



Water Efficiency Programs for Disadvantaged Communities



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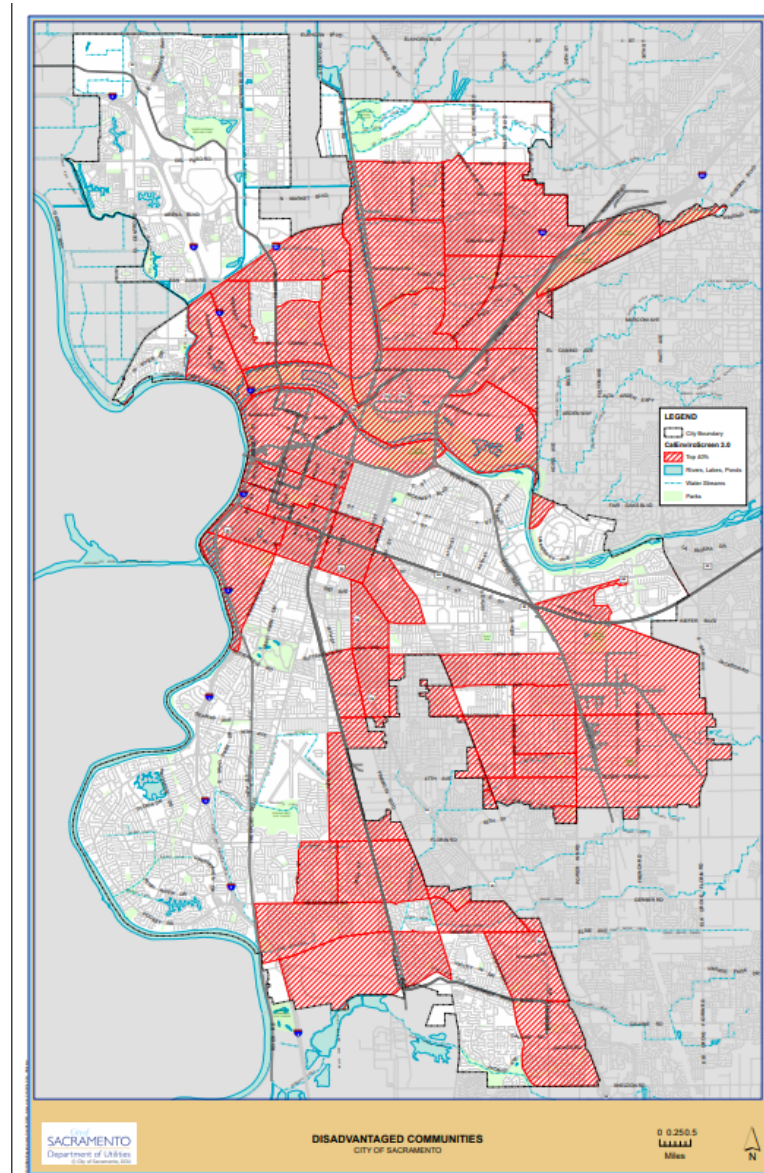
Presentation Overview

- Leak Free Sacramento Program- history, guidelines, recent program changes and activity
- RE-DO THE LOO- multi-family rebate



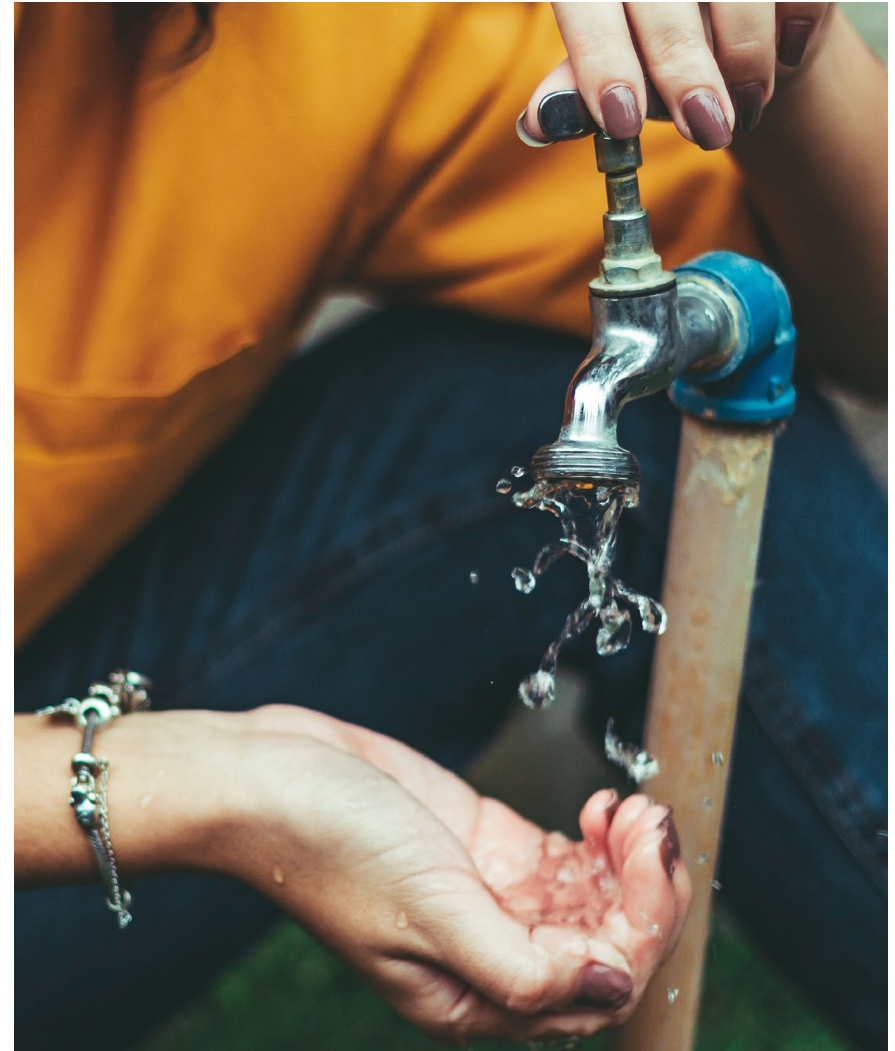
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- 141,435 Service Connections
- 52% of area is DAC (top 40% Cal Enviro Score)
- Water sources- American and Sacramento Rivers (85%) plus groundwater (15%)
- 98% metered, 100% AMI
- Fully metered before 2022



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





Program Details- 2016-17

- No cost direct install leak repair program
- Indoor and outdoor leaks
- Eligible for single family residential customers
- Targeted Top 25% of the Disadvantaged Communities
- 18,437 letters and postcards sent
- 685 calls received





The Leak Free Relaunch



**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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- Relunched in March 2018
- March is 'Fix A Leak' Month
- Expanded to top 40% Disadvantaged Communities
- Newsletter, Social media platform and leak investigation referrals, leak letters
- Initially: \$30,000 budget
- Now: \$350,000, over multiple years

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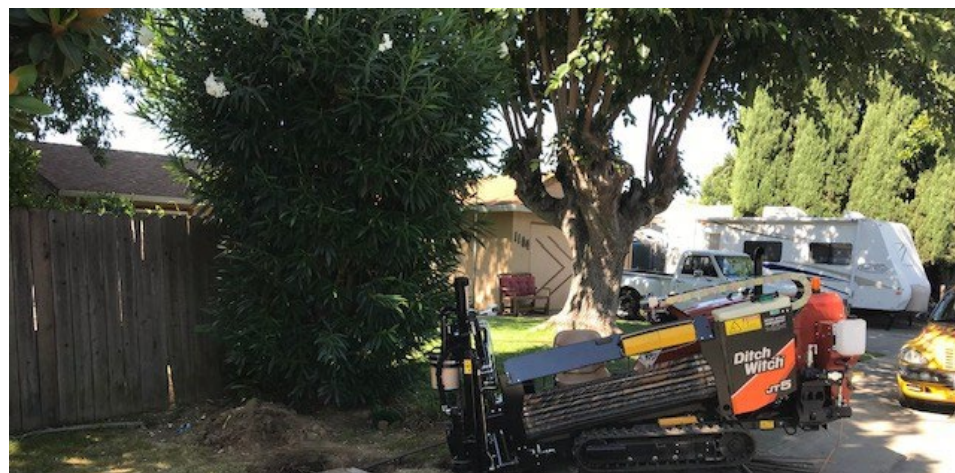
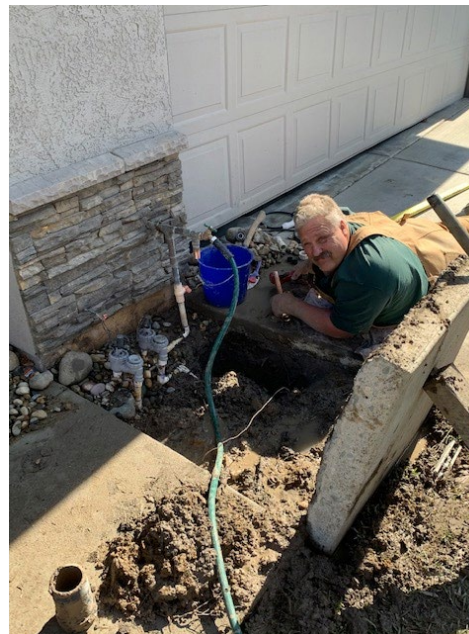
Demand for the Program

- 239 applications received since relaunch, 144 rejected
- Prioritized based on leak size
- 34% denied- not in DAC
- 64% denied- no leak
- 42 Projects completed between March 2018 and August 31, 2020.

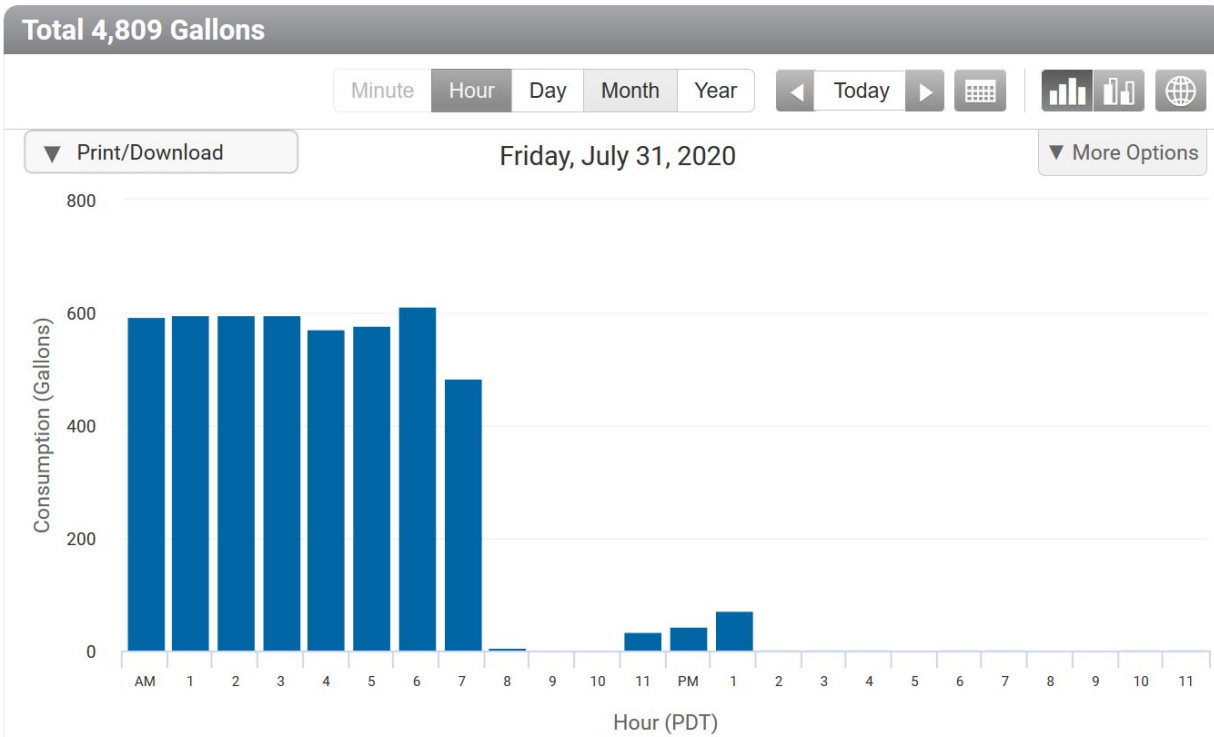


Repair Information

- Leak sizes from 7gph – 600 gph
- Average repair cost per customer is \$2,042
- Over \$80,000 spent to date- initial budget of \$30,000
- Projected savings – 41 Million Gallons annually



600 gph at La Almendra!



La Almendra- the leak grows quickly!



Total 237,570 Gallons

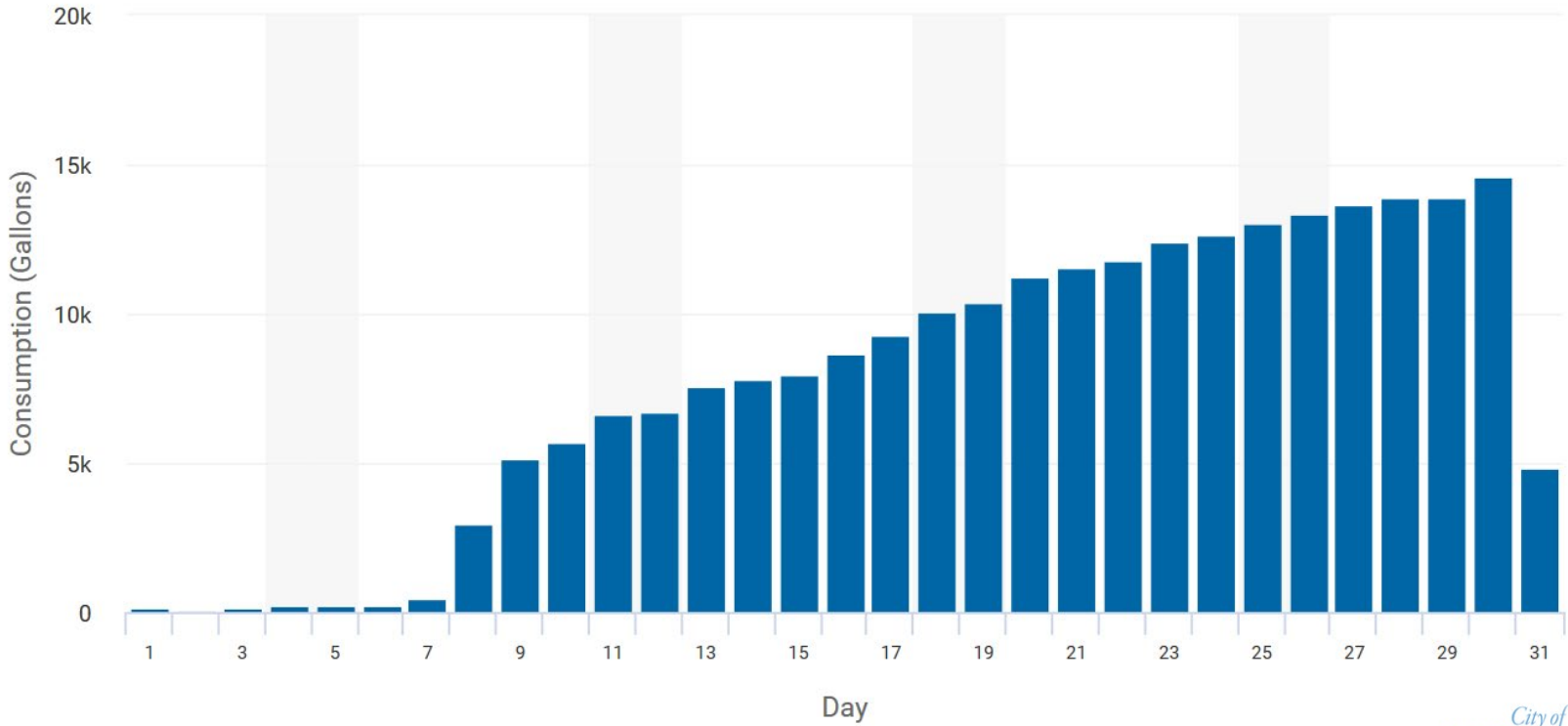
Minute Hour Day Month Year



Print/Download

Daily for July 2020

More Options



Lessons Learned

SACRAMENTO UTILITY RATE ASSISTANCE



SAVE MONEY
on your utility bill

- 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
- Need for better data tracking and collection

Testimonials

“Thank you for helping restart a program that has made a huge difference in my life in a short time.”

“Everyone involved with leak free has been such a blessing to me and at such a critical time. Thank You again.”





RE-DO THE LOO



- \$250 rebate for multi-family properties (3+ units) to replace older, pre 1992 toilets with Premium HETs. *Labor is included*
- *Budget: \$150,000 budget for the program (600 toilets at \$250 each)*
- *3 properties have participated to date since program launch in March 2020, replacing 163 toilets- 27% of budget*
- *9 applications to date*
- *Visit our website for more details:*
<https://www.cityofsacramento.org/Utilities/Water/Conservation/Businesses/Business-Rebates/ReDo-The-Loo>

The Challenge of COVID



Delays in getting RFPs sent out, proposals reviewed, vendors selected

Leak Free program has primarily focused on outdoor leaks, primarily customer main line leaks

RE-DO THE LOO- delayed participation





Next Steps

- Use AMI and GIS to target long running leaks in the DAC for Leak Free
- RE-DO THE LOO: use GIS data to target older multi-family properties
- Hire additional contractors— 2 Plumbers and at least 1 Irrigation tech
- Working to find balance between oldest on list and largest
- Change DAC %?



Questions?



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