

# This presentation premiered at WaterSmart Innovations

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





# Beyond the Classroom

Self-Paced Learning at Your Fingertips



# Beyond the Classroom: *Self-Paced Learning at Your Fingertips*

- ▶ About Valencia Water Company (“VWC”) and Droplet Technologies
- ▶ VWC’s Live Workshop Program 2012-2014
- ▶ VWC’s Online WaterSMART Workshop
- ▶ WaterSMART Workshop Development
- ▶ Inside the WaterSMART Workshop
- ▶ Initial Program Results
- ▶ Next Steps
- ▶ Questions

# About

## VWC and Droplet Technologies



# About VWC

- ✘ **Investor Owned Utility**
- ✘ **Location** - Valencia, Stevenson Ranch, Castaic, Saugus (Northern Los Angeles County)
- ✘ **Population** - Approximately 97,300 (30,000 Connections)
- ✘ **Annual Sales** - 9.2 Billion Gallons (7.4 Billion Gallons Drought Year)
- ✘ **Partnerships Include** - WaterSense Promotional Partner, Alliance for Water Efficiency, California Urban Water Conservation Council, Santa Clarita Valley Family of Water Suppliers



# About Droplet Technologies

- ✘ We bring water agencies and their customers closer together through technology. We help you “**Reach Across the Meter**”
- ✘ We offer turn-key solutions **exclusively to water agencies** for projects including website development, water use efficiency, rebate and incentive programs
- ✘ We understand the needs, processes and challenges unique to **water agencies**



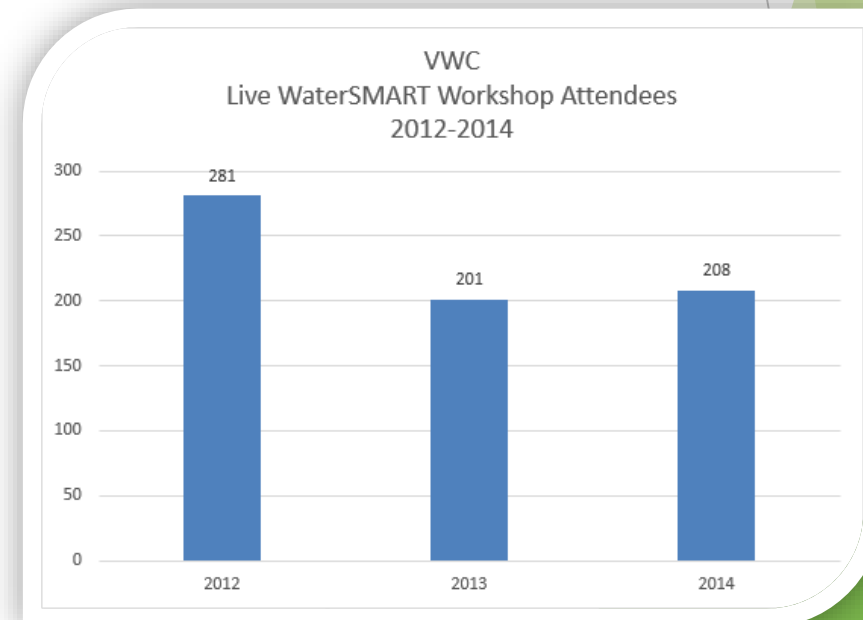
**VWC's**

**Live WaterSMART Workshop  
Program**



# VWC's Live WaterSMART Workshop Program (2012-2014)

- ▶ VWC developed the WaterSMART Workshop as a cost-effective supplemental to the Residential Survey (Tune-Up) Program
- ▶ From 2012 to 2014 VWC offered workshops to customers that focused on:
  - ▶ Watering to the ET Bell Curve
  - ▶ "Cycle and Soak" Irrigation Scheduling
  - ▶ Drought Tolerant Landscapes
- ▶ 14 Workshops held at Town Center Mall (Annually)
  - ▶ 690 customers attended
  - ▶ 230 avg. attendees/year
  - ▶ 16 avg. attendees/workshop





# VWC's Live WaterSMART Workshop Program (2012-2014)

- ▶ Program Successes
  - ▶ High level of customer satisfaction and appreciation
  - ▶ HOA partnerships and promotion
  - ▶ Continued conservation education
- ▶ Program Challenges
  - ▶ Location
  - ▶ Scheduling
  - ▶ Marketing
  - ▶ Cost-effectiveness



# VWC's

## Online WaterSMART Workshop

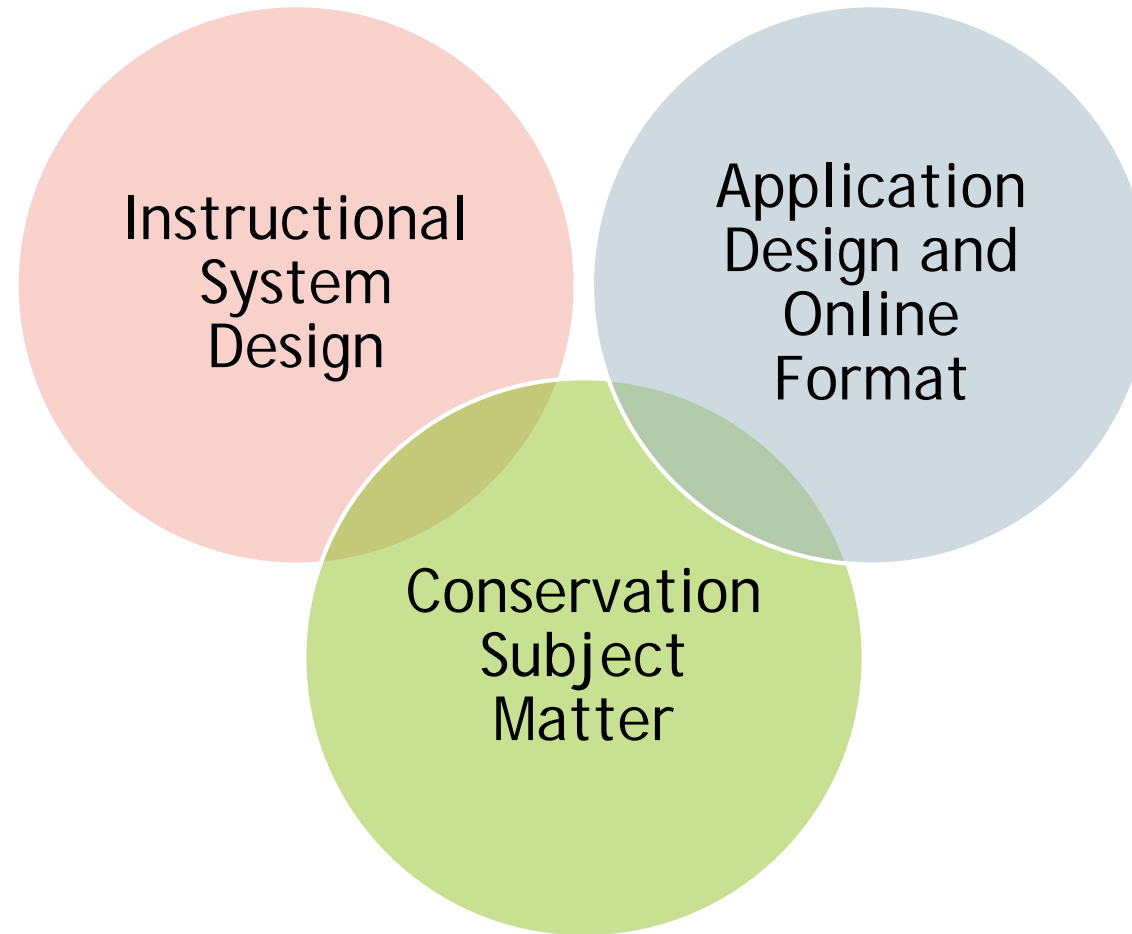


# VWC's Online WaterSMART Workshop

- ▶ Anywhere, anytime learning (24/7 & 365 Days per Year)
- ▶ Interactive self-paced content
- ▶ Directed towards a broad targeted audience
- ▶ Measurable objective with personalized knowledge checks
- ▶ Sound instructional design
- ▶ Content retention strategies
- ▶ Social norming and comparative benchmarking
- ▶ Data collection and analytics

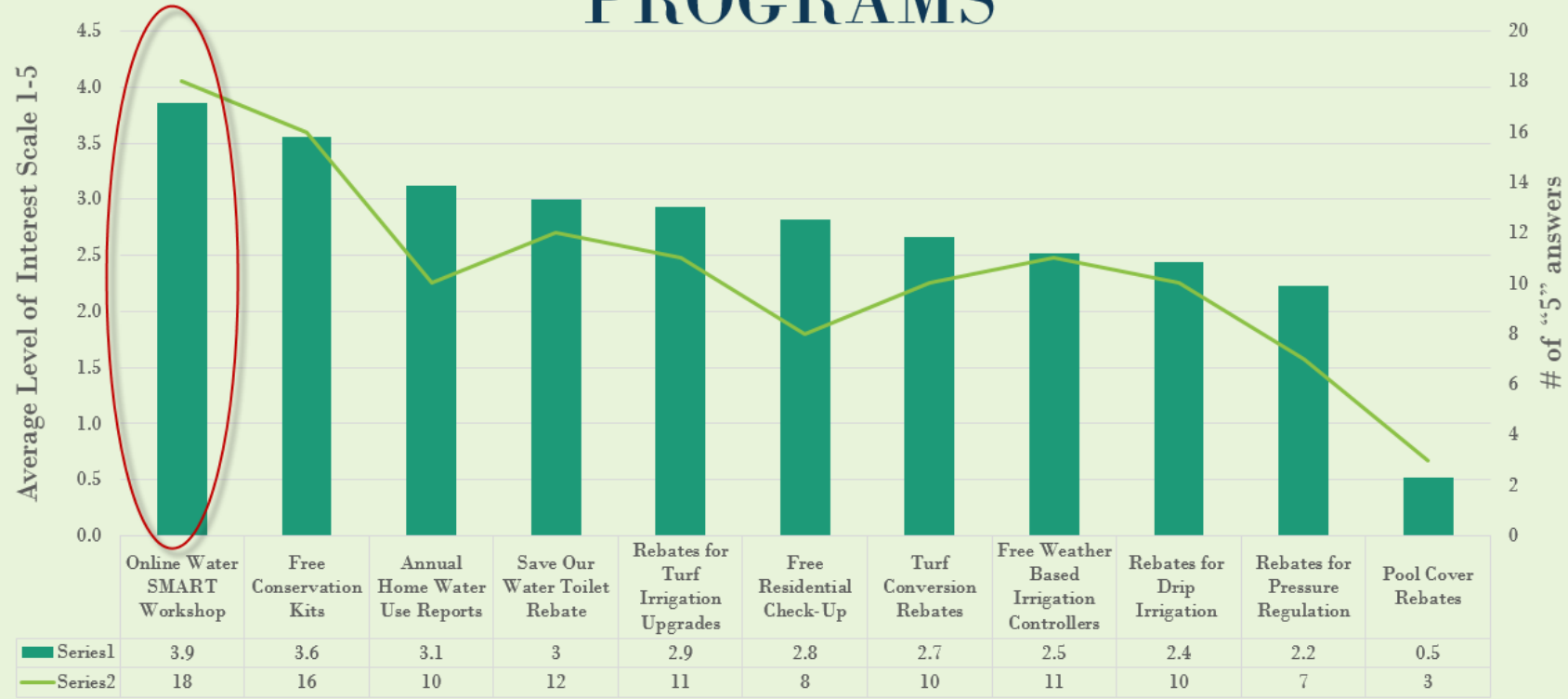


# VWC's Online WaterSMART Workshop



# Initial Program Results - Customer Acceptance

## CURRENT CONSERVATION PROGRAMS

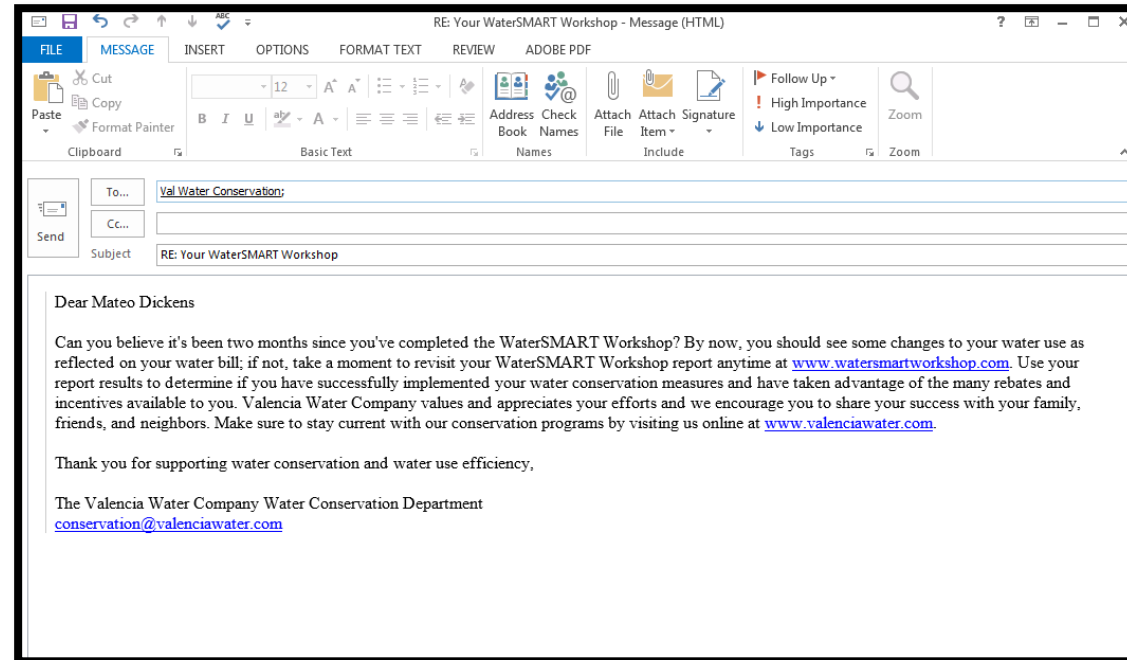


# WaterSMART Workshop Development



# WaterSMART Workshop Development

- ▶ Conservation Materials
  - ▶ Content
  - ▶ Videos
  - ▶ Audio
  - ▶ Grading Matrix
- ▶ Customized Reporting
  - ▶ Scoring
  - ▶ Tips and Tools Resources
  - ▶ Questionnaire
- ▶ 2 X 2 X 2 Retention Method
  - ▶ 2 Days
  - ▶ 2 Weeks
  - ▶ 2 Months
- ▶ Programmatic Reporting and Tracking



# Inside the WaterSMART Workshop





# Inside the WaterSMART Workshop

## Core Objectives

- ▶ To provide **instant** and **accurate** results to the customer
- ▶ To provide **targeted opportunities** that will most benefit the customer
- ▶ We use the “Social Norms Approach” to **influence customer behavior**

### Great Job!

Based on your WaterSMART Workshop, we see you are already taking steps to be efficient. Congratulations for being WaterSMART with the following!

- ★ You completed your WaterSMART Workshop!
- ★ Nice work on your conservation investments. Energy Star and WaterSense products are independently certified to save energy and water without sacrificing features of functionality.

### Opportunities to Increase Efficiency

The WaterSMART Workshop is designed to help us point you in the right direction for becoming more efficient in your water use. The items below are some areas you may want to pay special attention to.

- 💧 Small changes and water efficiency improvements can help you meet or beat your WaterSMART Allocation.
- 💧 Consider installing pressure regulating bodies or master pressure regulating devices to improve the efficiency of your sprinklers and/or drip system.

### Available Incentives and Resources

Based on your WaterSMART Workshop the following incentives and resources will help you become more efficient.

- 💧 Visit Valencia Water Company at 24631 Ave Rockefeller to pick up your Free Water Conservation Kit (as shown in the workshop). Get more information at [ValenciaWater.com](http://ValenciaWater.com).
- 💰 VWC HELIUM Rebate up to 50% of the cost of Pressure Regulating Bodies or Master Pressure Regulation Devices. Get more information at [ValenciaWater.com](http://ValenciaWater.com).

# Inside the WaterSMART Workshop

www.watersmartworkshop.com

- ▶ Log-in
- ▶ Account Validation
- ▶ Customer/Guest Accounts

HOME FAQ'S SUPPORT MY DASHBOARD LOGOUT

Valencia Water Company  
A Daily Commitment to Service and Value!

**VWC**  
Valencia Water Company

### WaterSMART Online Workshop

Welcome to the Valencia Water Company's WaterSMART Workshop. The workshop is an online course where you will learn about the current drought, how to become more efficient in your water use, how to read and analyze your bill and how to save water both inside and outside of your home!

If you are a Valencia Water Company customer and complete the course, we will give you a \$20 credit on your water bill! If you are not a customer, you can still take the course and gain invaluable information on water use efficiency and help save this valuable resource.

Valencia Water Company

20 Online WaterSMART Workshop  
www.watersmartworkshop.com

From \$100 credit on your bill to participating in the online WaterSMART Workshop, a comprehensive drought response program is available to you. Click here to learn more!

**VWCA**  
Valencia Water Company  
(811) 294-0232

**Water SMART Workshop**

Workshop covers a wide range of water conservation issues, programs and practices.

**\$20.00 Credit Towards Your Water Bill**

**NOW ONLINE!**

20

[Customers Start Here](#) [\(Non-VWC Customers\) Guest users start here](#)

WaterSMART Online Workshop

HOME FAQ'S SUPPORT MY DASHBOARD LOGOUT

Valencia Water Company  
A Daily Commitment to Service and Value!

**VWC**  
Valencia Water Company

### WaterSMART Online Workshop Customer Dashboard

Name: Matthew Dickens  
Account: MDTTest

24631 Ave Rockefeller T  
Valencia, CA 91355

**About the Drought** – Trees provide an immense range of health, energy, environmental and economic benefits. Although "Exceptional Drought" conditions persist in the Santa Clarita Valley, it is important to take steps to maintain your valuable trees. [Click Here](#) to learn how you can maintain your trees during the drought.

**WATER SMART Workshop**

Presented by:

**VWC**  
Valencia Water Company

The WaterSMART Workshop will take about 1 hour (60 minutes) to complete. You may choose to complete the workshop in one sitting, or log off and return at a different time of your choosing. It is important to note that you will not receive your credit until the workshop has been completed and you have selected the "Submit Workshop" button at the end of the "WaterSMART Report" section.

Please have the following items ready for use during the WaterSMART Workshop:

- Your Most Recent Water Bill and Account Number
- Pencil/Pen and Paper
- Food Coloring Drops or Dye Tablets
- Gloves
- Flashlight
- Screwdriver or Channel Locks
- Paper Towels
- Windex or Spray Cleaner (Optional)

Approx. 60 minutes

[Let's get started](#)

Conservation programs and funding are subject to change.  
Please visit our website at [www.valenciawater.com](http://www.valenciawater.com) for current and up to date information.

# Inside the WaterSMART Workshop

- ▶ Introductory Questionnaire
- ▶ About the Drought

HOME FAQ'S SUPPORT MY DASHBOARD LOGOUT

## Valencia Water Company

A Daily Commitment to Service and Value!

**VWC**  
Valencia Water Company

### WaterSMART Workshop

Pre-workshop Questionnaire - Indoors

- Introduction
- Milestones
- 3** Questionnaire
- About Your...
- Your Water Bill
- Indoor Use
- Outdoor Use
- WaterSMART Report

Here is a brief water use questionnaire that will provide us with some valuable information to better assist you with your water conservation goals. Please take a few minutes to answer the following questions, at the end of this class you will be given a customized **WaterSMART Report**.

Number of residents in your home?

How many toilets do you have in your home?  
 1  2  3  4  5 or more

If your home was built before 1992, how many toilets have you replaced?  
 None  1  2  3  4  5 or more  Newer home

Do you use high efficiency (2 gallons per minute or less) showerheads?  
 None  Some  All

How many faucets in your home have "water-saving" high efficiency (1.5 gallons per minute or less) aerators?  
 None  Some  All

Do any of the following fixtures have leaks?

Bathroom Faucet  No  Yes

Tub diverter  No  Yes

Showerhead  No  Yes

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HOME FAQ'S SUPPORT MY DASHBOARD LOGOUT

## Valencia Water Company

A Daily Commitment to Service and Value!

**VWC**  
Valencia Water Company

### WaterSMART Workshop

Your Drought Report

- Introduction
- Milestones
- Questionnaire
- 4** About Your...
- Your Water Bill
- Indoor Use
- Outdoor Use
- WaterSMART Report

Many customers want to know how they can maximize their conservation performance during the drought. To help answer this question, Valencia Water Company sent **Customized Drought Reports** to all customers. The reports include the following information:

Your Drought Report includes:

- Your 2013 water use in gallons and billing units (ccf)
- Your 2016 drought reduction target
- Your 2016 water use compared to your 2013 water use
- How many gallons you will need to save every week to achieve your drought target
- Tips and Tools on how to save water to meet your drought performance target

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Did you receive your Customized Drought Report?  
 No  
 Yes

Next >



# Inside the WaterSMART Workshop

- ▶ About the WaterSMART Allocations and Tiered Rates Program
- ▶ Visual Comparison of a Unit (CCF)

**WaterSMART Workshop**  
WaterSMART Allocations and Tiered Rates

Introduction  
Milestones  
Questionnaire  
4 About Your...  
5 Your Water Bill  
6 Indoor Use  
7 Outdoor Use  
8 WaterSMART Report

In addition to the WaterSMART Allocation program, tiered rates have been implemented to further support conservation.

The table below identifies the current rate structure for the 5 various tiers, price calculation and % of allocation. For example, if your water use was 175% of your WaterSMART Allocation, you would have water costs in tiers 1, 2, 3 and 4.

RATE TIER	RESIDENTIAL	% OF ALLOCATION
<b>SUPER EFFICIENT</b> Tier 1	.84 X SQR	Indoor
<b>EFFICIENT</b> Tier 2	SQR*	Outdoor
<b>INEFFICIENT</b> Tier 3	1.25 X SQR	101-150%
<b>EXCESSIVE</b> Tier 4	1.3 X TIER 3	151-200%
<b>WASTEFUL</b> Tier 5	1.3 X TIER 4	201% +

\*SQR is listed as "Efficient - 100% of Outdoor" Rate Tier in General Water Usage Detail on your water bill.

What would your Rate Tier be if you had used all of your indoor water allocation and some outdoor water allocation (hint - with this type of water use there is no need to be blue)?

Super Efficient  Efficient  Inefficient  Excessive  Wasteful

Next >

**Water SMART**  
Allocation Program

**WaterSMART Workshop**  
Your Water Bill - CCF

Introduction  
Milestones  
Questionnaire  
About Your...  
5 Your Water Bill  
6 Indoor Use  
7 Outdoor Use  
8 WaterSMART Report

One CCF, or One Hundred Cubic Feet, would be enough water to fill a box 4 feet wide, 4 feet long, and 6.25 feet tall. One CCF weighs over 6,000 lbs., or 3 tons (now we know what it means to save tons of water).

One CCF (One Hundred Cubic Feet) = 748 Gallons of Water

8  
7  
6  
5  
4  
3  
2  
1

4ft. 4ft. 6.25ft.


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Valencia Water Company

Next >

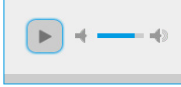
# Inside the WaterSMART Workshop

## ▶ About Your Water Bill

- ▶ Interactive
- ▶ Educational
- ▶ Measurement and Verification



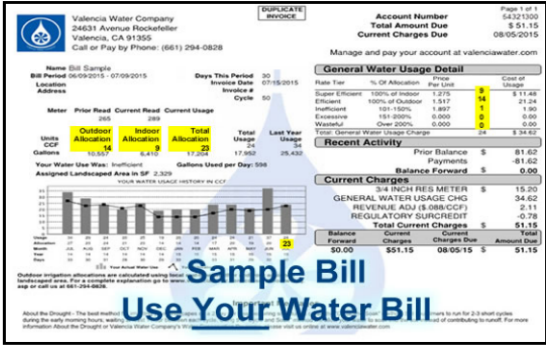
**WaterSMART Workshop**  
Your Water Bill - Use vs Allocation



- Introduction
- Milestones
- Questionnaire
- About Your...
- 5 Your Water Bill**
- 6 Indoor Use
- 7 Outdoor Use
- 8 WaterSMART Report

Each water bill will also provide information on how your water use compares to your WaterSMART Allocation. This information can help you plan how to best respond and tackle your water conservation goals.

**Sample Bill**  
**Use Your Water Bill**





How many units was your Indoor allocation?  
Indoor units:

How many units was your Outdoor allocation?  
Outdoor units:

How many units were charged in various tiers under Billed Usage?  
 Super Efficient:   
 Efficient:   
 Inefficient:   
 Excessive:   
 Wasteful:

[Next >](#)





# Inside the WaterSMART Workshop

- ▶ “Water What You Pay For” video (Partnership with AWE)



WaterSMART Workshop  
Water... What you pay for



- ✓ Introduction
- ✓ Milestones
- ✓ Questionnaire
- ✓ About Your...
- 5** Your Water Bill
- 6 Indoor Use
- 7 Outdoor Use
- 8 WaterSMART Report

Wow, we have covered a lot of material about Valencia Water Company, the Drought, the WaterSMART Allocation and Tiered Rates Program and Your Water Bill. You are doing a great job, take a minute to stretch and watch the “Water: What You Pay For” video below.

Watch this Video: “Water: What You Pay For”




Water: What you pay for  
41 EMPLOYEES KEEP YOUR WATER SERVICE UP AND RUNNING





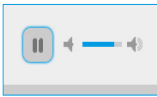
# Inside the WaterSMART Workshop

- ▶ Indoor Water Use
  - ▶ Indoor Water Use
  - ▶ WaterSense Toilets and How to conduct Toilet Leak Checks (AWE Video)



WaterSMART Workshop

Indoor Water Use



- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- 6
- Outdoor Use
- WaterSMART Report


It is **amazing** how much **work** goes into **providing water** for an **entire community**. Now that we know how water is provided to us, let's take an in-depth look at **how we**, as **residential customers**, use our **water**.


Well, we know from our earlier discussions on the WaterSMART Allocation Program that the **average person** with **water-efficient** devices uses **55 gallons** everyday **inside** of their home, but what does that mean in terms of both **indoor** and **outdoor** water use?


Roughly **70%** of our water use is used for **outdoor** irrigation, while only **30%** is used **indoors**. According to my chart, roughly 27% of indoor water is used for flushing toilets, 14% for leaks, 22% for clothes washers, 16% for faucets, and 17% for showers (yeah right, tell that to my two teenagers).

How many gallons does a consumer with water efficient devices use on a daily basis for indoor water use?  
(Hint – remember the WaterSMART Allocation)

5 Gallons  55 Gallons  100 Gallons

  
Valencia Water Company



  
Valencia Water Company



WaterSMART Workshop

Indoor Use - Toilets



- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- 8
- Outdoor Use
- WaterSMART Report

Toilets account for **26.7%** of indoor water use, and are the **single largest use of water inside** our homes. Fortunately, **toilets made after 2014** are considered **High-Efficient**, and use **1.28 gallons per flush** (compared to 1.6 gpf and 3.5 gpf for older toilets). When purchasing a new toilet, make sure it has the **WaterSense** label.

Unfortunately, **nearly 1 out of every 3 toilets** has a leak of some sort. **Toilet leaks** can lose from **200-6,000 gallons** every day, and often run unnoticed. Thankfully, **toilet leaks** are **easy to spot** and **do not cost much to repair**.

Watch the video below to learn how to check your home for leaking toilets. Once you've finished the video, take a couple of minutes to visually inspect your toilets. For this exercise you will need food coloring and paper towels.

Watch this Video: **How to Check for Toilet Leaks**



Did you check your toilets for leaks?

No  Yes

[Next >](#)



  
Valencia Water Company



# Inside the WaterSMART Workshop

- ▶ Indoor Water Use
  - ▶ WaterSense labeled indoor water using devices

 WaterSMART Workshop  
Indoor Use - Showers and Faucets



- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- 6** Indoor Use
- 7 Outdoor Use
- 8 WaterSMART Report

Showering accounts for 17% of indoor water use and faucets use 16%. Together, they represent over 33% of indoor water use. Installing high-efficiency WaterSense labeled showerheads and faucet aerators can reduce water use for both while maintaining the quality you expect.


Older showerheads can use 2.5 gallons or more per minute, while WaterSense labeled showerheads use 2.0 gallons per minute or less.


Additionally, WaterSense labeled bathroom faucet aerators use 1.5 gallons per minute or less (older faucet aerators use 2.2 or more gallons per minute) and can reduce bathroom sink use by 30% or more. Many customers are happy with 1.0 gallon per minute faucet aerators.

Visit Valencia Water Company at our 24631 Avenue Rockefeller office to pick up your Free Water Efficiency Kit. Kits include 2 showerheads, 2 bathroom faucet aerators, an automatic shutoff hose nozzle, toilet flapper and more. Customers are limited to 1 Water Efficiency Kit per home.



Did you check your showerheads and faucets to confirm they are WaterSense labeled?  
 No  Yes

 WaterSMART Workshop  
Indoor Use - Showers and Faucets







- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- 6** Indoor Use
- 7 Outdoor Use
- 8 WaterSMART Report

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Did you check your showerheads and faucets to confirm they are WaterSense labeled?  
 No  Yes

Please check your showerheads and faucets to confirm that they are WaterSense Labeled. Look for the WaterSense Label 



# Inside the WaterSMART Workshop

- ▶ Indoor Water Use
  - ▶ WaterSense Faucets and Fixtures
  - ▶ EnergyStar Clothes Washer and Dishwasher



The screenshot shows a web-based workshop interface. At the top left is a house icon with a water drop and the text "WaterSMART Workshop". Below it is the title "Indoor Use - Clothes Washers and Dishwashers". A video player control bar is visible in the top right. On the left is a vertical navigation menu with items: Introduction, Milestones, Questionnaire, About Your..., Your Water Bill, Indoor Use (highlighted with a blue circle and number 6), Outdoor Use, and WaterSMART Report. The main content area features two text boxes with green borders. The first box contains the text: "According to the Energy Star Program, the average American family washes about 300 loads of laundry each year. Energy Star certified clothes washers use about 25% less energy and 40% less water than regular washers." The second box contains: "Energy Star certified dishwashers will also save water. A dishwasher installed/built before 1994 uses more than 10 gallons of water per cycle more than newer, more efficient, dishwashers." Below these boxes are images of an Energy Star logo, a front-loading clothes washer, and a built-in dishwasher. A woman in a yellow shirt and dark pants stands to the right of the appliances. At the bottom of the main area is a question: "Did you check your appliances to confirm they are Energy Star Certified?" with radio buttons for "No" and "Yes". A "Next >" button is at the bottom left. The Valencia Water Company logo is at the bottom right.

WaterSMART Workshop

Indoor Use - Clothes Washers and Dishwashers

Introduction

Milestones

Questionnaire

About Your...

Your Water Bill

6 Indoor Use

7 Outdoor Use

8 WaterSMART Report

According to the Energy Star Program, the average American family washes about 300 loads of laundry each year. Energy Star certified clothes washers use about 25% less energy and 40% less water than regular washers.

Energy Star certified dishwashers will also save water. A dishwasher installed/built before 1994 uses more than 10 gallons of water per cycle more than newer, more efficient, dishwashers.

ENERGY STAR

Did you check your appliances to confirm they are Energy Star Certified?

No  Yes

Next >

VWC Valencia Water Company

# Inside the WaterSMART Workshop

- ▶ Outdoor Water Use
- ▶ How to Read Your Meter and Check for Leaks (AWE Video)

WaterSMART Workshop  
Outdoor Use - Reading Your Meter

- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- Indoor Use
- Outdoor Use**
- WaterSMART Report

Before we turn our attention to outdoor irrigation, let's take a moment to learn how to read your water meter and how it can be used to determine if you have any leaks inside of your home, in the irrigation system, or along your main line.

For this exercise you will need a pair of gloves, a screwdriver or channel locks, some paper towels, and pen and paper.

Watch the video below to learn how to use your water meter to find a leak, then go check your meter before answering the questions below. It might be helpful to take a picture of your meter so you have the meter reading handy.

Watch Video: How to use Your Water Meter to Find a Leak

Using Your Water Meter to Find a Leak

**VWC**  
Valencia Water Company

Include all white digits  
20966


Did you go out and read your meter?  
 No  Yes

Next >

Most residential customers will find the meter pictured above in their meter boxes. The silver dial in the center of the meter can be used to detect leaks as noted in the video.


# Inside the WaterSMART Workshop

- ▶ Watering to the weather (Evapotranspiration)
- ▶ "Cycle and Soak" Scheduling



WaterSMART Workshop

Outdoor Use - Irrigation Timers



- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- Indoor Use
- Outdoor Use
- WaterSMART Report

Irrigation **timers**, or clocks, are an **extremely important** part of your irrigation system.

Many irrigation **timers** are simply **set to run for too long**. This often **contributes to irrigation runoff**, or water running off of your property and **into the gutters and streets**.

One **easy method to control** irrigation runoff is to **program your controller** to use the **"Cycle and Soak"** schedule.

To program your controller to the "Cycle and Soak" schedule, you will want to use the following steps:

1. Run your front yard irrigation zone for 10 minutes and note how long it takes before water starts to run off of your property.
2. Subtract 1-2 minutes from the time it takes for runoff to start and use this as your Base Schedule.
3. Set your controller to 2-3 short cycles, with one hour between cycles, using your Base Schedule on your watering days (odd addresses Monday and Thursday, and even addresses Tuesday and Friday).



Did you test your sprinklers for runoff?

I do not have sprinklers  No  Yes

How many minutes did your sprinklers run before runoff occurred?

You should not run your irrigation system for longer than this amount of time during any cycle

Next >



WaterSMART Workshop

Outdoor Use - Irrigation Timers and ET



- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- Indoor Use
- Outdoor Use
- WaterSMART Report

Another **important consideration** when scheduling your irrigation timer includes the **weather**, season, and how much water plants require throughout the year.

Evapotranspiration, or **ET**, is a unit of measurement that **identifies** how much **water a plant needs** based on evaporation (from the soil) and transpiration (from the plant leaves or stems). Because plants use **more water in the Summer**, and **less in the Winter**, you will need to program your controller throughout the year to match the ET Bell Curve.

The **"Water Diamond"** below provides a nice picture of how **ET changes** throughout the year. For example, if your irrigation timer in the Summer is set to 6 minute cycles, these should be reduced to 3 minute cycles in the Spring and Fall, and turned off in the Winter.

One **easy way to determine when to turn your irrigation timer off** for the **Winter** and when to **turn it on** in the **Spring** is to **look around at the hills** in the Santa Clarita Valley. When the **"hills are alive"**, or nice and green, your yards **do not need to be watered**. When they **start to brown** in Spring, this is a **good time to turn them on** to your reduced schedule.



**"Water Diamond"**  
Plant water needs

Summer 100%  
Spring 50%      Fall 50%  
Winter 0%






Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

According to the Water Diamond, how much water do plants need in the Winter?

0%  50% or less  75%  100%

Next >

# Inside the WaterSMART Workshop

- ▶ Efficient Irrigation
- ▶ Weather Based Irrigation Controllers
- ▶ HE Nozzles
- ▶ Drip Irrigation
- ▶ Pressure Regulation

**WaterSMART Workshop**  
Outdoor Use - Sprinklers

Introduction  
Milestones  
Questionnaire  
About Your...  
Your Water Bill  
Indoor Use  
**7 Outdoor Use**  
8 WaterSMART Report

**What are High-Efficiency (HE) Sprinklers?** When discussing the efficiency of sprinklers, landscapers look at two main items, **Sprinkler Type** and **Distribution Uniformity**.

First, let's talk about **Sprinkler Types**. For **turf** areas, and densely planted regions, the most common types of sprinklers are called **Spray** or **Rotor**.

Rotary nozzles are generally more efficient than spray nozzles because they apply water at a slower and more even rate.

Valencia Water Company customers can get a 75% rebate for select High-Efficiency nozzles or 25 free nozzles via the HELIUM Rebate Program (High Efficiency Landscape Irrigation Upgrade Measures).

HE-Rotary = Most Efficient  
HE-Spray = Efficient  
Traditional Spray = Least Efficient

What kind of sprinklers best defines your system for watering turf areas, and densely planted regions?  
 HE-Rotary  HE-Spray  Traditional Spray  None

Next >

**WaterSMART Workshop**  
Outdoor Use - Irrigation Timers Cycle and Soak

Introduction  
Milestones  
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**7 Outdoor Use**  
8 WaterSMART Report

**Implementing both the "Cycle and Soak" schedule and watering to the ET Bell Curve** are easy ways to **guarantee** that your water is put to work, where you want it and when you need it.

When all of this information might seem a bit overwhelming, but once you get the hang of it and make the needed changes, your water use will decrease, and your landscape will become green and lean.

If you want to avoid having to do the math, but want to benefit from these scheduling practices, consider installing a SMART Weather Based Irrigation Controller (WBIC) or attach a wireless Soil Moisture Sensor to your controller.

SMART Weather Based Irrigation Controllers are ideal for larger landscapes that use a lot of water. Fortunately, as a Valencia Water Company customer, you can get a free Weather Based Irrigation Controller by visiting [www.scv2oprograms.com](http://www.scv2oprograms.com) and completing the online WBIC Program.

Do you have a SMART Weather Based Irrigation Controller?  
 I do not have an irrigation controller  No  Yes  Unsure

Next >

**WaterSMART Workshop**  
Outdoor Use - Pressure Regulation

Introduction  
Milestones  
Questionnaire  
About Your...  
Your Water Bill  
Indoor Use  
**7 Outdoor Use**  
8 WaterSMART Report

Does pressure regulation really matter? Yes! Whether installing High-Efficiency Sprinklers or Drip Irrigation it is **necessary** to **manage** the operational **pressure** of your irrigation system.

Often the pressure coming in from the street can exceed 90 pounds per square inch or more.

High-Efficiency Sprinklers operate better with **40** pounds per square inch or less while **Drip Irrigation** works with **20** pounds per square inch or less.

Valencia Water Company customers can get a **50% rebate** for **purchasing and installing** select **pressure regulating** bodies, control valves, or master pressure regulating devices via the HELIUM Rebate Program (High Efficiency Landscape Irrigation Upgrade Measures).

Master Pressure Regulation = Most Efficient  
Pressure Regulating Bodies = Efficient  
No Pressure Regulation = Least Efficient

Do your sprinklers mist when they are running?  
 I do not have sprinklers  
 My sprinklers mist  
 My sprinklers do not mist

Are you currently using pressure regulation?  
 I do not have outdoor irrigation  
 No  
 Yes



# Inside the WaterSMART Workshop

## ► Drought Tolerant Landscapes

WaterSMART Workshop

**Outdoor Use - High Efficiency and Drought Tolerant Landscapes**

Inside the WaterSMART Works...

- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- Indoor Use
- Outdoor Use
- WaterSMART Report

Irrigation efficiency, whether irrigating turf or drought tolerant landscapes is a **must**. Look at how much water is used each year per square foot for an inefficient irrigation system compared to that of a High-Efficiency one: almost 8 cubic feet of water compared to 5 cubic feet of water for High-Efficiency irrigation, and less than 2 cubic feet of water for Drought Tolerant with Drip Irrigation. One cubic foot is equal to 7.48 gallons.

High Efficiency Landscape Irrigation Upgrade Measures

Santa Clarita Valley  
Average Annual Plant Water Need in Feet of Water per Square Foot  
(With and Without High Efficiency)

System	Base (feet)	Extra Water Needed (feet)	Total (feet)
Turf without High-Efficiency	~4.5	~4.0	~8.5
Turf High-Efficiency	~4.5	~1.0	~5.5
Drought Tolerant with Drip Irrigation	~2.0	~0.5	~2.5

About how many cubic feet of water per square foot can you save by upgrading to High-Efficiency irrigation for turf?

2 cubic feet  
  3 cubic feet  
  5 cubic feet  
  8 cubic feet

[Next >](#)

WaterSMART Workshop

**Outdoor Use - Plants**

- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- Indoor Use
- Outdoor Use
- WaterSMART Report

Most of our homes in the Santa Clarita Valley have cool season turf in our landscape. While turf can both look nice and provide a benefit to our community, such as in a park or play area, it does not prefer our climate.

One reason that we have to put so much water on our cool season grass is because we are trying to mimic a cooler and wetter environment.

Are there plants that **prefer warmer and drier climates** other than cactus or desert landscapes?

Indeed, there are many **types of plants** that can **thrive in California** and can't wait to soak up the sun, instead of our precious water resources. These types of plants are often referred to as **California Friendly, Drought Tolerant, or Native plants**.

California Friendly =  
**Most Efficient**

Medium Water  
Using Shrubs and  
Trees =  
**Efficient**

Cool Season Turf =  
**Least Efficient**

High Efficiency Landscape Irrigation Upgrade Measures


What types of plants are you most interested in?

California Friendly  
 Medium Water Using Shrubs and Trees  
 None

[Next >](#)

# Inside the WaterSMART Workshop

## ► Pool Cover Rebates



WaterSMART Workshop  
Outdoor Use - Pool Covers




- Introduction
- Milestones
- Questionnaire
- About Your...
- Your Water Bill
- Indoor Use
- 7** Outdoor Use
- 8 WaterSMART Report

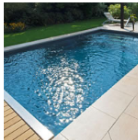
Pools are another important component of our landscapes that provide both functional and recreational space. Using these techniques, you can save water while also enjoying your pool.

Most water use associated with pool ownership is related to either filling and refilling the pool, or maintaining water levels resulting from evaporation.

Installing a permanent/mechanical pool cover or solar blanket can save up to 10,000 gallons per year by reducing water loss due to evaporation. Valencia Water Company customers can get up to a \$75.00 rebate by purchasing and installing a regular pool cover and \$200.00 rebate for a permanent/mechanical pool cover.

Another way to reduce water use for your pool is to empty and refill it no more than one time every 5 to 7 years. On average, residential pools hold about 20,000 gallons of water and refilling only as needed can add up to significant water savings.





Permanent/Mechanical Pool Cover = **Most Efficient**


Pool/Solar Blanket = **Efficient**

Open Air Pool = **Least Efficient**

Does your pool have a pool cover installed?

I do not have a pool  No  Yes

Next >



High Efficiency Landscape Irrigation Upgrade Measures

# Inside the WaterSMART Workshop – WaterSMART Report

## WaterSMART Online Workshop Customer Dashboard

Name: Matthew Dickens  
Account: Test18

T18 24631 Ave Rockefeller  
Valencia, CA 91355



Presented by:



**WaterSMART Workshop**  
Valencia Water Company

**About the Drought** – Trees provide an immense range of health, energy, environmental and economic benefits. Although “Exceptional Drought” conditions persist in the Santa Clarita Valley, it is important to take steps to maintain your valuable trees. [Click Here](#) to learn how you can maintain your trees during the drought.

Congratulations you have completed your online WaterSMART Workshop!

[View WaterSMART Report](#)

Conservation programs and funding are subject to change.  
Please visit our website at [www.valenciawater.com](http://www.valenciawater.com) for current and up to date information.

## WaterSMART Workshop

Full Report

[Edit Workshop](#) [Print Report](#)


<b>Customer:</b> Account Number: Start Date: 9/22/2016 End Date: 9/22/2016 Time: 43 minutes	<b>Overall:</b> Gold (73.5) <b>Indoor:</b> Gold (22) <b>Outdoor:</b> Gold (35) <b>BILL:</b> Silver (1) <b>About:</b> Gold (15.5)
---	--

**Customer Rating:** Very helpful  
**Hear About Workshop:** VWC Website  
**Customer Comments:**

**Internal Comments:**  
**Credit Date:**

Workshop Results | Workshop Questionnaire | Videos and Resources

### WaterSMART Ranking: Gold



Congratulations. Your WaterSMART Workshop has earned you a Gold Star. By completing the WaterSMART Workshop, you continue to take major steps toward mastering your water conservation and water use efficiency goals. Based on the answers you've provided during the workshop, there are only a few more water saving opportunities and rebates/incentives that you can implement to conserve water, reduce water costs, and accomplish a Platinum ranking. Thank you for your commitment to water conservation and you are well on your way to becoming a water use efficiency superstar.

### Great Job!

Based on your WaterSMART Workshop, we see you are already taking steps to be efficient. Congratulations for being WaterSMART with the following!

- ★ You completed your WaterSMART Workshop!
- ★ Nice work on your conservation investments. Energy Star and WaterSense products are independently certified to save energy and water without sacrificing features of functionality.

### Opportunities to Increase Efficiency

The WaterSMART Workshop is designed to help us point you in the right direction for becoming more efficient in your water use. The items below are some areas you may want to pay special attention to.

- ◆ Consider installing a Weather Based Irrigation Controller. WBICs will automatically calculate your irrigation times based on plant type, soil type, and actual weather conditions.
- ◆ Fix any and all toilet leaks immediately. Common causes of toilet leaks include bad/cracked flappers, disengaged flappers, or fill levels set too high. Most toilet leaks take 5 minutes and \$5.00 to repair.
- ◆ Significant changes might be required to meet or beat your WaterSMART Allocation. Because most water savings opportunities exist outdoors, consider conducting a full irrigation inspection to correct any visible issues, re-program your irrigation controller to match weather, or consider upgrading your irrigation equipment.
- ◆ Consider installing pressure regulating bodies or master pressure regulating devices to improve the efficiency of your sprinklers and/or drip system.

# Inside the WaterSMART Workshop – WaterSMART Report

## Available Incentives and Resources

Based on your WaterSMART Workshop the following incentives and resources will help you become more efficient.



VWC customers may be eligible for a free controller by participating in CLWA's WBIC Program. Get more information at <http://scvh2oprograms.com>



VWC offers Free Residential Water Tune-Ups to our customers that includes free leak detection and other services. Get more information at [ValenciaWater.com](http://ValenciaWater.com).



VWC HELIUM Rebate up to 50% of the cost of Pressure Regulating Bodies or Master Pressure Regulation Devices. Get more information at [ValenciaWater.com](http://ValenciaWater.com).



Visit our [garden website](#) to learn more about California Friendly and Drought Tolerant plants that thrive in the Santa Clarita Valley.



# Inside the WaterSMART Workshop – WaterSMART Report

Workshop Results   Workshop Questionnaire   Videos and Resources

### Indoor Water Use

Number of residents in our home?	5
How many toilets do you have in your home?	4
If your home was built before 1992, how many toilets have you replaced?	2
Do you use high efficiency (2 gallons per minute or less) showerheads?	Some
How many faucets in your home have "water-saving" high efficiency (1.5 gallons per minute or less) aerators?	Some
Does your bathroom faucet leak?	No
Does your tub diverter leak?	No
Does your showerhead leak?	No
Does your toilet leak?	No
Does your kitchen faucet leak?	No
Do you let water run when you brush your teeth?	Sometimes
Do you let water run when you wash your face or hands?	Always
Do you let water run when you clean dishes?	Sometimes
Do you let water run when you prepare food?	Never
Do you have a water softener?	No
Do you have a water filter or purification system?	No

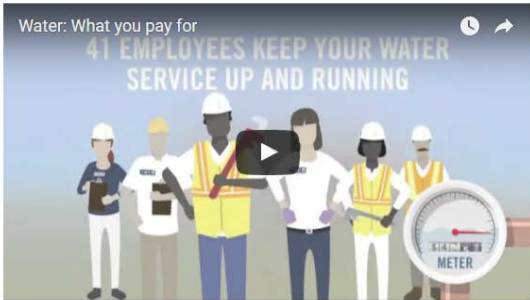
Workshop Results   Workshop Questionnaire   Videos and Resources

### Helpful Links

<a href="#">Valencia Water Company</a>	<a href="#">WaterSense</a>	<a href="#">Energy Star</a>
<a href="#">Alliance for Water Efficiency</a>	<a href="#">Save Our Water</a>	<a href="#">SCV Family of Water Suppliers</a>
<a href="#">CLWA</a>	<a href="#">WVC Online Account</a>	<a href="#">Simple Solutions Irrigation Card</a>

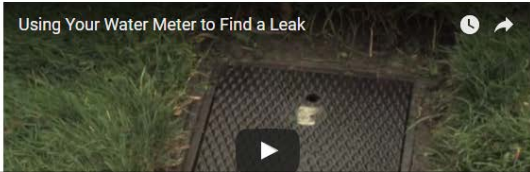
### Videos

Water: What You Pay For



Water: What you pay for  
41 EMPLOYEES KEEP YOUR WATER SERVICE UP AND RUNNING

Using Your Water Meter to Find a Leak



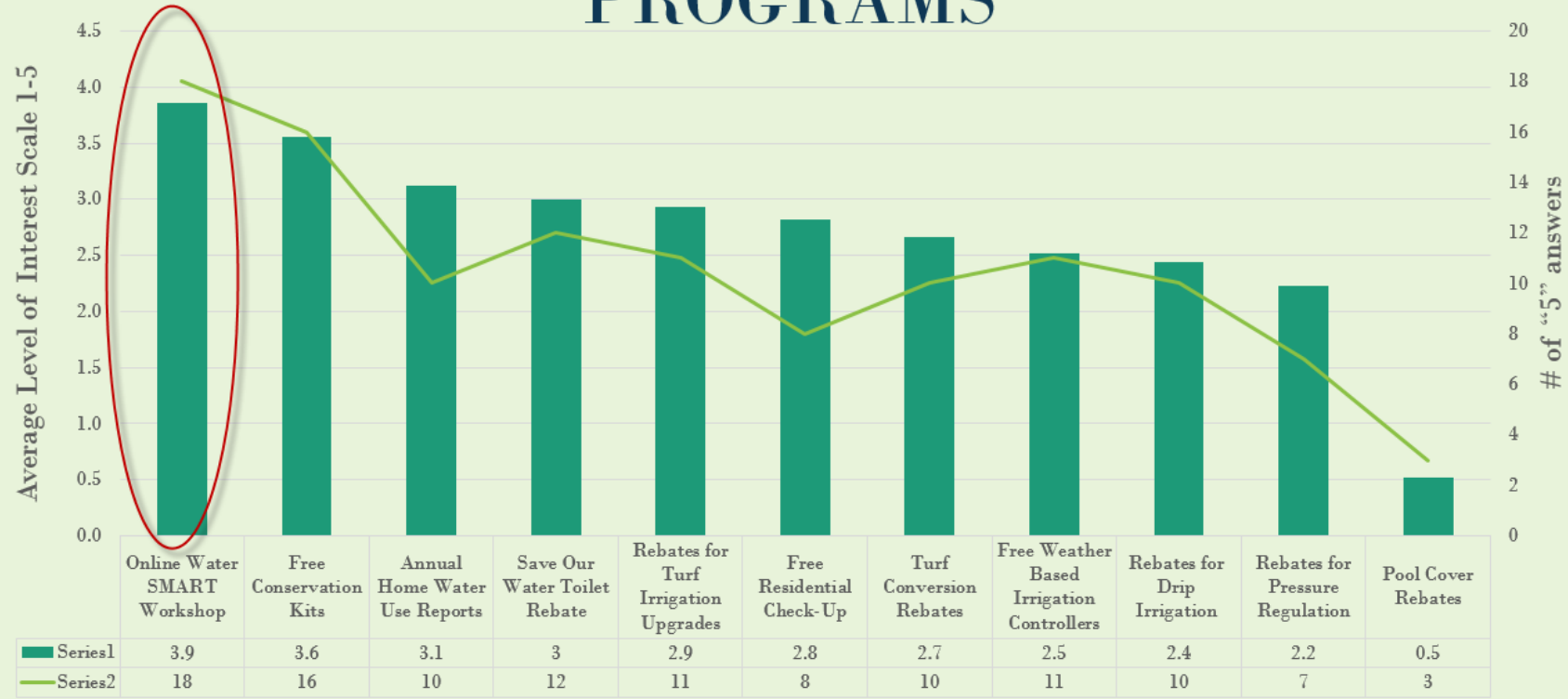
Using Your Water Meter to Find a Leak

# Initial Program Results

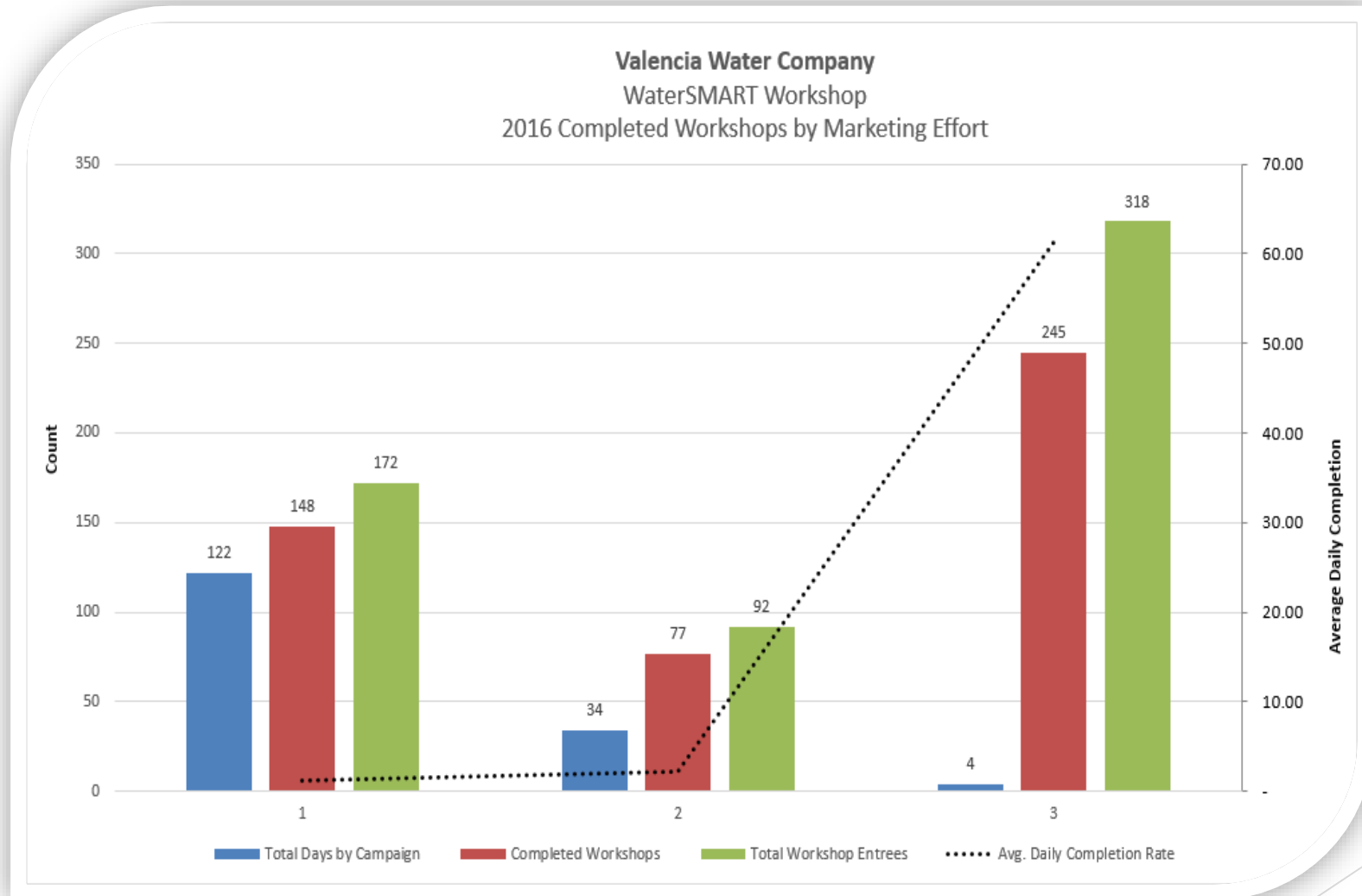


# Initial Program Results - Customer Acceptance

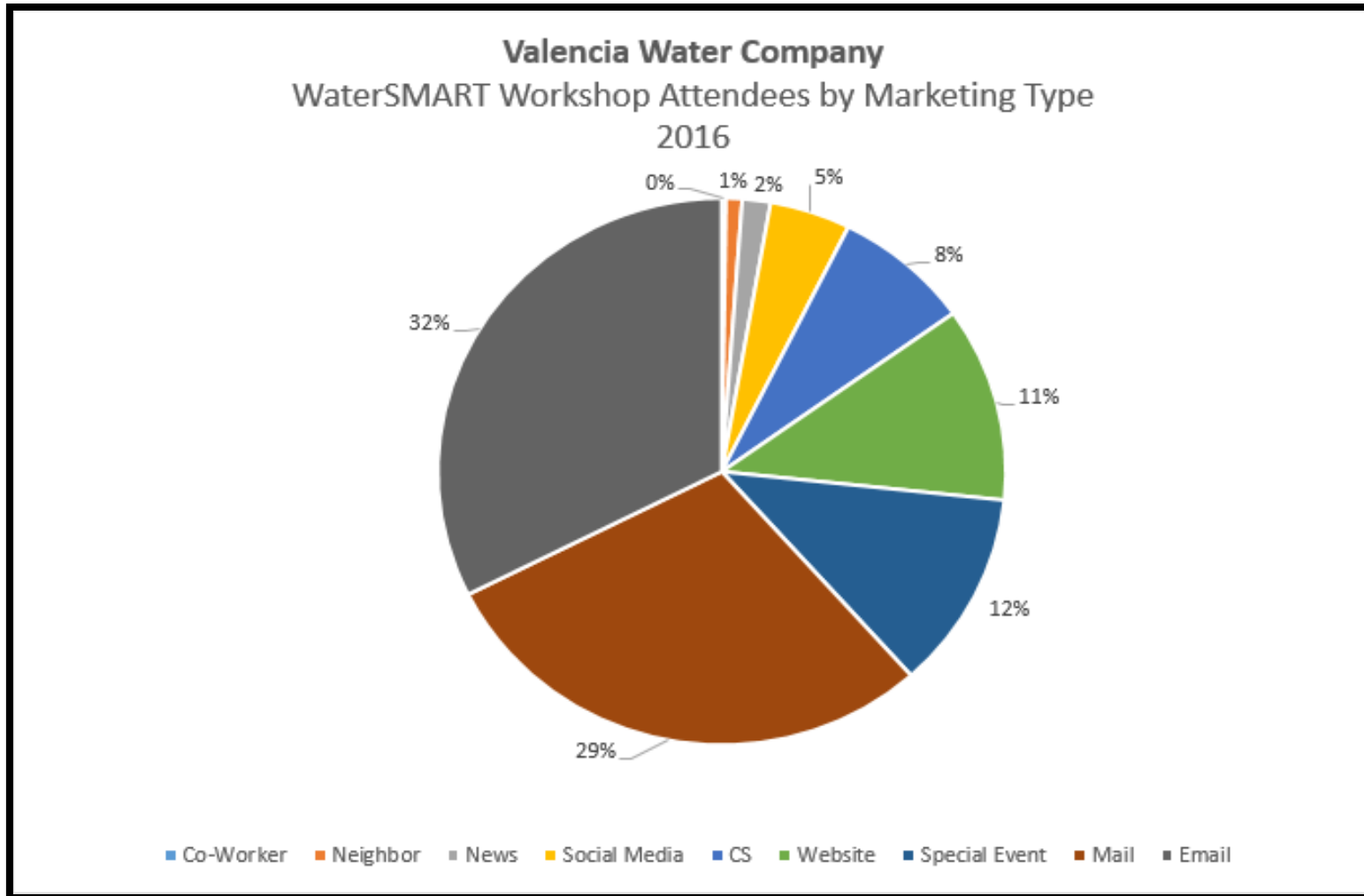
## CURRENT CONSERVATION PROGRAMS



# Initial Program Results - Participation Rates

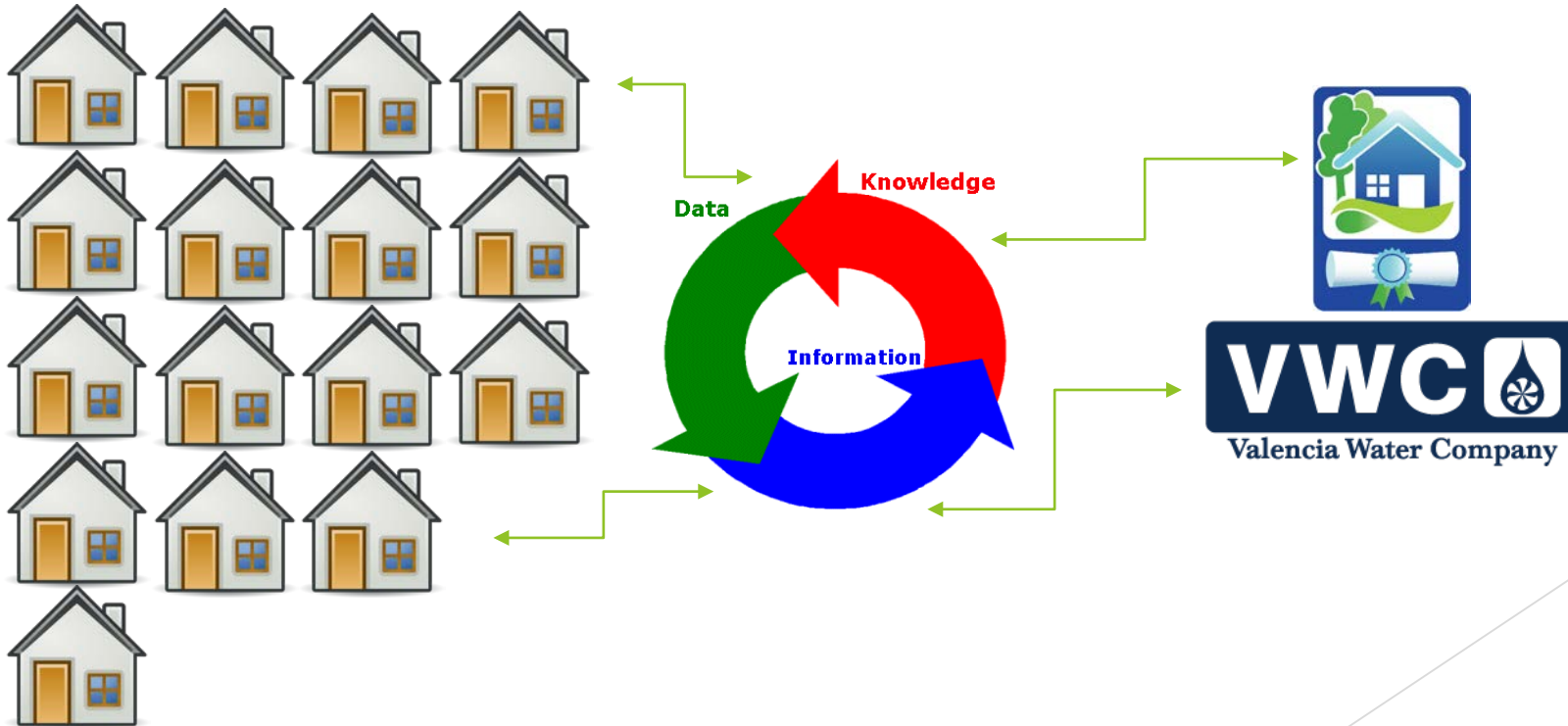


# Initial Program Results - Participation Rates by Marketing Type

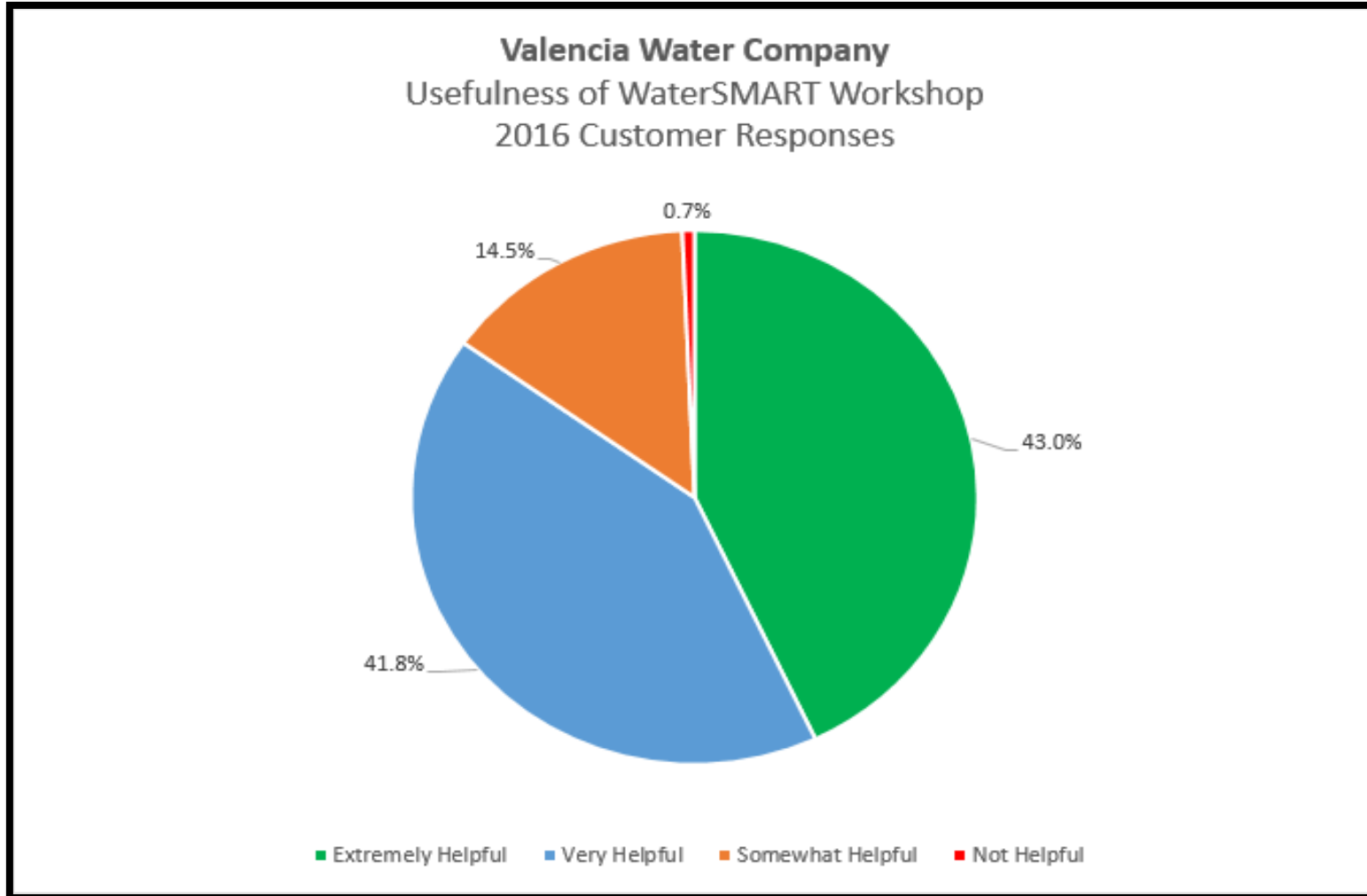


# Initial Program Results

- ▶ Positive Customer Feedback
- ▶ Exceptional attendee feedback
- ▶ 45 - 60 minutes to complete
- ▶ Wealth of data collection and analytics capabilities



# Initial Program Results - Customer Responses (Usefulness)



# Initial Program Results - Customer Reactions

The most useful tip was  
how to use the water  
meter to check for leaks.  
Very handy information!  
Very good presentation!!!

Great workshop!

Awesome workshop

All topics were covered. Well done!

Thanks, but  
somehow you need  
to get this out to  
**EVERYONE!!!!!!**

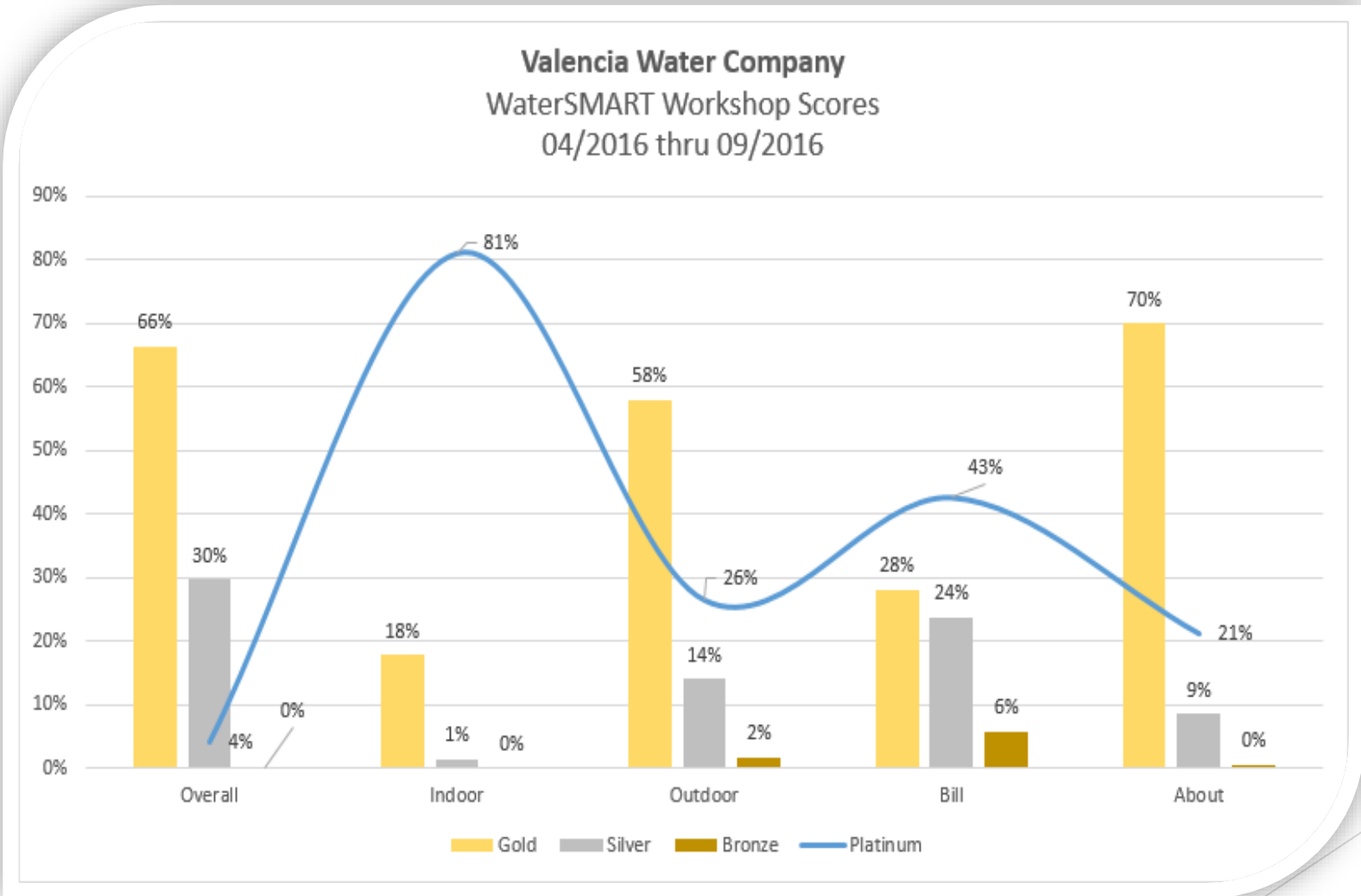
Excellent presentation!

It covered all.

No, this was very  
thorough. I routinely  
check for leaks at the  
meter, etc. When I tell  
people about this, you  
would be surprised how  
many did not know about  
this. This was helpful.



# Initial Program Results - WaterSMART Workshop Scoring

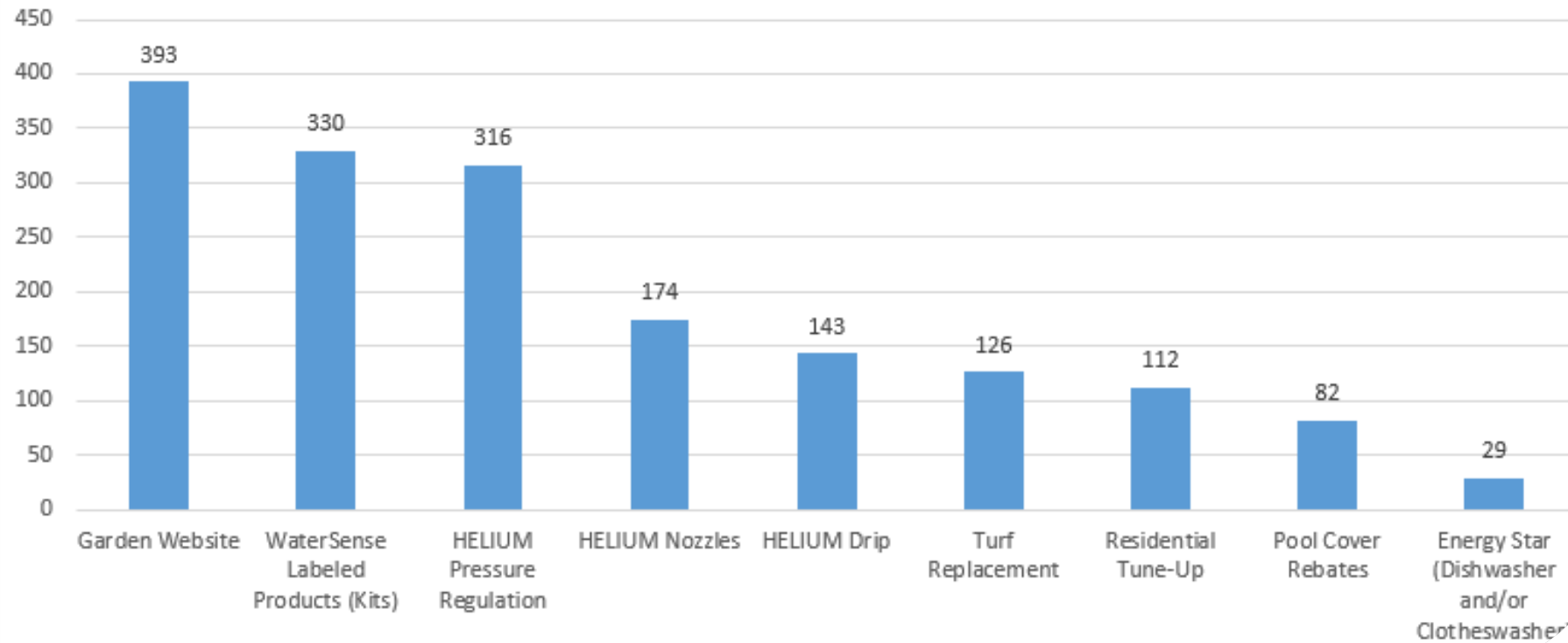


# Initial Program Results - WaterSMART Workshop Recommendations

## Valencia Water Company

### WaterSMART Workshop

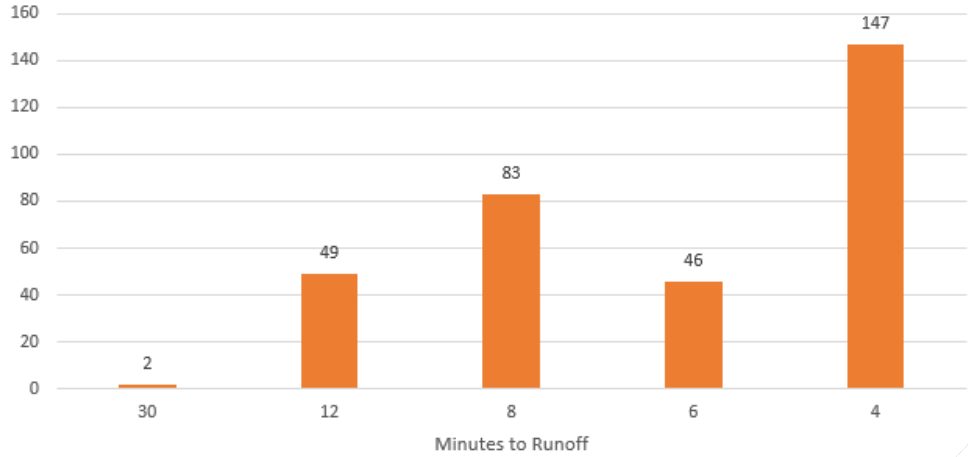
#### Efficiency Recommendations by Type and Customer Count



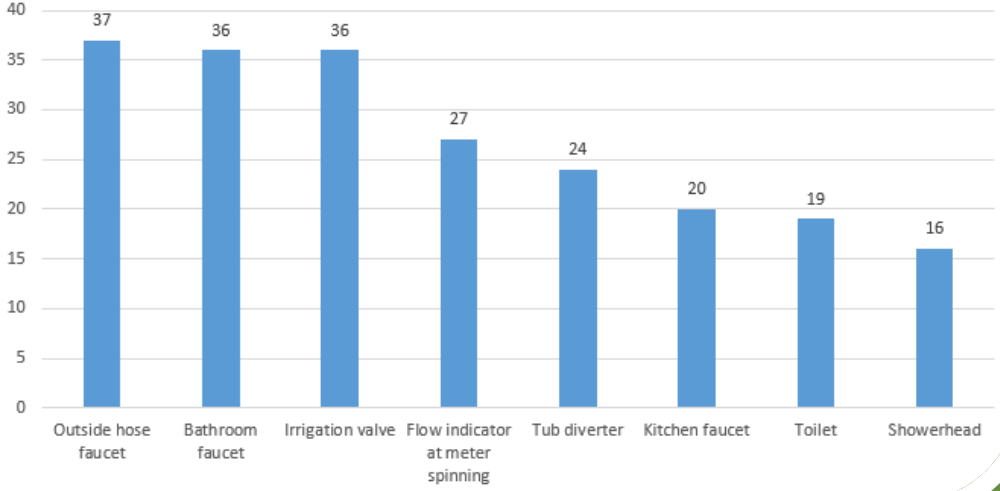
# Initial Program Results - WaterSMART

## Workshop Key Findings

**Valencia Water Company**  
**WaterSMART Workshop**  
**Customer Reported Minutes to Runoff**



**Valencia Water Company**  
**WaterSMART Workshop**  
**Leak Detection (215 Total Leak Detects)**



# Next Steps



# Next Steps

- ▶ Information and Programmatic Updates
- ▶ Expanded Targeted Marketing Efforts
- ▶ Customer Follow-up “Nudging”
- ▶ Additional Workshops (Potential)
  - ▶ Irrigation Check-Ups
  - ▶ Drip Conversion
  - ▶ Lawn Conversion



# Check it out – [watersmartworkshop.com](http://watersmartworkshop.com)

You are invited to test out the WaterSMART  
Workshop at:

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







Valencia Water Company

Matthew S. Dickens  
Resource Conservation Manager  
Valencia Water Company  
mdickens@valenciawater.com



Ken Pollard  
CEO and Co-founder  
Droplet Technologies  
kpollard@droplet.us

**Thank you**