

This presentation premiered at WaterSmart Innovations

watersmartinnovations.com



Conservation – One Team's Dual Approach



Field Customer Service Associates

- Follow up for Customers with High Consumption bills
- Will pull meters for Bench Tests if necessary
- Investigate and Research, can pull profile information, if available, to support valid consumption
- Offer Conservation assistance with audit kits that include dye tabs, as well as disseminate information on how to detect leaks.

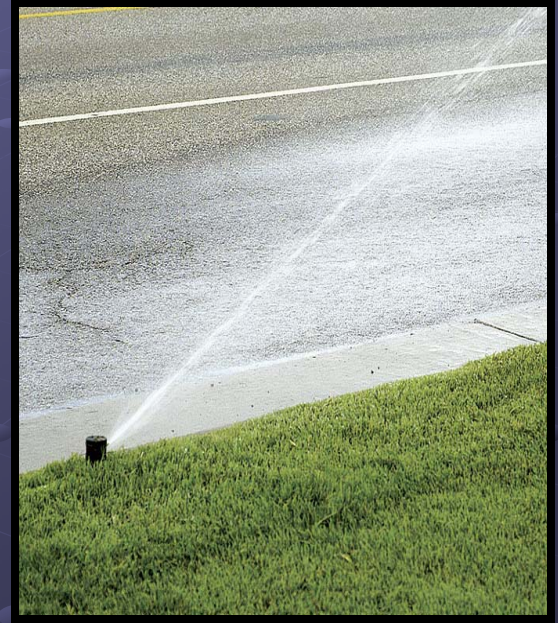
Field Customer Service Associates

Trickle Report Notifications

- As a project, have worked properties that indicate a steady flow of water for the last 24 hours before the billing read, for 6 months of readings or greater.
- Check property to see if water still running, pull a profile if available, leave a door hanger and send a letter.

Water Waste Investigators

- Follow up on reported calls from the Conservation Helpline (258-SAVE) 7283
- Travel through the streets of Las Vegas, searching for potential water waste
- Videotape any water waste violations found



What is Water Waste?

Service Rule 12.4 A.

1. Allowing water provided by the District to flow or spray off the property
2. Failure to correct a malfunction within 48 hours
3. Non-compliance with regulations regarding vehicle and surface washing
4. Discharging swimming pool or spa water off the property where a sanitary sewer is available
5. Using spray irrigation from 11:00 a.m. and 7:00 p.m. from May 1st to September 30th each year
6. Non-compliance with regulations relating to ornamental water features and mist systems
7. Non-compliance with watering group assignments

Challenges: Narrow Strips of Grass



Challenges - Slopes & Overirrigation

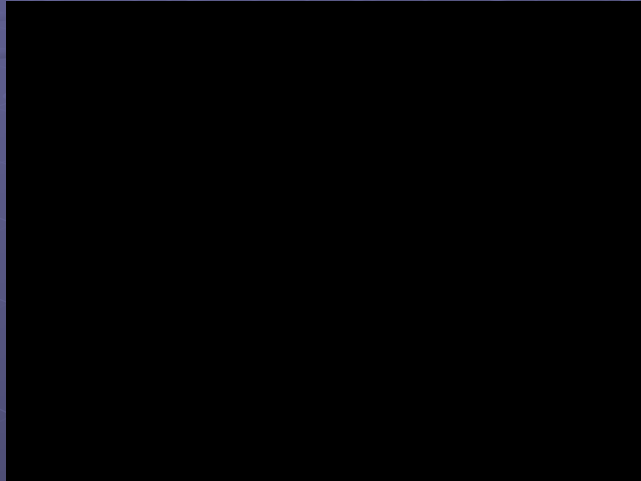


24 11:17 AM

Possible Solutions





S.W.A.T. (Saving Water As Teammembers)



Investigation Process

- Violation videotaped
- Check history on account (18 months)
- Contact made if feasible
- Door hanger left
- Malfunctions flagged
- Work order closed
 - By type of violation (broken sprinkler, day of week, time of day).
 - Results can include situation corrected, or formal warning or fee recommended with a follow up visit scheduled.



IMPORTANT NOTICE

The Las Vegas Valley Water District documented water flowing or spraying off of this property. Your prompt attention to this matter is requested.

WASTING WATER IS PROHIBITED.
Failure to permanently correct the situation will result in a notice of violation and a water waste fee on your water bill.
An inspector will return to observe if this situation has been corrected.

DATE _____ TIME _____ A.M. / P.M.

PROPERTY ADDRESS _____

INSPECTOR _____

Cause(s) of the water waste violation:	Suggestion:
<input type="checkbox"/> Over-irrigation	Adjust your sprinkler timer
<input type="checkbox"/> Over-spray	Adjust your spray patterns
<input type="checkbox"/> Broken sprinkler	Repair promptly
<input type="checkbox"/> Sprinkler system leak	Repair promptly
<input type="checkbox"/> On-site leak at _____	Repair promptly
<input type="checkbox"/> Watering between noon and 7 p.m.	Adjust your sprinkler timer
<input type="checkbox"/> Other: _____	

ADDITIONAL SUGGESTIONS ARE ON THE REVERSE.

COMMENTS: _____

If you have any questions about this notice, please call 822-8571.

AVISO IMPORTANTE
Hable al 822-8571 si necesita la información en español.

Investigation Process

- Reports of Water Waste can come from the public, from employees, or from Water Waste Investigators
- Notification – 1st time - Formal Warning Issued
- Follow-up investigation (letters sent)
- Fee assessment or case closed
- Appeals for any level fee
- Educational Class (1st offense)

Fee Notification

- If a fee is recommended, fees are directed through quality assurance process to ensure accuracy. Once it is determined to be a valid fee, a fee notification/letter is sent to customer.
 - The letter will state the fee amount
 - Also offers information and options

Water Waste Fee Table

Water waste fees are based on meter size and violation history, and increase during advanced stages of drought

Drought Alert

Meter Size	1st Violation	2 nd Violation	3 rd Violation	4 th Violation	5 th Violation
1" and less	\$80	\$160	\$320	\$640	\$1280
Over 1" but less than 3"	\$160	\$320	\$640	\$1280	\$2560
3" and greater	\$320	\$640	\$1280	\$2560	\$5120

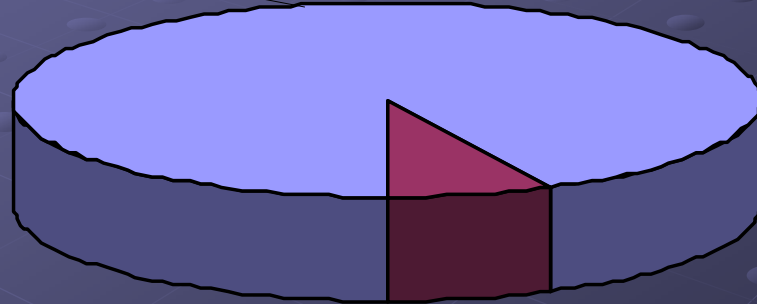
How Many Investigations Completed Versus Fees Assessed?

Investigations

Jan-July

2008, 11181,

93%



Fees

Jan-July

2008, 863

7%

Levels of Fees – 2008 Jan-July

Land Use Type	# of fees	Level 1	Level 2	Level 3	Level 4	Level 5	% of fees
Single Family	672	406	146	55	25	40	78%
Non-Single Family	189	81	39	23	12	34	22%
Totals	861	487	185	78	37	74	
% of Fee Levels		57%	21%	9%	4%	9%	

Appeal Process

- **Written request from customer**
- **Set and conduct hearing**
 - Hearing officer is a Deputy District Attorney from Clark County District's Attorney's Office, Civil Division
 - Offer the ability to present their justification/on the record or in person
 - Decision rendered by Deputy District Attorney
 - Total # of fee appeals for 2007: 127
 - Total # of fee appeals for 2008 to date: 68

Questions

