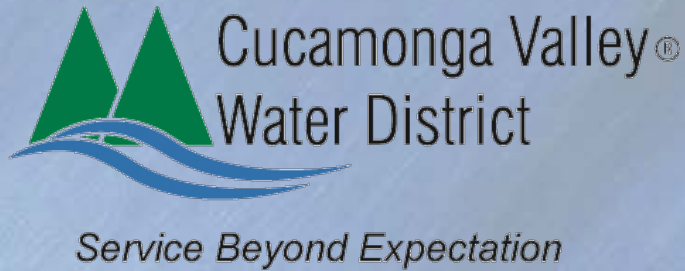


# This presentation premiered at WaterSmart Innovations

[watersmartinnovations.com](http://watersmartinnovations.com)





# **DROUGHT RESPONSE CLINICS: *ONE-STOP SHOP FOR SAVING WATER***



**WaterSmart Innovations Conference**

**October 7, 2015**

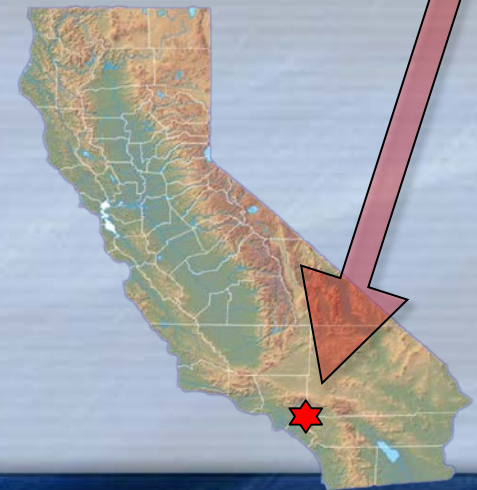
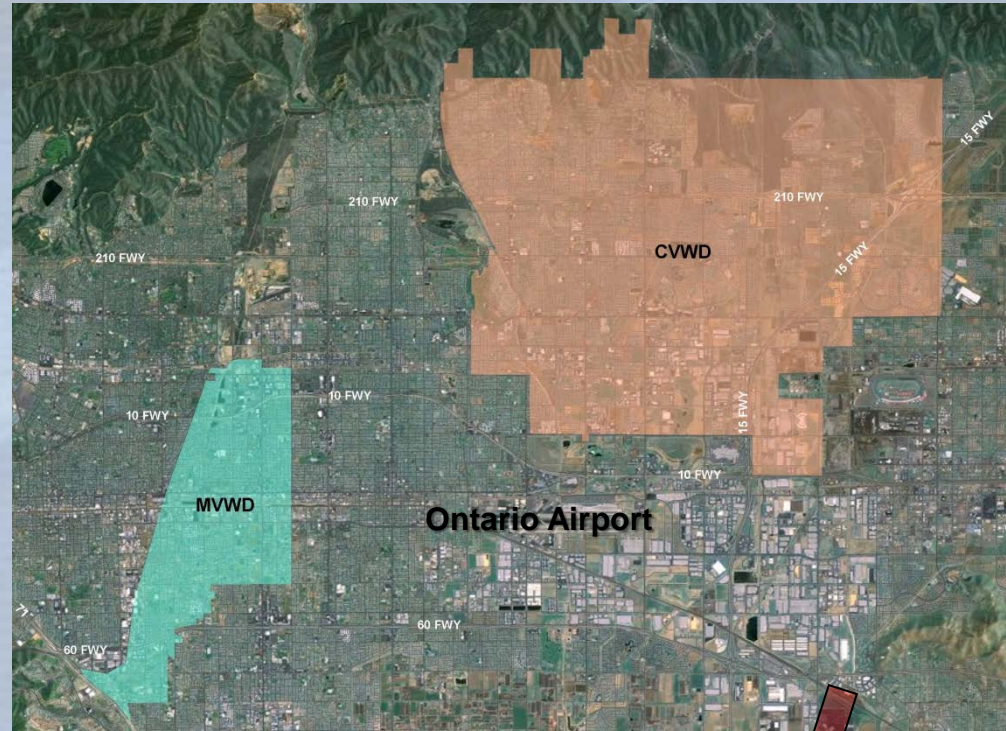
# Who Are We?

## Monte Vista Water District

- 130,000 population (including wholesale)
- 12,000 retail water connections

## Cucamonga Valley Water District

- 190,000 population
- 48,000 retail water connections



# Introduction to Clinics

## 💧 Why?

- January 2014 – Governor Brown declares State of Emergency



## 💧 What?

- Water agencies offer Drought Response Clinics to customers to help reduce their water use, meet state goals

## 💧 Who?

- Customers needing tools and assistance with existing conservation program signups

# MVWD Drought Response Clinics

- 💧 **Garden mini-classes**
- 💧 **Garden tours**
- 💧 **One-on-one assistance**
  - Program signups: system retrofits, free sprinkler nozzles, rebates, landscape audits, variance applications, billing



## Drought Response Clinic and Garden Class



Limited to 40 attendees  
Reservation Required.

Online reservation:  
[www.mvwd.org/gardenclass.cfm](http://www.mvwd.org/gardenclass.cfm)  
(select "Fall Workshop")  
or call (909) 267-2130.

**Saturday, September 26, 2015**

9 a.m. – 12:30 p.m.

**Topic:** Landscape & Design

**Location:** Chino Basin Water Conservation District  
4594 San Bernardino St., Montclair

*Continental breakfast will be provided.*

*Door prizes, raffle gifts, resource materials.*

*Demonstration garden tour to follow the event.*

During and after the class, customers are invited to attend a **Drought Response Clinic** and receive one-on-one assistance with the following program signups:

- 💧 Rebate applications
- 💧 Free Landscape Irrigation Evaluation Program
- 💧 Free Weather-Based Irrigation Controller Program
- 💧 Free Sprinkler Nozzle Program
- 💧 Free Landscape Retrofit Program

Customers who do not have access to the Internet or a computer are encouraged to stop by and process ALL program rebates, vouchers, and applications.



September 10, 2014

### Water Saving Tip:

Turn off water when brushing your teeth or shaving. You'll save 240 gallons per month!

### In This Issue:

- [Special Message](#)
- [District News](#)
- [Watch the Water](#)

### Calendar:

**Wed, Sep 10**  
[Board of Directors Meeting](#) 06:30 PM

**Thu, Sep 11**  
[Drought Response Clinic - Stop By & Save Water!](#) 05:30 PM

**Sat, Sep 13**  
[Water Wise Landscaping Class - Basic Irrigation Principles](#) 09:00 AM

**Sat, Sep 20**  
[Water Wise Landscape Workshop \(English\) -Soils, Fertilizing, and Watering/Lo Básico de Jardinería \(Español\)](#)

The e-Waterline is a publication of Monte Vista Water District.

### Special Message

### Drought Response Clinic Tomorrow!

**Drought Response Clinic Tomorrow, Sept. 11!** To register for garden mini-classes, call (909) 267-2165

### District News

### Drought Response Clinics - Stop By & Save Water!

Monte Vista Water District is partnering with Chino Basin Water Conservation District to host [Drought Response Clinics](#) that will help you save water! Customers are invited to attend and sign up for water-saving programs, participate in garden mini-classes and tour a demonstration garden. [Our first Aug. 28 clinic is a success! More...](#)



## DROUGHT RESPONSE CLINIC

**"Stop By & Save Water!"**

**Saturday, July 18, 9am-1pm**

**Location:** Chino Basin Water Conservation District, 4594 San Bernardino Street, Montclair

Monte Vista Water District is partnering with Chino Basin Water Conservation District (CBWCD) to host a Drought Response Clinic that will help you save water! Customers are invited to attend and sign up for water-saving programs, participate in a garden mini-class and tour a demonstration garden.

Attendees will receive one-on-one assistance with the following program signups:

- 💧 Turf Removal rebate application \*\*
- 💧 Free Landscape Irrigation Evaluation Program
- 💧 Free Weather-Based Irrigation Controller Program
- 💧 Free Sprinkler Nozzle Program
- 💧 Free Landscape Retrofit Program

**\*\* Customers who do not have access to the Internet or a computer are encouraged to stop by and process ALL program rebates, vouchers, and applications.**

**LIMITED SEATS - SIGN UP NOW!**

**Class & Tour (English): 9-11am**

**Topic:** Reduce your outdoor water use by 25% - here's how!

**Limited to 40 attendees - call 909-624-0035 ext. 130 to register.**

**Questions?** Visit [www.mvwd.org](http://www.mvwd.org) or call 909-624-0035 for more information.

# Program Sign-ups

## 💧 **Landscape Retrofit Program**

- Irrigation system retrofit for properties that have  $\frac{1}{4}$  acre +

## 💧 **Weather-Based Irrigation Controller Program**

- Free irrigation controller for properties that have more than 1,500 sq. ft. of landscape

## 💧 **Residential Rebates**

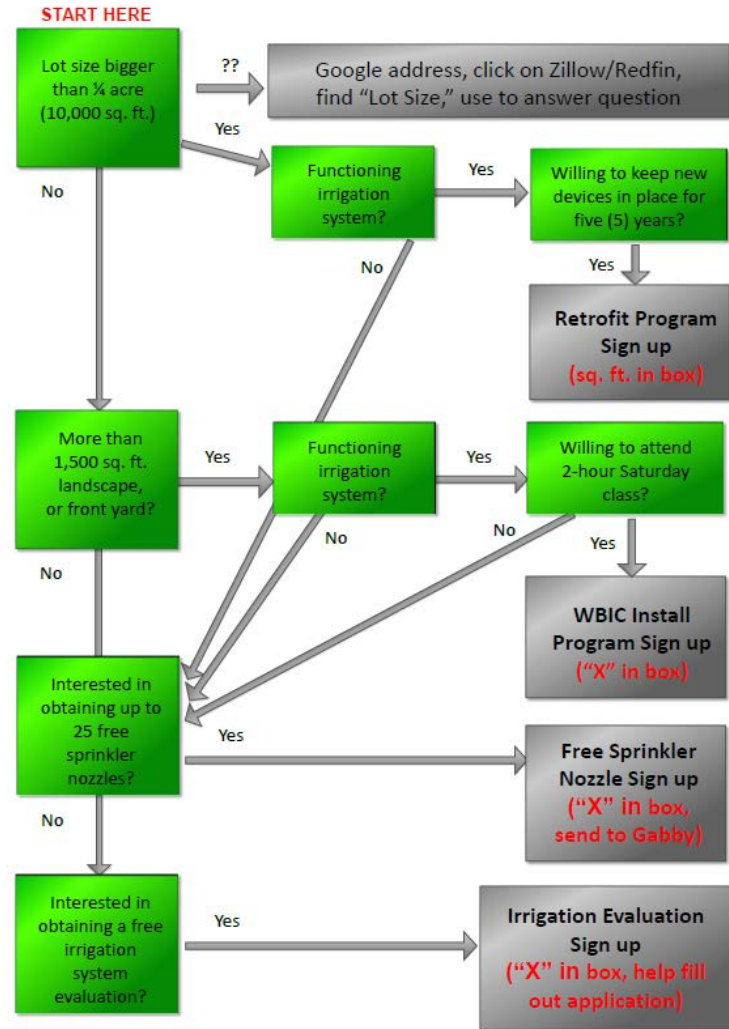
- Toilets, clothes washers, turf removal and more

## 💧 **Free Sprinkler Nozzles**

- High efficiency nozzles that use 20-30% less water

## 💧 **Free Outdoor Landscape Evaluation**

# One-On-One Assistance



Next Drought Response Clinics: Sept. 11, Nov. 22



# MVWD Statistics

- **Three classes in summer/fall of 2014**
  - **City of Montclair Health Fair**
- **Three classes in summer of 2015**
- **More than 475 customers have participated**
- **More than 190 customers signed up for programs**



**“DROUGHT RESPONSE CLINIC”**

Brought To You By:

Monte Vista Water District and Chino Basin Water Conservation District



# CVWD Drought Response Clinics

**WE'RE IN THIS TOGETHER.**

California is experiencing one of the driest periods in its history. Cucamonga Valley Water District is partnering with its customers to conserve water during this critical time.

If we all do our part, small changes will make a big difference!

**TEMPORARY WATER RESTRICTIONS NOW IN PLACE**

Cucamonga Valley Water District has adopted a "Stage 2 Water Supply Alert," which includes the following temporary conservation measures:

- Outdoor irrigation of ornamental landscapes and turf limited to the hours between 4:00 p.m. and 9:00 a.m. unless reclaimed water is used
- Sprinklers shall be adjusted so that there is no runoff, overspray, or excessive irrigation
- Automobiles may only be washed using hoses with automatic shutoff nozzles
- Hard surfaces such as driveways, sidewalks and asphalt may not be hosed down
- Fountains and water features must use recirculating systems
- Leaks and broken sprinklers must be repaired upon notification

*Restaurants and hotels are doing their part by serving water only upon request and offering the option of not laundering linen daily.*

CVWD is committed to providing you with the tools and information you need to save water. For more information, visit us at [cvwdwater.com](http://cvwdwater.com) or call us at 909-944-6000.

 **SERVICE BEYOND EXPECTATION**

**WE'RE IN THIS TOGETHER.**

California is experiencing one of the driest periods in its history.

Cucamonga Valley Water District is partnering with its customers to conserve water during this critical time.

**Does your landscape need a check-up? Come to a CVWD Drought Clinic!**

Drought Clinics are offered to connect customers with the resources they need to conserve water - especially outside the home, where two-thirds of water in Southern California is used. At a Drought Clinic, you can:

- Find rebates and incentives
- Learn about CVWD's e-billing and EZ Pay programs
- Participate in educational workshops

**UPCOMING FREE WORKSHOPS**

**Wednesday, October 22 - 5:30 p.m. - 8:30 p.m.**  
Water Efficient Irrigation Systems

**Saturday, November 22 - 9:00 a.m. - 1:00 p.m.**  
Water Efficient Plants



**Thursday, December 4 - 5:30 p.m. - 8:30 p.m.**  
Landscape Preparation & Design

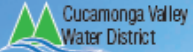
RSVP is required and space is limited. Call (909) 483-7465 or email [info@cvwdwater.com](mailto:info@cvwdwater.com) to reserve your spot today!

**CVWD ENACTS STAGE 2 WATER SUPPLY ALERT**

**REMINDER:** CVWD is currently requiring our customers to participate in the conservation effort by watering their outdoor landscape and turf only between the hours of 4:00 p.m. and 9:00 a.m. unless they are using reclaimed water.

CVWD is committed to providing you with the tools and information you need to save water. For more information, visit us at [cvwdwater.com](http://cvwdwater.com) or call us at 909-944-6000.

 **SERVICE BEYOND EXPECTATION**  
FIND US ON FACEBOOK 

 **Fall 2014**

**The Pipeline**

[www.cvwdwater.com](http://www.cvwdwater.com)


**CVWD Drought Clinics**  
Connecting Customers to Conservation Resources

CVWD is partnering with customers to share practical and cost effective outdoor water saving solutions by offering educational Drought Clinics over the next few months. Drought Clinics will connect customers with the resources they need to conserve water - especially outside the home, where two-thirds of water in Southern California is used. At the Clinics customers can find rebates and incentives, learn about CVWD's e-billing and EZ Pay programs, and participate in educational and hands-on workshops.

Here are the dates for the upcoming workshops:

- **Water Efficient Landscape\***  
Heritage Neighborhood Center - Fontana  
Wed., October 29 - 5:30 p.m. - 8:30 p.m.
- **Water Efficient Plants\***  
Sat., November 22 - 9:00 a.m. - 1:00 p.m.
- **Prep & Design Landscape\***  
Thurs., December 4 - 5:30 p.m. - 8:30 p.m.

\*Registration is Required. Call 909-967-2591 or visit [www.cvwdwater.com](http://www.cvwdwater.com).

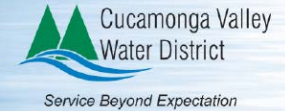


# CVWD Drought Fair

- **Response to Governor Brown's Increased Conservation Orders (April 2015)**
- **Larger scale drought clinic**
- **Every CVWD division represented**
- **500 participants**

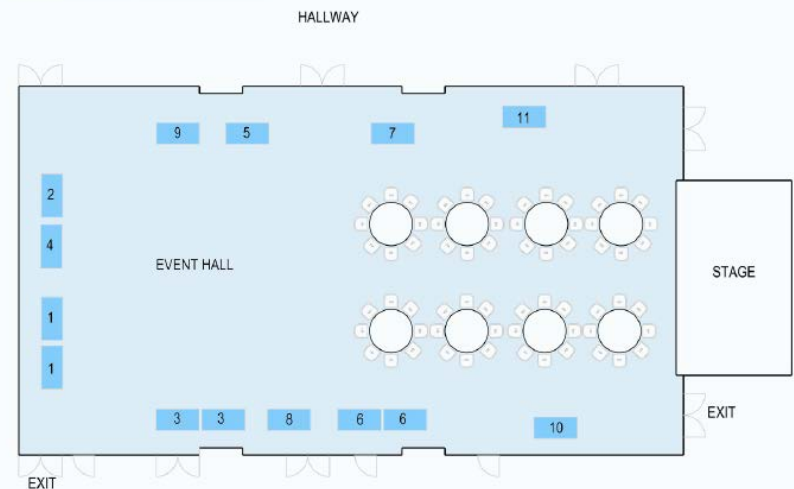
CUCAMONGA VALLEY WATER DISTRICT'S  
COMMUNITY DROUGHT FAIR

**WELCOME!**



## Information Resource Stations

- 1 Turf Replacement Rebate: Learn how to identify the type of turf you have and news about the Turf Replacement Rebate
- 2 Irrigation Retrofit Rebates: Learn about the different types of sprinklers and news about outdoor irrigation rebates
- 3 Operational Efficiency: Learn about what CVWD does to ensure that our infrastructure is efficient
- 4 Water Watch Program: Find out about CVWD's leak detection service
- 5 Indoor Rebates: Hear about tips and rebates for saving water inside your home
- 6 How will the Drought Affect your Bill: Learn how drought rates could impact your water bill
- 7 Water Supply: Learn about the State and Local Water Supply
- 8 Proposed Water Rates: Learn about the cost of providing water service
- 9 Communications & Outreach: Learn about the programs and workshops CVWD offers
- 10 Customer Assistance Program: Learn about our new Customer Assistance Program
- 11 HERO Program: Find out how you can make efficiency upgrades to your home through the San Bernardino County HERO Program.



# CVWD Statistics

- ◆ Four classes in fall of 2014: 150+ participants
- ◆ Seven classes in 2015: 300+ participants
- ◆ More than **1,000** customers have signed up for programs



# It Takes a Village!

## 💧 Agency Staff

- Customer Service
- Information Technology
- Bilingual
- Interns



## 💧 Class Instructors

- Inland Empire Utilities Agency

## 💧 Location

- Chino Basin Water Conservation District
  - Water Conservation Center and Demonstration Garden
- CVWD's "Frontier Project" and Education Center

# Budgets

## 💧 **MVWD** (per event)

- Giveaways: \$150
- Food: \$200
- Staff time: Overtime Pay

## 💧 **CVWD** (annual budget)

- \$2,000 Drought Clinics
- \$2,500 Drought Fair

## 💧 **Instructors: Free**

## 💧 **Facilities: Free**



# Outcome/Results

## 💧 Education

- Drought conditions, plants, smart irrigation, programs, billing

## 💧 Opportunity

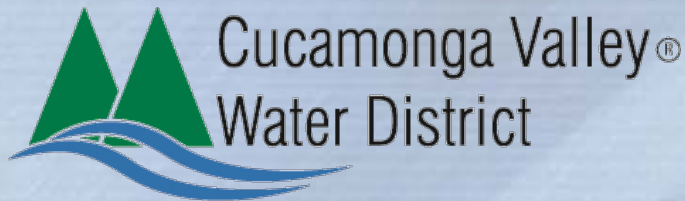
- Enhanced program sign-ups



## 💧 Engagement

- Customer interaction
- Find out how you're doing

# Questions?



*Service Beyond Expectation*

**Erin Morales**

Lead Community Outreach

Representative

[erinm@cvwdwater.com](mailto:erinm@cvwdwater.com)

(909) 483-7462

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*Quality, Service, and Innovation*

**Gabby De La Cruz**

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