customers on their water use, alert them to leaks in real time, and identify opportunities to reduce their peak water use to help the District meet its goal of reducing the MDD(Maximum Day Demand):ADD(Average Day Demand) ratio.

7. Water Saving Device Kits: The City will participate in rebates of water use efficiency kits, outlet hose bib timers and moisture sensors wire to irrigation systems.

8. WUE Pricing: The District has an inverted block rate structure for commercial and residential customers to encourage WUE. The District will consider WUE in future cost of service/rate studies. Studies will determine the most appropriate water structures and rate levels to achieve the District's WUE goals, while generating sufficient revenues for utility operations. The studies consider uniform rates by inverted block rates, seasonal rates, and excess use rates.

9. Water Efficient Toilet Rebate Program: The District will continue to provide rebates to customers that replace old toilets with new high-efficiency toilets through their Toilet Rebate program.

10. Highest Users Water Use Reduction: The District will target our high users in an effort to reduce their outdoor and indoor water consumption. Water audits and education on benefits of replacing inefficient irrigation systems or landscaping (including turf) will be conducted and conduct leak surveys with the help of third parties.

11. Landscape Workshops: The District will work with IWAC to educate homeowners on water saving landscaping including xeriscape, taking out lawn replacing with native plants and retrofitting existing sprinkler heads to efficient heads. WUE measures can result in savings in energy and cost, both for the District and its customers, as described below:

Reduced water use can result in significant customer energy savings. Efficient landscaping and irrigation techniques save on maintenance costs. Reductions in water production decrease the energy costs incurred to treat and distribute water. Chlorine costs are also reduced in water operations. Actions that result in water production cost savings include:

- Identification of non-revenue water could result in recovery of unbilled revenue from inaccurate meters and reduced unauthorized water usage (theft).
- Leak detection helps prevent major main breaks, which could result in significant repair costs as well as lost water for sale.
- Leak detection reduces the District's liability by preventing potential property damage.
- Repair and/or replacement of service and source meters allows the City to recover unbilled water revenues.