

This presentation premiered at WaterSmart Innovations

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Fixing Leaks for Affordability

Eugene Water & Electric Board, OR

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150,000 residents

58,000 water connections



Surface water from McKenzie River



AMI for about 1/3 of water meters. Meters read and billed monthly



Customer Solutions Specialist -

Develop and run water conservation programs

Implement energy conservation programs

Eugene Water & Electric Board, OR

Income-Eligible Leak Repair Assistance Program (IELRAP)

Started program in 2010

after a request from elected board to do more to serve the underserved customers in our community

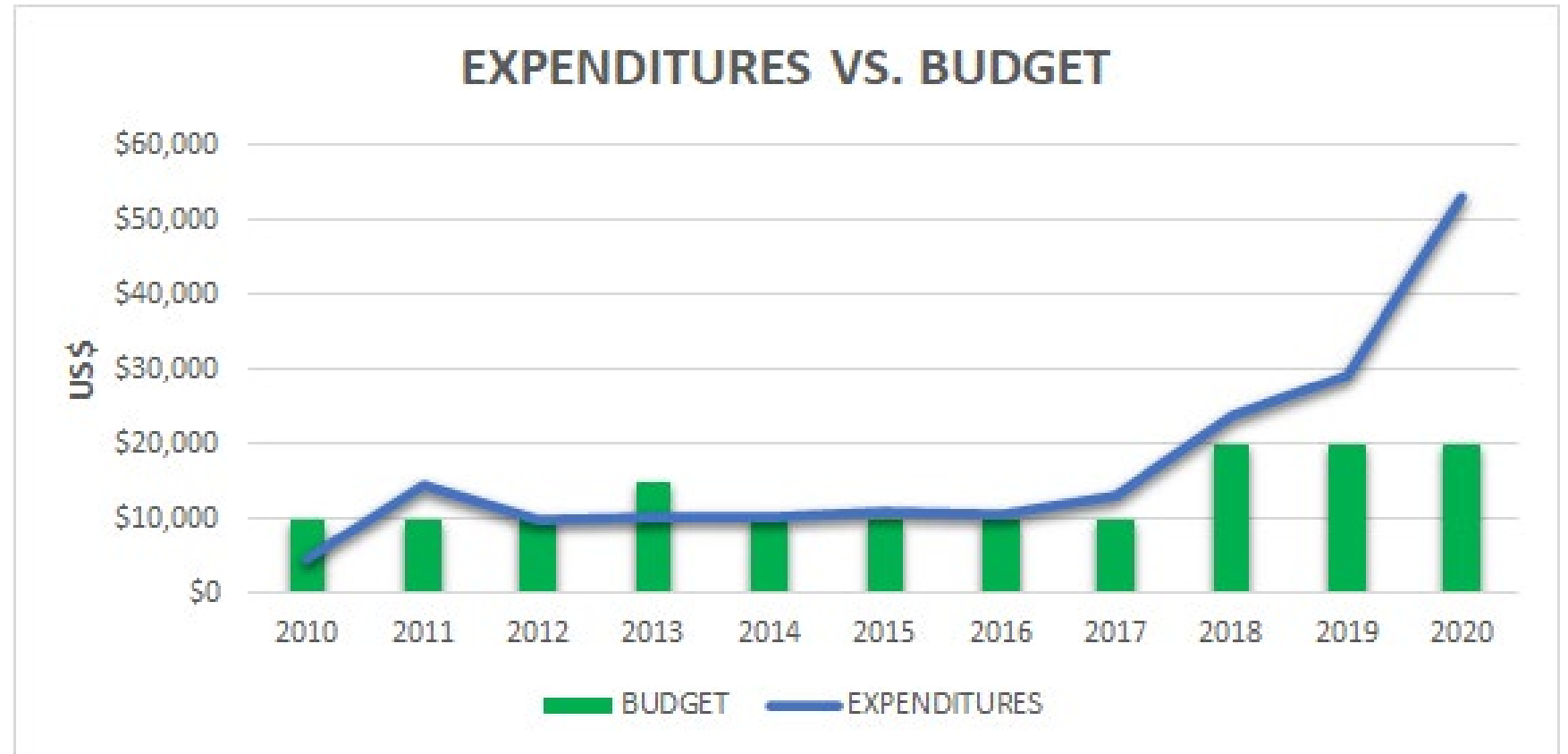
Found \$10,000 in Water Department budget

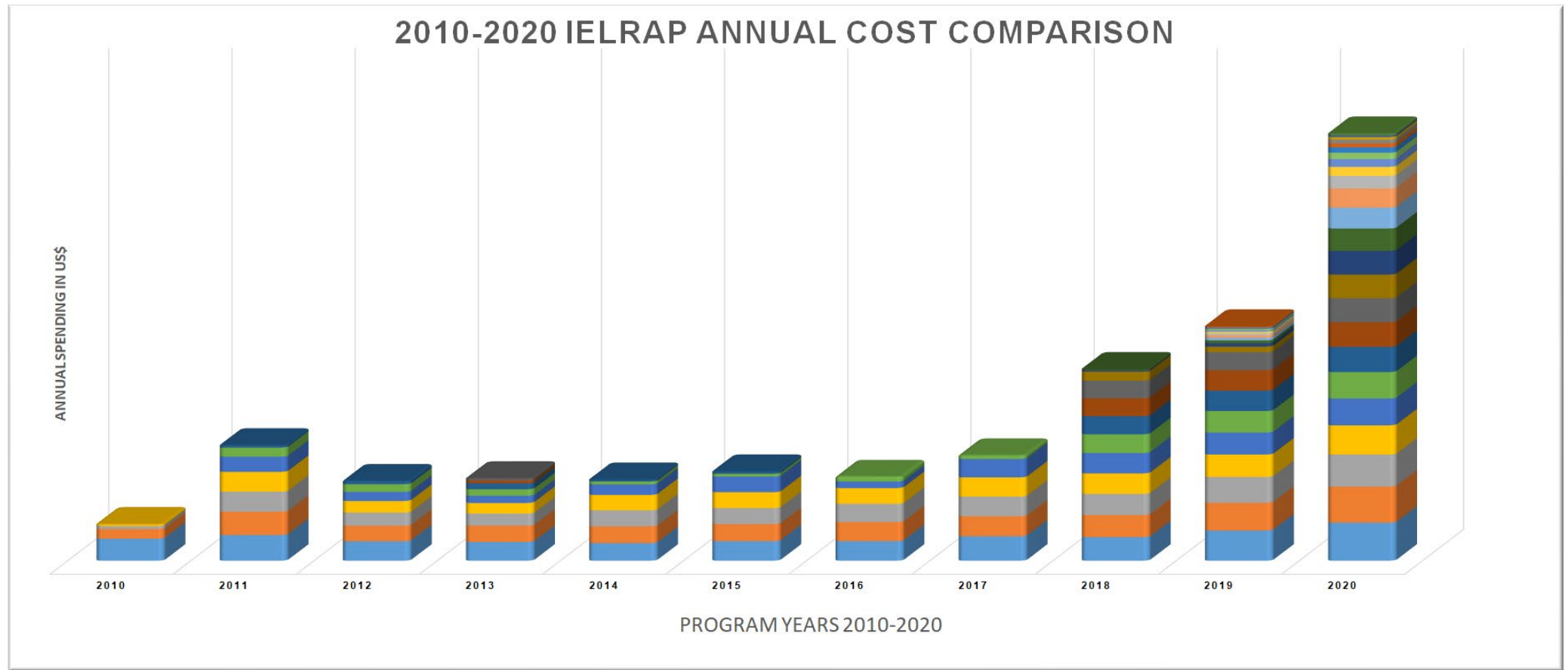
Started with Request for Qualifications from area plumbers after 10 years now any plumber can participate

IELRAP

- Customers at or below 60% Area Median Income qualify; must be owners of home
- Customers apply, go through income eligibility screening with City of Eugene Senior Service and Catholic Community Services, choose plumber to work with
- Program replaces galvanized and black poly service lines.
 - Will make any other minor plumbing repair
 - Replace old toilets
 - Replace leaking water heaters
- Started at \$10,000 in 2010, has increased to \$20,000
- 20 or more customers served each year. Have been able to serve all customers who qualify
- Loan program for non- LI customers

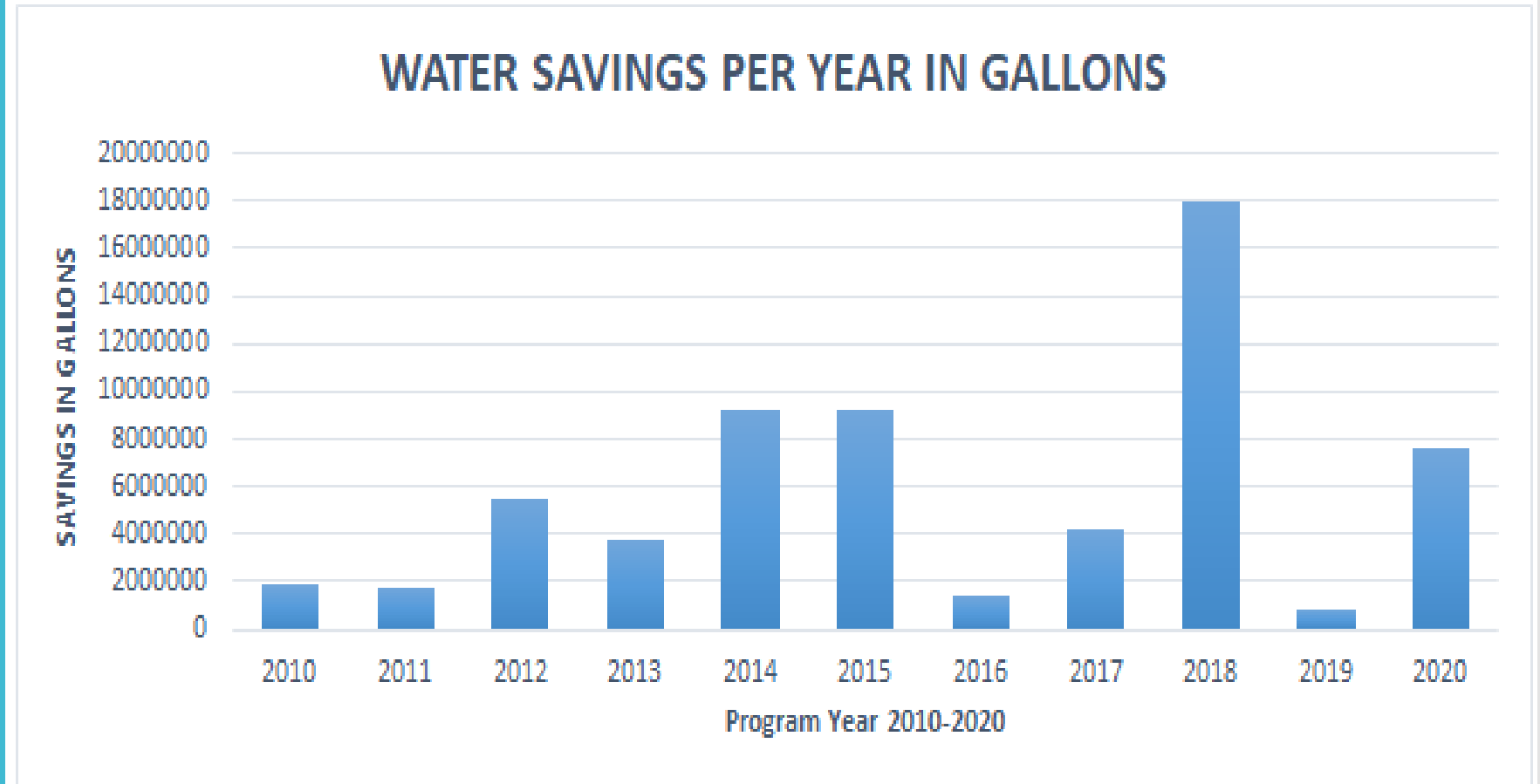
Income - Eligible Leak Repair Assistance Program





Income -Eligible Leak Repair Assistance Program

Water Savings: Income - Eligible Leak Repair Assistance Program





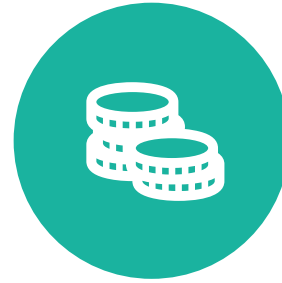
THE NUMBERS



63,582,444 gallons or
63,582 kgal



Saved customers
\$89,651



Costs \$2.12 per kgal
saved

Income-Eligible Leak Repair Assistance Program

Up next:
Income -
Eligible
Leak Repair
Assistance
Program

Up next

- Implementing procedure to credit customers for lost water
- Currently we adjust their bill to the lowest cost tier
- LI-qualified customers may receive full credit for water loss

Leak Free Sacramento: Water Efficiency Program for Disadvantaged Communities

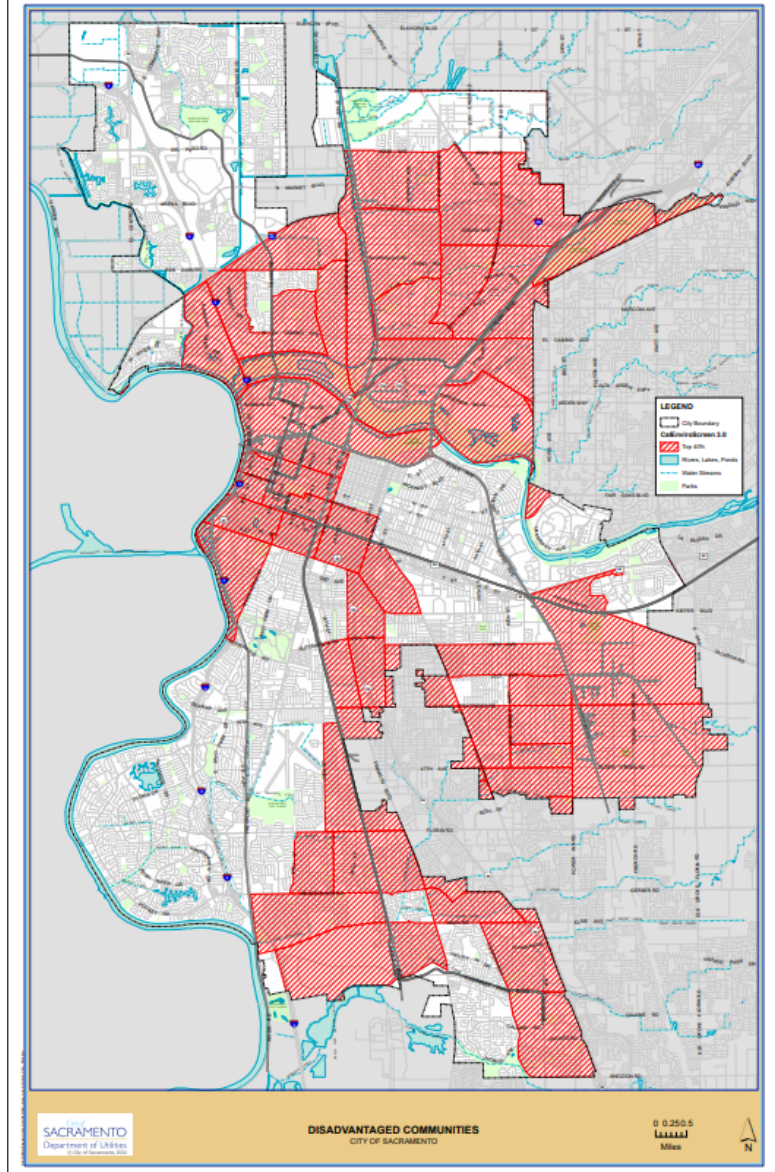
Lance Eicher, Water Conservation Specialist



City of Sacramento, CA

- 141,435 service connections
- 52% of area is Disadvantaged Community or DAC (top 40% Cal Enviro Score).
- Water sources: American and Sacramento Rivers (85%), plus groundwater (15%)
- 98% metered

City of
SACRAMENTO
Department of Utilities



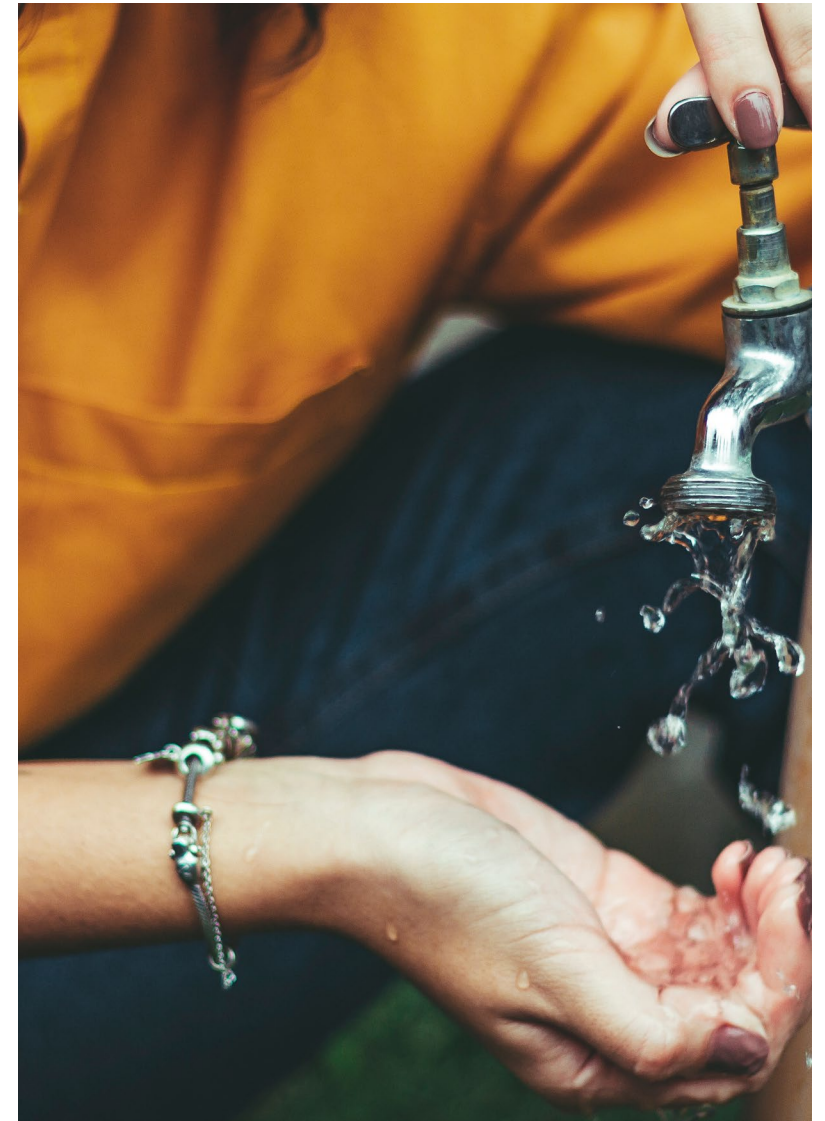
How Leak Free Started:

Grant funded through a \$2.5 million Water and Energy grant from the CA Department of Water Resources

Rolled out in September 2016 and ended in September 2017
297 customers received the service

Average repair cost per customer was \$1,729

Cumulative water savings of 16,340,904 gallons



The Leak Free Relaunch

- Relunched in March 2018 as part of "Fix a Leak" Month.
- Expanded to top 40% Disadvantaged Communities
- Promoted via Newsletters, social media and leak investigation referrals.
- Initially: \$30,000 budget
- Now: Over \$350,000, for multiple years



City of
SACRAMENTO
Department of Utilities



**SIGN UPS START
MARCH 18, 2019**

NO COST | DIRECT INSTALL | LEAK REPAIR

ATTENTION HOMEOWNER

LEAK FREE SACRAMENTO MAY BE FOR YOU

SINGLE FAMILY RESIDENTIAL
CUSTOMERS IN QUALIFIED
CITY OF SACRAMENTO
NEIGHBORHOODS

YOU MAY BE ELIGIBLE FOR

1 FREE CONTRACTOR HOUSE
CALL TO REPAIR
INDOOR & OUTDOOR LEAKS

CONTACT US

(916) 808-5605

leakfree@cityofsacramento.org

www.sacwaterwise.com

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Demand for the Program

- 339 applications received since relaunch, 144 rejected
- Prioritized by leak size, financial impact and safety/potential for damage.
- 34% denied—not in DAC
- 64% denied—no leak
- 75 projects completed between March 2018 and October 1, 2021.



Repair Information

Leak sizes from 5 gph–1933 gph

Average repair cost per customer is \$2,533

Over \$190,000 spent to date; initial budget of \$30,000

Projected savings: 96.5 Million Gallons annually,
\$188,000 for rate payers.



Lessons Learned

- Equitable approach—adding low-income customers from non-DAC areas
- Increasing the cap on repair amount per customer—increased it to \$7,000 (from max. \$4,000)
- Allowing wider range of projects—e.g. foundation slab and service line replacement via trenchless boring. Efficiency upgrades.
- Need for better data tracking and collection

SACRAMENTO UTILITY RATE ASSISTANCE



Next Steps

- Use AMI and GIS to target long running leaks in the DAC for Leak Free.
- Hire additional contractors— 2 Plumbers and at least 1 Irrigation tech
- Working to find balance in prioritization between oldest on list and largest leak size.
- Provide residents with low/no cost financing for leak repairs.



Portland Water Bureau

- Drinking water provider for Portland, OR and 19 local wholesalers
- We serve about 1 million people per day (186,800 retail connections)
- Quarterly meter reads
- Two sources of water – Bull Run Watershed & Columbia South Shore Well Field
- Daily demand averages from 80 – 130 MGD

About the Water Leak Repair Program

We provide free leak repair and inefficient fixture replacement for owner-occupied homeowners living with low incomes in the Portland Water Bureau service area

We fix indoor and outdoor **drinking** water leaks

Sewer leaks are not funded at this time

Repairs are typically capped at \$5,000 per customer

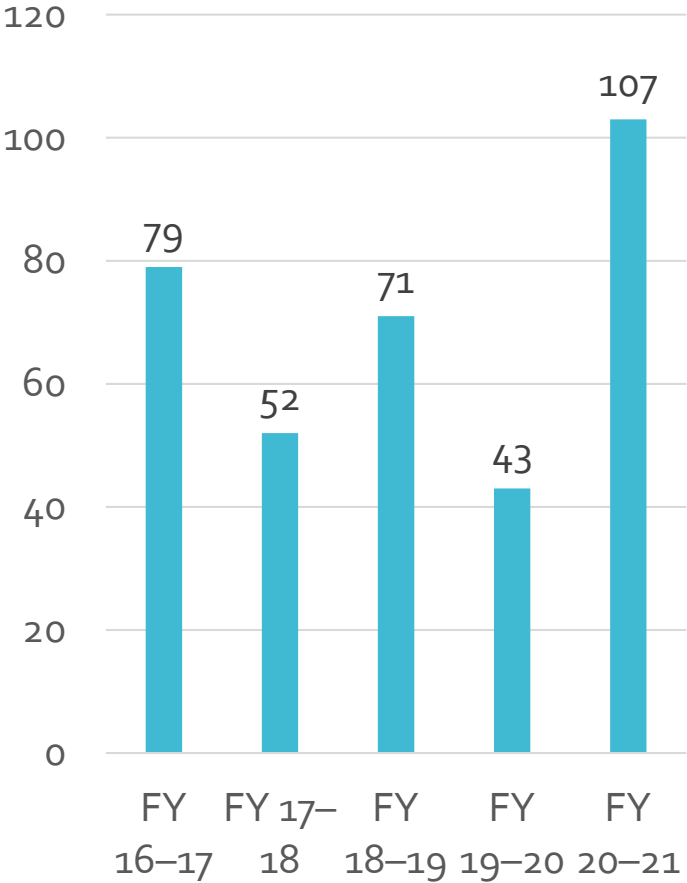
How it works

- Program was started in 1998 as a partnership with Multnomah County
- In 2020, two new community partners were brought on: African American Alliance for Homeownership and Community Energy Project
- Repairs are coordinated by partners, completed by local plumbers, and funded by Portland Water Bureau
- Current program funding: \$250,000/year

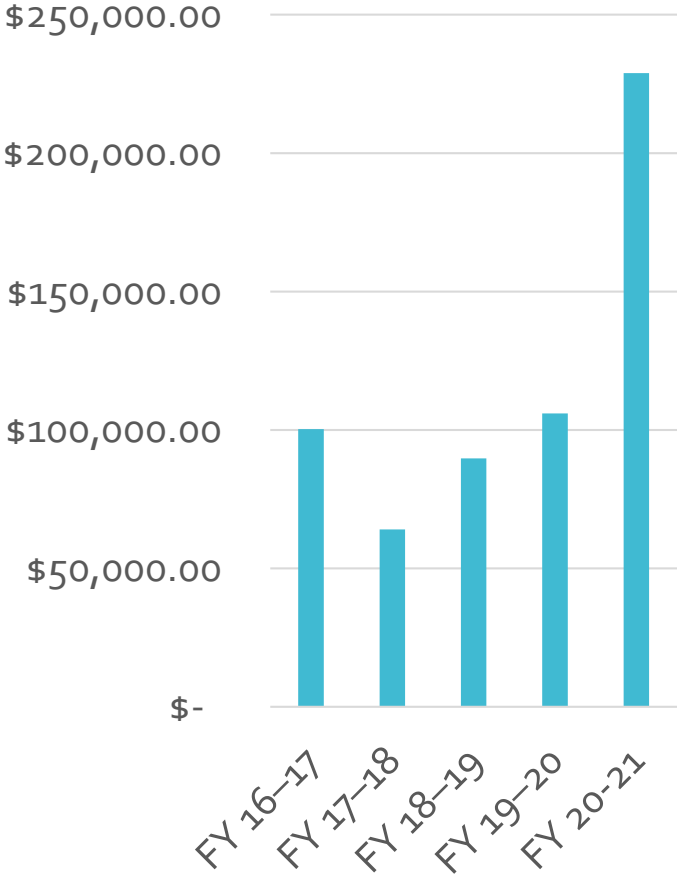


By the Numbers

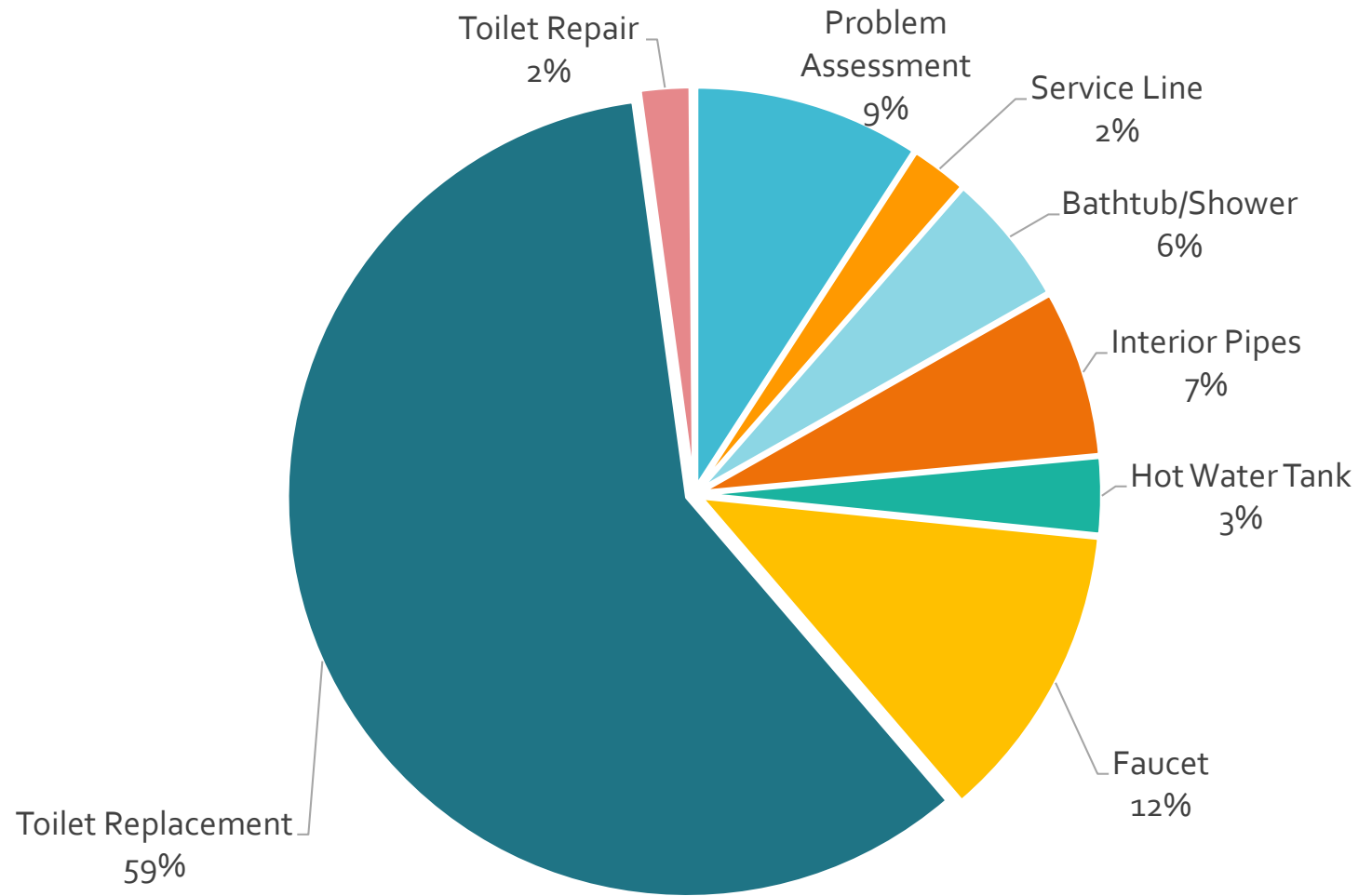
Customers Served by Fiscal Year



Program Repair Cost Per Fiscal Year



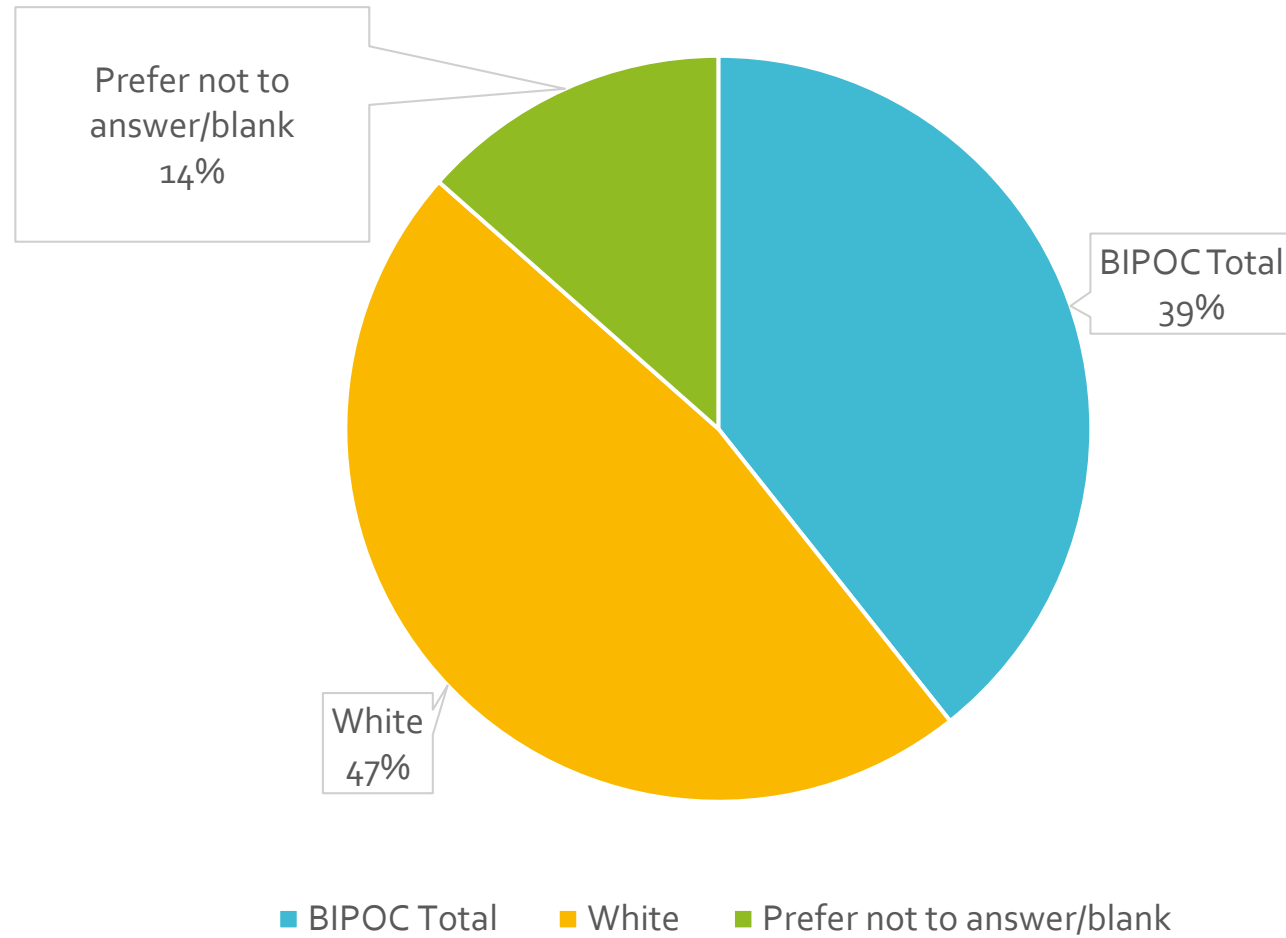
Repair Type Summary



Program Demographics

Fiscal year 20–21

Racial Identity Summary (Percentage)



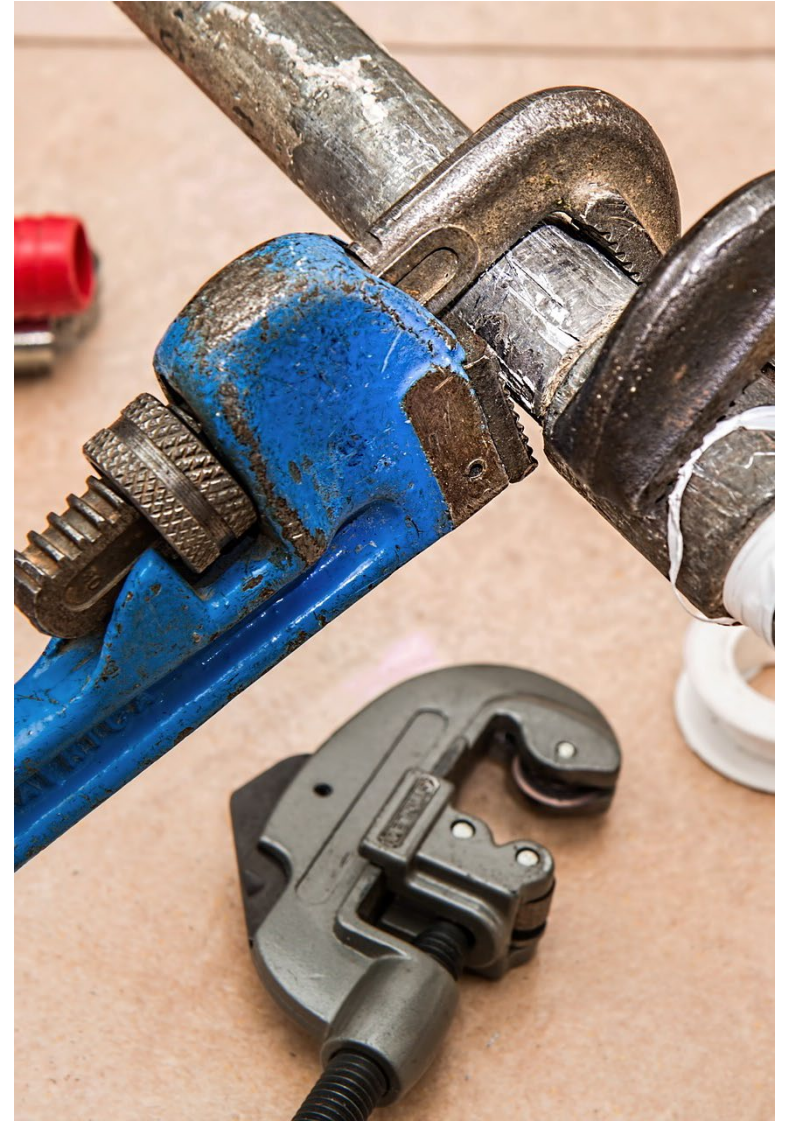
Intentional Partnerships

Community partner organizations were selected through a grant process because of their reputation in our community and ability to weave together resources to benefit customers



Partnership in Action

- Applicants apply through Portland Water Bureau **or are referred by partners.**
- Partners invest in building relationships
- Plumber coordination
- Shared customer follow-up
- Referral to complementary services



Building Equity

- **Equity Matrix** used in repair prioritization
- **Language access** – application & program information available in 5 languages
- **Accessibility** – tested & remediated our application for assistive technology accessibility
- **Intentional partnership** – African American Alliance for Homeownership
- **Transparency** – invoices shared with customers, customer-facing waitlist spreadsheet with prioritization information

Next steps: Water Leak Repair Program

- Work across City departments to address large repairs and deferred maintenance issues in communities facing gentrification
- Work to fund sewer repairs in future years
- Expand language access
- Streamline customer service support

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Income-eligible Leak Repair Assistance

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Thank
you!