

This presentation premiered at WaterSmart Innovations

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Everyone Flushes:

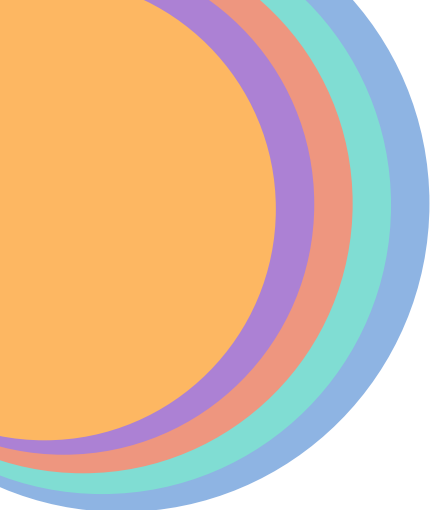
*Providing High-
efficiency Toilet
upgrades to Income
Qualified Residents*

Presented by:
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Water Programs Manager, Resource Central


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CONSERVATION MADE EASY



Presentation Overview

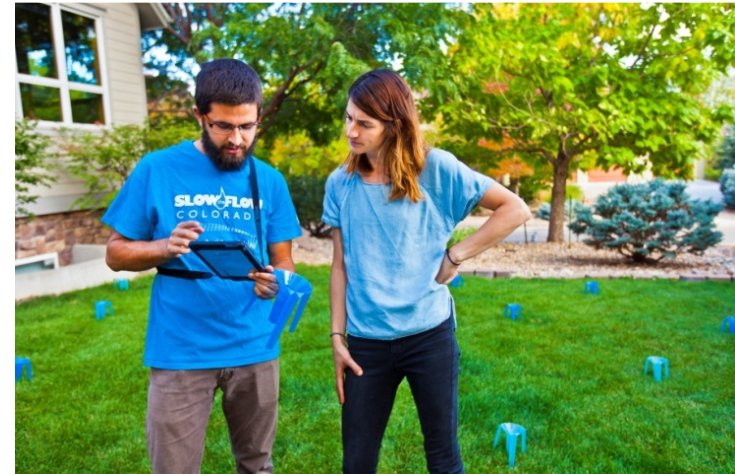
- Resource Central history and overview
- Resource Central's Flush for the Future Program
- Why Income Qualified
- Water and Cost Savings
- Lessons Learned

Resource Central

Our Mission: Putting conservation into action

Our History: 501(c)(3) nonprofit social enterprise; founded in 1976 by a group of citizens concerned about our dependence on non-renewable resources

Program Areas: Waste Diversion, Energy, & Water Conservation





Water Programs

- Program areas: Landscape Change, Turf Removal, Toilet Upgrades, Indoor/Outdoor Audits, Education
- **40** utility partners
- **5,000** customer interactions per year
- **Over 300 million gallons** of expected lifetime savings from 2018 programs



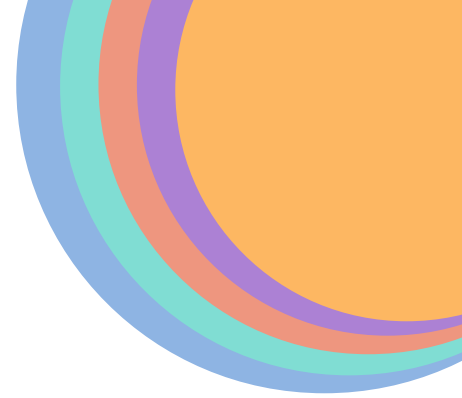
Flush for the Future

Discounted HE Toilets

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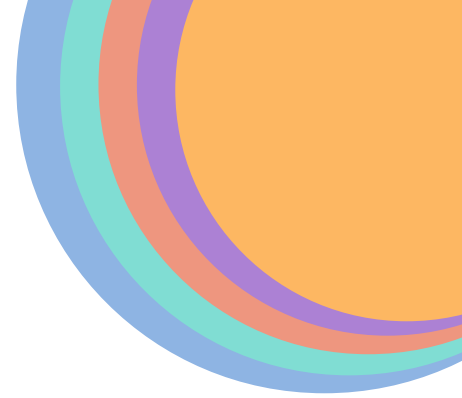
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Flush for the Future Overview

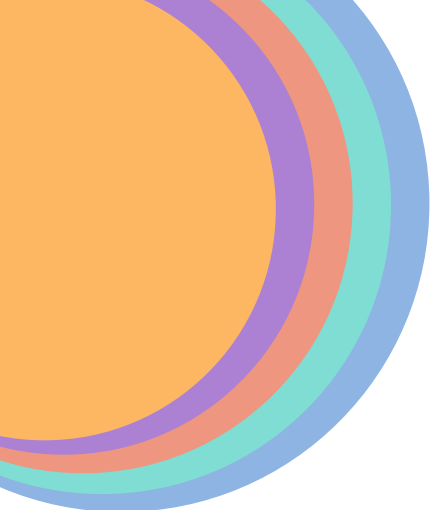


- Two models in one:
 - Cost Share
 - Partially subsidized by the utility
 - Participants have two options to receive the toilet
 - Self-install for \$75
 - Technician install for \$175
 - Income Qualified
 - Utilities cover the entire cost
 - Participants are pre-approved through bill assistance program
 - Includes installation by our technicians

Flush for the Future Overview



- Use Niagara Stealth toilet
 - Only 0.8 gallons per flush!
 - 92% satisfaction rate among our customers
- Customers fill out an application online to ensure eligibility
 - Receive water from a participating utility
 - Have not already participated
 - Replacing a toilet with more than 1.28 GPF
 - Select a size that will fit their bathroom



Flush for the Future: **Impact**

2017 at a glance

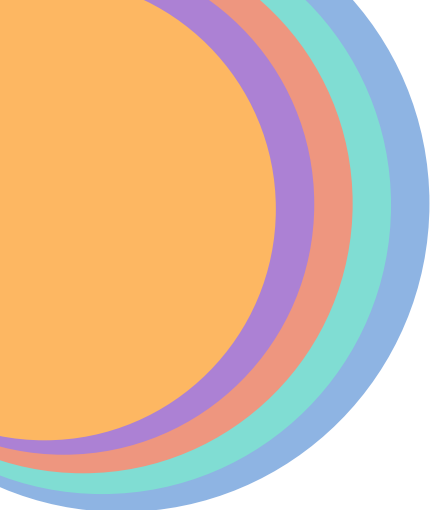
- **774 toilets** distributed in 2017
- Estimated total annual savings of **5.8 million gallons**
- Estimated lifetime savings of **179 million gallons**
- Since 2013, over **2,000 toilets** distributed with lifetime savings of **539 million gallons** of water



Flush for the Future: Why Income Qualified?

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Cities Want to Help Those in Need

- Cities are creating assistance programs to help low income residents
 - This includes water bill assistance
- If a resident qualifies, they can receive bill assistance or free water entirely
- Can save residents hundreds, and even thousands of dollars per year



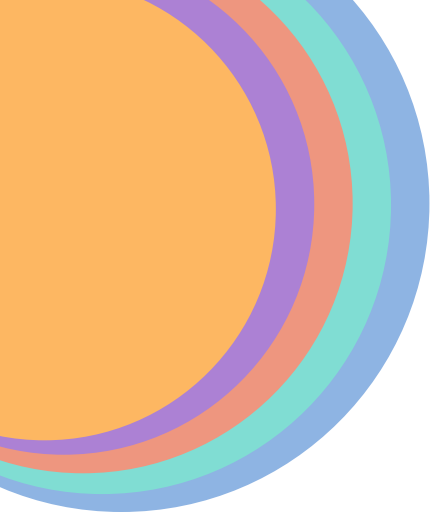
Short-Term Assistance

- Many programs are term limited
- Then, residents go back to paying their full bills
- How to maintain cost savings on water bills after bill assistance ends?



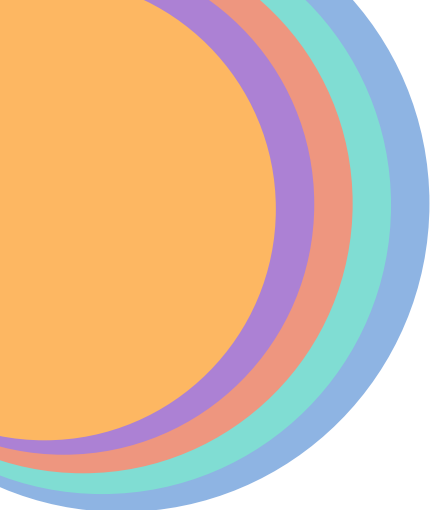
Toilets Are One Answer

- Simple, immediate, and long-lasting water savings with no behavior change necessary
- Estimated savings of **nearly 8,000 gallons** per year (Based on Resource Central statistics)
- Using Thornton's current water rates, that's a savings of over \$1,200 over the life of the toilet
 - Assuming the lowest tier of usage and no rate increase
- Helps to lower costs long after participation in bill assistance program ends, but...



Toilets Aren't Cheap

- The Stealth retails for \$165-\$190
- Installation is additional expense
- Bottom line: toilets are very effective water savers but aren't affordable for everyone.



Flush for the Future to the Rescue

- Simple alternative to rebates
- We provide:
 - All customer service
 - Scheduling and completion of installations
 - Impact tracking
 - Customer satisfaction surveys
 - Recycling of the old toilets
- Saves utilities time, resources, and staff
- Easy for both utilities and customers



IQ Impact to Date

- Began the IQ program in 2015
- Since then, we've installed **290 toilets** in IQ homes in two cities
- Total estimated lifetime savings of **67 million gallons**
- Total estimated **savings of \$363,312** passed on to participants

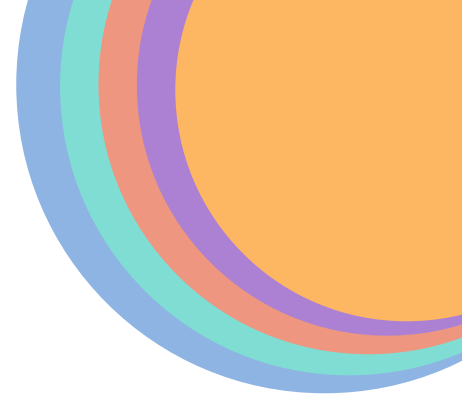


Flush for the Future: Feedback and Lessons Learned

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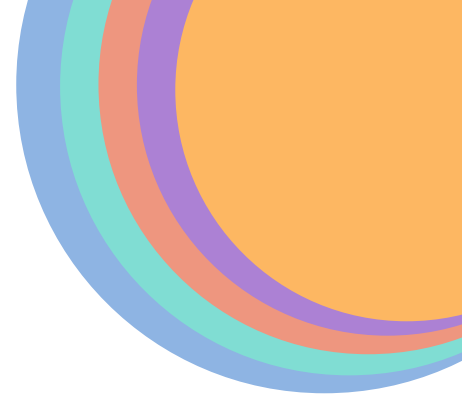
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Customer Survey Feedback



- **93% satisfaction** with the installation and the toilet itself
- **94%** believe the program is a good use of their utility's resources
- **80%** would not have changed their toilet without this program

Customer Quotes



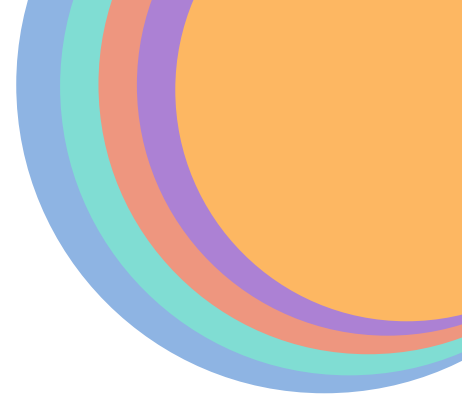
- “I am so happy with it and appreciated them taking the old toilet away.”
- “I would have paid a little, but it would have been a hardship. I would have just tried to fix my old one that ran and didn't fill well.”
- “Very low income - grateful for the opportunity to upgrade to this toilet!”



Lessons Learned

- Pre-existing issues preventing installation
 - Flange is absent or broken (86% of issues)
 - Flooring issue (14% of issues)
- 14% of installations, problem identified immediately and toilet is not removed
- 24% of installations, toilet is removed then a problem is found
 - Often leaves residents with no toilet and expensive repairs

Mitigating Challenges



- Programs available to assist with cost of repairs
 - Even with assistance, repairs can take weeks to complete
- Now a requirement that utility partners have some program available that participants would automatically qualify for
- Working on a plan to develop partnerships with local plumbers and carpenters to provide repairs in more timely manner
- Train our technicians to repair and install flange



Conclusion

- High-efficiency toilet upgrades are a simple and effective way to guarantee water savings and cut costs for low-income residents.
- Without such a program, most residents would not replace their toilet, leaving a lot of water savings on the table.
- Successful toilet installations are not guaranteed so a plan must be in place to quickly fix any underlying issues and ensure the toilet can be installed.

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