

City of Bend Utilities Public Advisory Group



CITY OF BEND

Location: Zoom Meeting

Date: Wednesday, December 7, 2022

Time: 11am-12:30pm

City Team: Lori Faha, City of Bend Environmental Resources Manager
Dan Denning, City of Bend Water Conservation Program Manager
Elisabeth O’Keefe, City of Bend Stormwater Program Manager
Aubrie Koenig, Consor Strategic Planning & Communications Facilitator

Meeting Summary

Purpose: Introduce purpose and goals, build shared expectations, and introduce future meeting topics.

1. Welcome & Introductions

- a. Lori Faha welcomed new and returning members and described the purpose of the Utilities Public Advisory Group (UPAG). She led a round of introductions for the City team and noted how staff plan to engage the UPAG to inform the City’s work with water, including conservation and stormwater.
- b. UPAG members briefly introduced themselves and their interest and background in water-related topics.
- c. Aubrie Koenig highlighted the planned format and timing for upcoming UPAG meetings, which are scheduled for the first Wednesday of the month through 2023. She noted future UPAG meeting materials and resources will be posted to the City website at bendoregon.gov/UPAG.

2. Water Conservation

- a. Dan Denning shared background information about the City’s water conservation program and described the types of input staff will be seeking from the UPAG.
 - i. Dan summarized the City’s goals for water conservation based on the latest Water Management and Conservation Plan. The City will be able to save about

\$21 million by delaying the need for three new wells and a reservoir if the demand reduction goals are met.



CITY OF BEND

- ii. Dan highlighted data about Bend’s water use and described the core programs and new efforts underway to help reduce demands. This includes an ongoing focus on outdoor (landscape) water use efficiency across all customer categories, which accounts for about 60 percent of water consumed in the City of Bend.
- iii. Dan gave an overview of new conservation measures being implemented, including planned code standard updates and rebate incentives to help improve water efficiency with different customer groups.

3. Stormwater Management

- a. Lori shared background information on the City’s stormwater management program and highlighted types of feedback staff will be asking the UPAG for in 2023.
 - i. Lori gave a brief overview of how the City’s stormwater system operates, including the use of dry wells and drill holes to help manage runoff and maintain water quality.
 - ii. Lori noted upcoming regulatory milestones and related City planning updates, including steps to comply with two stormwater permits.

4. Questions and Feedback

- a. The City team invited comments and questions from the UPAG (paraphrased below).
 - i. *Is there a plan to hold any UPAG meetings in person?* The City team is considering options for an in-person meeting and/or tour in Spring 2023.
 - ii. *How does information about top water users fit into the conservation program?* The City has invested in data collection to help guide priorities for the water conservation program. Outdoor water use is a key focus because it makes up about 60 percent of total water use all year.
 - iii. *How are other water providers engaged in water conservation?* Along with the City, Avion Water Company and Roats Water System also provide service to customers within Bend’s urban growth boundary. Water conservation is a state requirement for water providers, but there are differences in how water providers implement their programs.
 - iv. *Are there particular areas where the City is looking for UPAG input?* The goal is to come to each meeting with a few focus questions for the UPAG to provide input on. The meeting topics will generally be geared toward water conservation early in 2023 and shift to stormwater management later in the year.



CITY OF BEND

- v. *When the UPAG is providing input on the City's stormwater master planning efforts, it would be helpful to hear about broader initiatives and policy changes such as House Bill 201.*

5. Closing

- a. Aubrie provided a reminder about the January 2023 UPAG meeting and bendoregon.gov/UPAG webpage. She also provided a brief tutorial of the digital whiteboard that will be used to collect additional feedback from UPAG members.
- b. The City team thanked the UPAG for their time and adjourned the meeting.



Accessible Meeting Information

This meeting/event location is accessible. Sign language interpreter service, assistive listening devices, materials in alternate format such as Braille, large print, electronic formats, or any other accommodations are available upon advance request. Please contact Lori Faha at lfaha@bendoregon.gov or (541) 317-3025; Relay Users Dial 7-1-1. Providing, at least, 3 days' notice prior to the event will help ensure availability.



CITY OF BEND

Utilities Public Advisory Group

Lori Faha, P.E., Environmental Resources Manager | Dan Denning,
Water Conservation Program Manager | Aubrie Koenig, Consor

December 7, 2022 | 11 am – 12:30 pm | Zoom Meeting

Purpose & Agenda

Introduce purpose and goals, build shared expectations, and introduce future topics.

1. Introduction
2. Group Overview
3. Water Efficiency Topic
4. Stormwater Management Topic
5. Discussion and Feedback
6. Closing



Utilities Public Advisory Group Introductions

UPAG Role: Advise Utilities Department staff on water-related topics.



- Briefly introduce yourself (name and organization)
- Let us know: What are your goals and interest in the Utilities Public Advisory Group?

UPAG Overview

Logistics

- Timing: 1st Wednesday monthly
11am-12:30pm through 2023
- Topics: water-related programs and policies, starting with conservation and stormwater
- Format: primarily Zoom meetings

Resources

- Draft Meeting Roadmap
- Draft Roles and Responsibilities



City of Bend
Utilities Public Advisory Group
Roles and Responsibilities

Background

The City of Bend Utilities Department convened the Utilities Public Advisory Group (UPAG) to advise Department staff on water-related topics. The Department provides water service, wastewater collection and treatment, and stormwater management for residents, businesses, and visitors. The UPAG is a standing advisory group whose members represent a cross-section of professional and community expertise in water. The Department values this engagement with community stakeholders to inform water-related policies and programs.

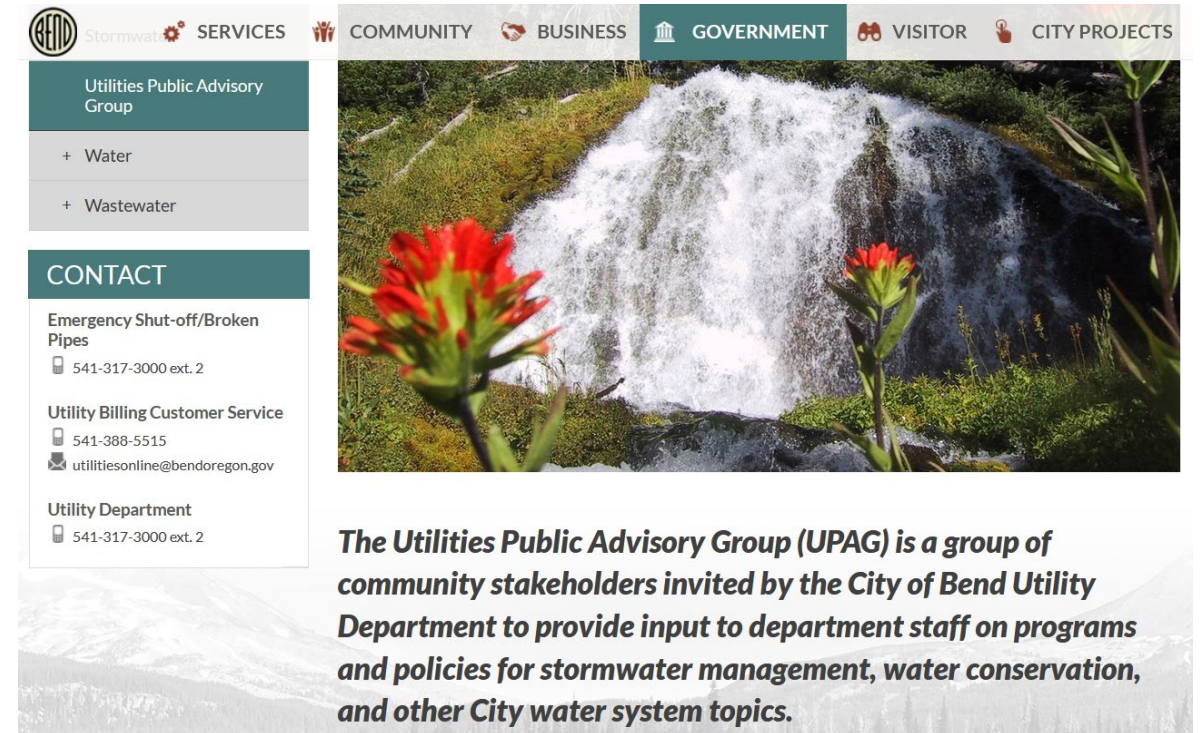
UPAG Communication

Group Email

- Meeting reminders/follow up

UPAG Webpage

- Meeting materials (agendas w/ call information and recordings and/or summaries)



stormwater SERVICES COMMUNITY BUSINESS GOVERNMENT VISITOR CITY PROJECTS

Utilities Public Advisory Group

- + Water
- + Wastewater

CONTACT

Emergency Shut-off/Broken Pipes
541-317-3000 ext. 2

Utility Billing Customer Service
541-388-5515
utilitiesonline@bendoregon.gov

Utility Department
541-317-3000 ext. 2

The Utilities Public Advisory Group (UPAG) is a group of community stakeholders invited by the City of Bend Utility Department to provide input to department staff on programs and policies for stormwater management, water conservation, and other City water system topics.

bendoregon.gov/UPAG

WATER CONSERVATION

Water Conservation Overview

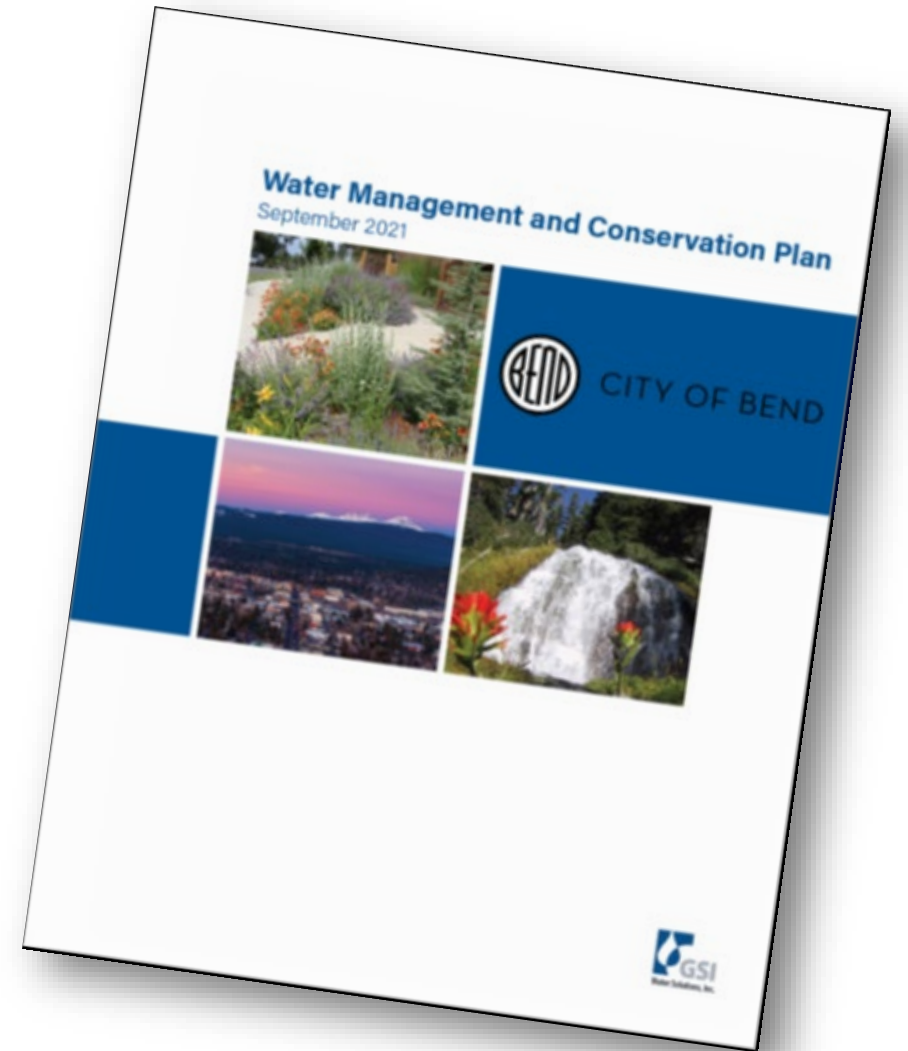
Objectives: Meet the projected demand reduction goal of 7,939 MG by 2040. Meeting this reduction will satisfy the directive listed in our WMCP and offset the need for additional infrastructure.

Reductions will be met through three key areas of conservation:

- Updates to Codes and Standards in private development
- Enforcement of Water Waste Regulations
- Addition of rebates and incentives for water efficient devices

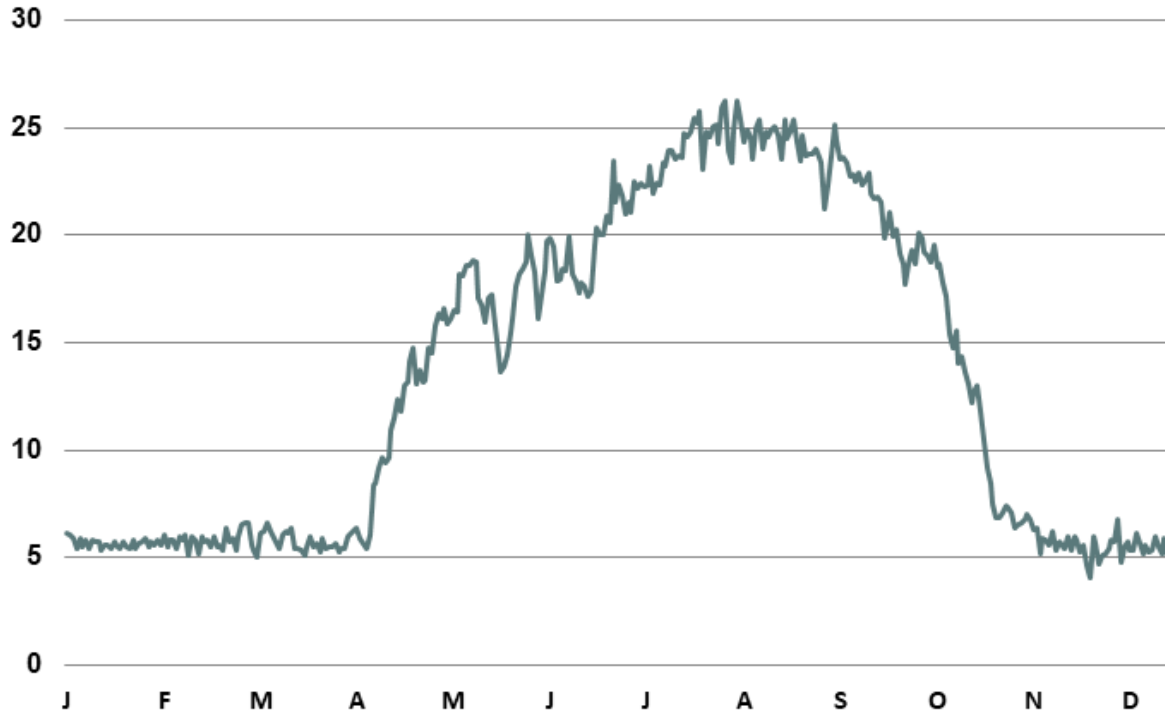
Water Management & Conservation Plan

- State-approved in 2021
- Prioritized 11 cost-effective water efficiency measures and related incentives
- Identified potential changes to better align existing codes/standards across the City
- Implementing these changes could save \$21M by delaying need for three new wells and a reservoir
- Prior to making updates, sought advice from ECC



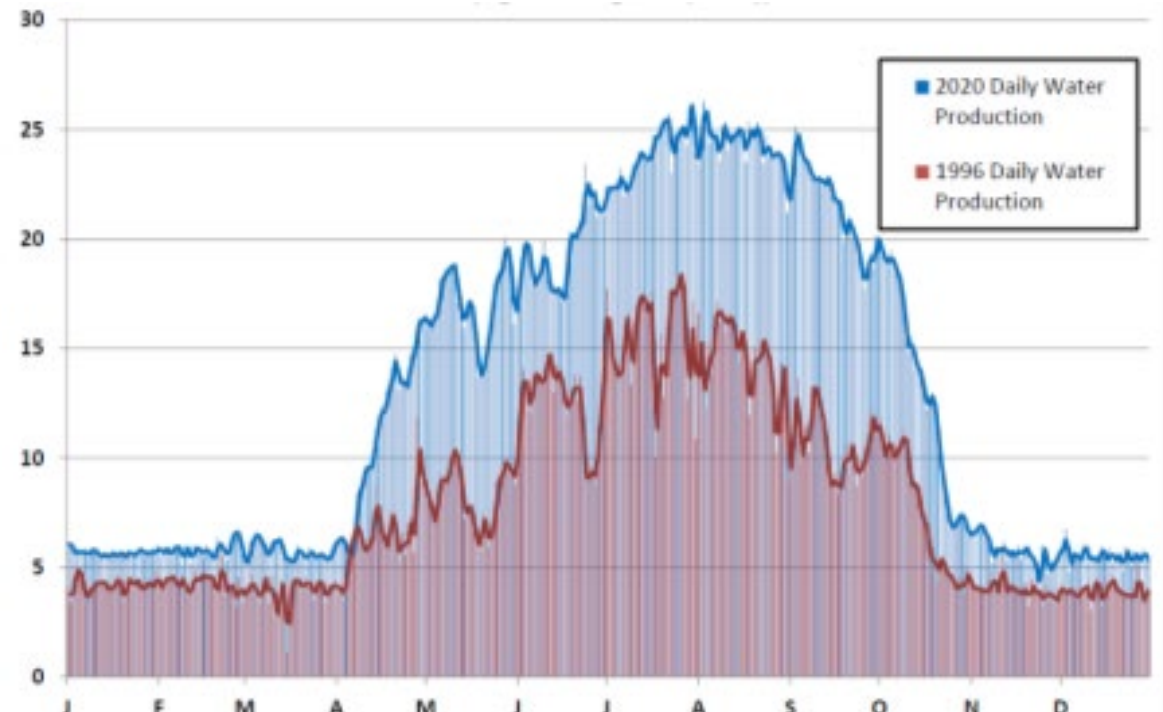
How Bend Uses Water: Outdoor a Key Focus

2020 Total Daily Water Production with surface water production (MGD)

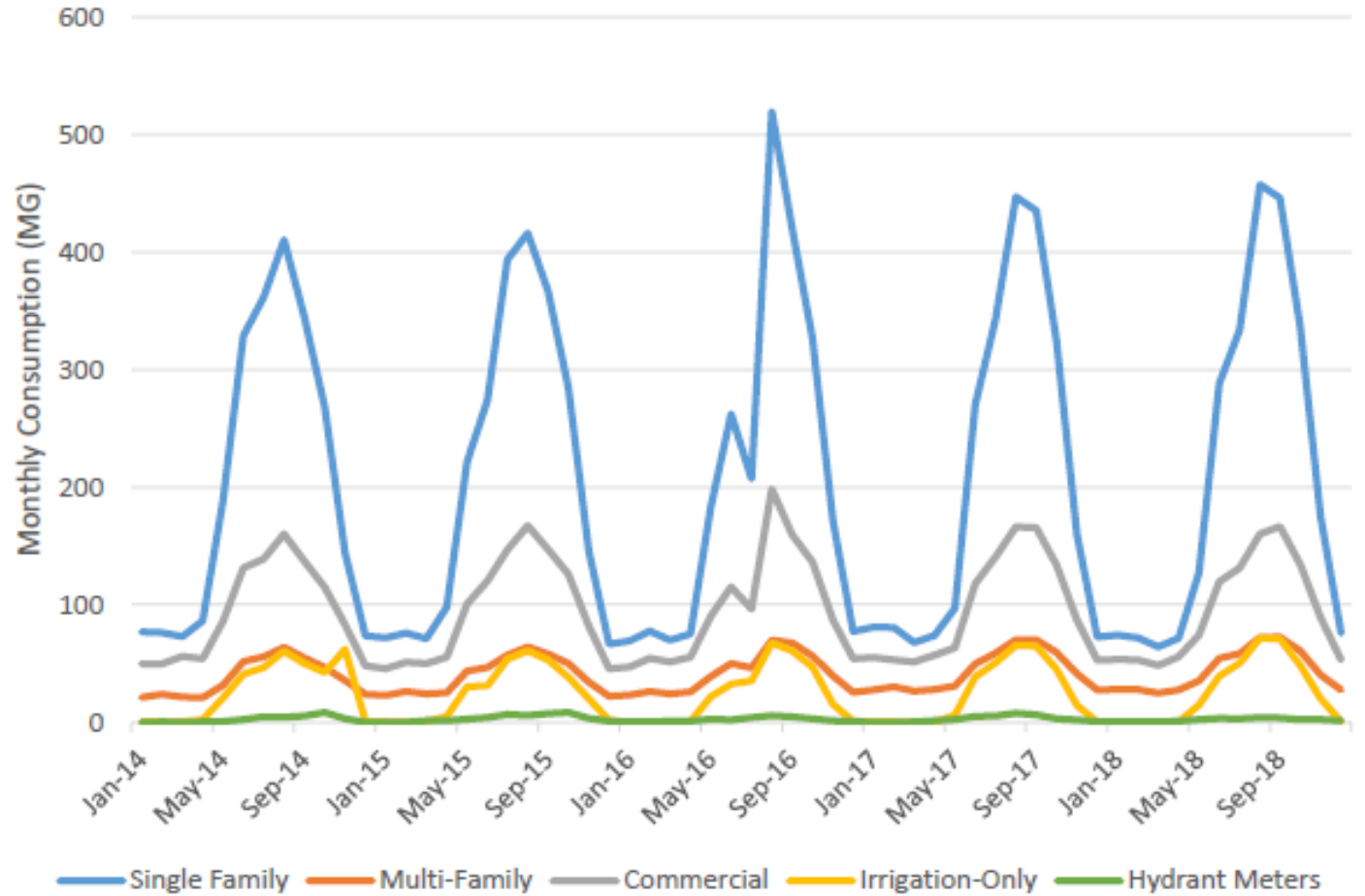
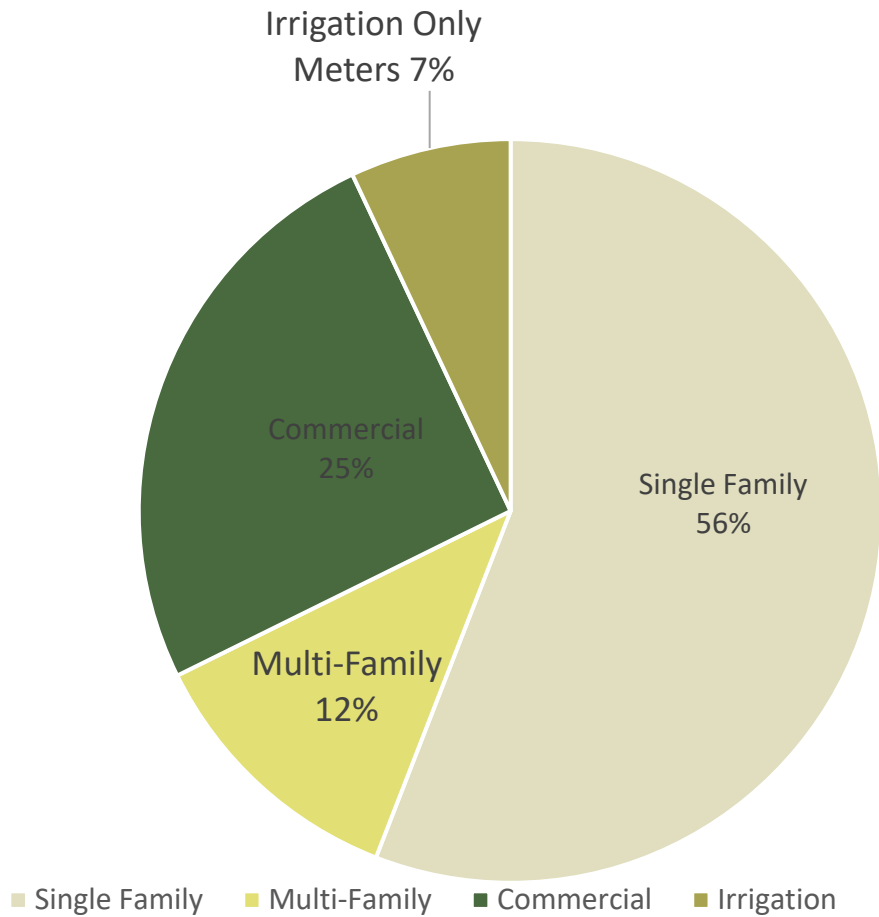


— Daily Total Water Production

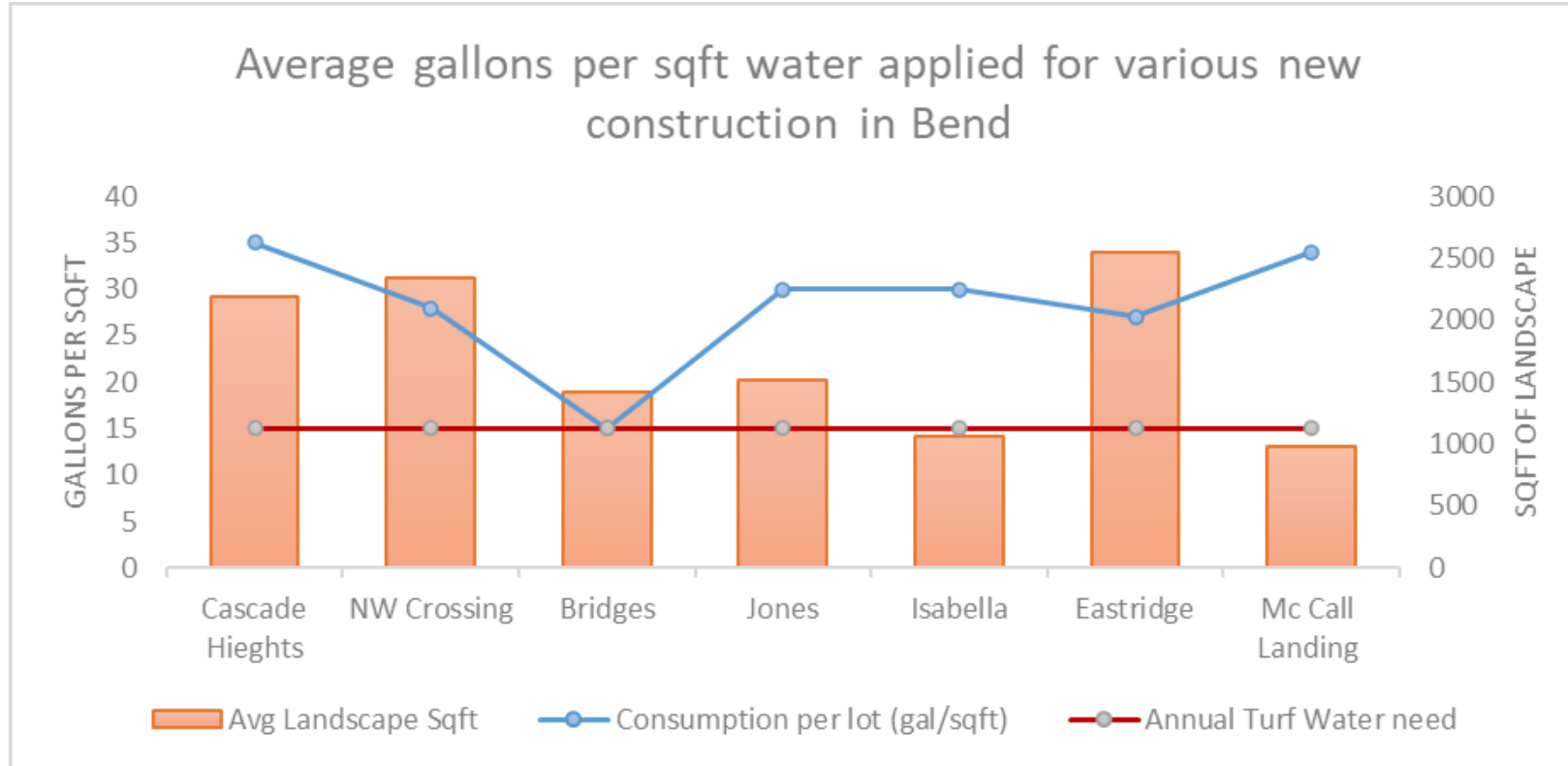
Total Daily Water Production 1996-2020 (MGD)



How Bend Uses Water: Single-Family A Key Focus



How Bend Uses Water: New Development



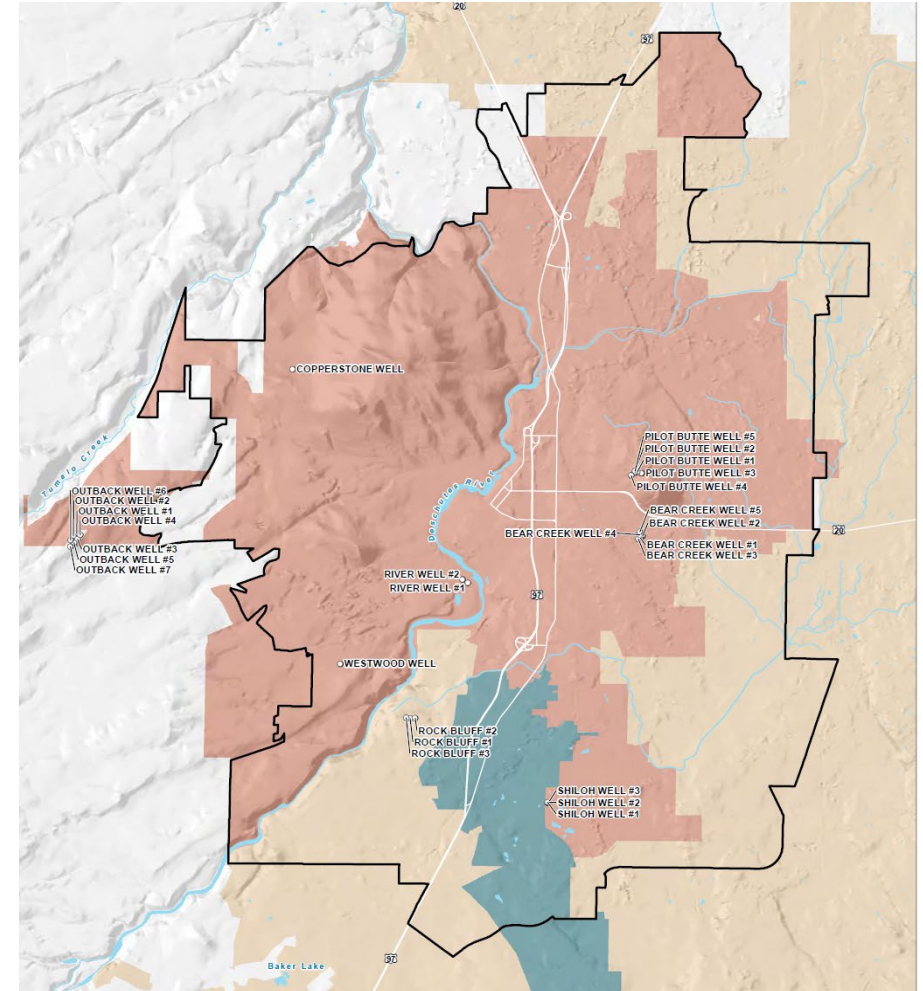
How Bend Uses Water: Single-Family A Key Focus

Bend Code 14.20

- No watering 9am-5pm (demand management)
- Even/odd day watering (demand management)

Water Waste (Bend Code Title 14)

- Runoff/waste
- Safety (ice)
- Water quality protection
- Leak Repair



Program Overview

Core Programs

Water Audits

Water Loss Control Coordination

Sprinkler Inspection Program

Large Landscape Program

Water Waste Prevention Program

Indoor Kits

Educational Outreach

1. Public Workshops
2. Green Industry/Contractor Workshops
3. Home Water Reports
4. Community Presentations
5. Creating outreach materials

New Efforts

Code and Standard Updates

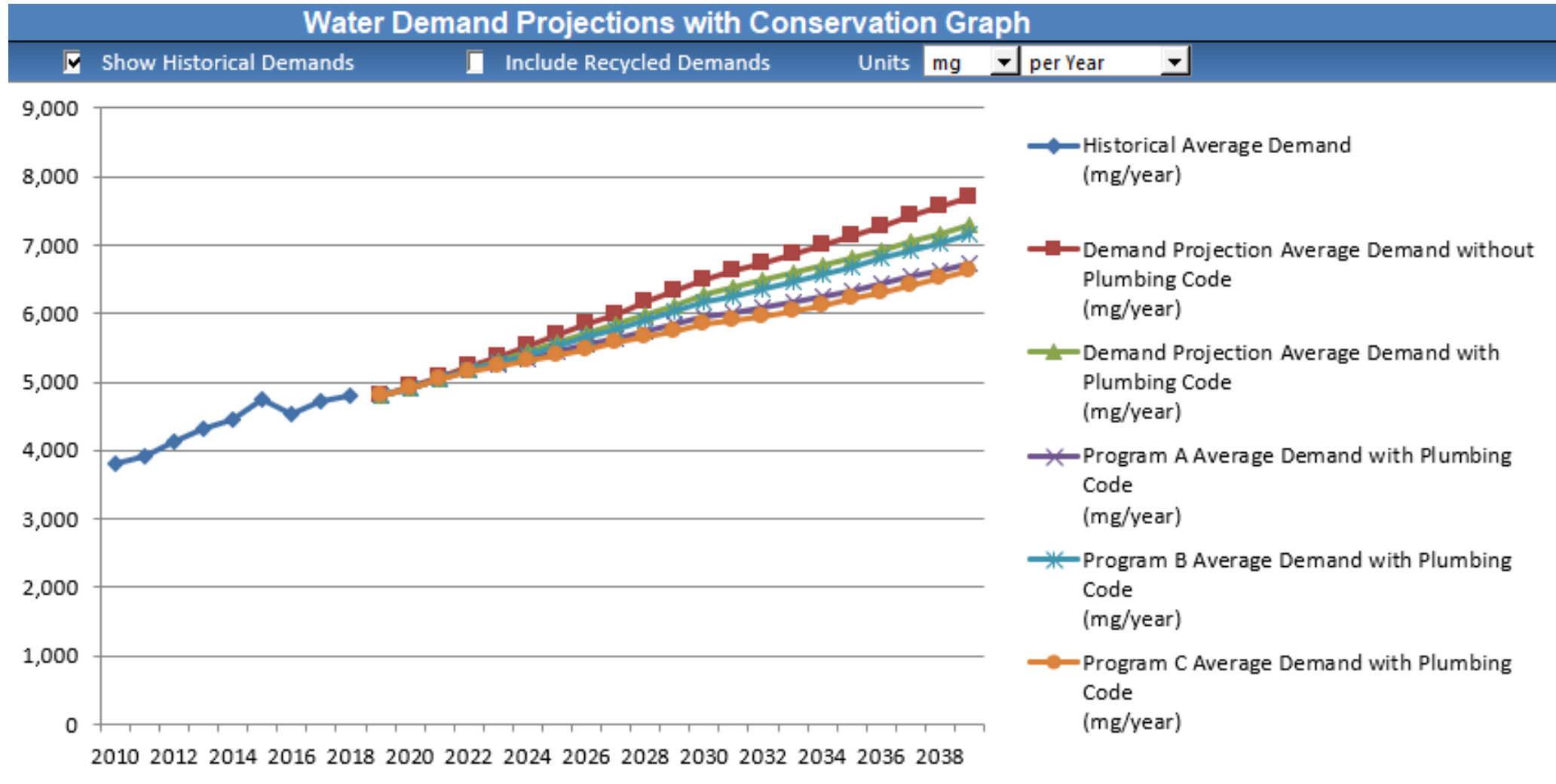
1. Integrate processes into review and enforcement
2. Additional language supplementing existing requirements

Rebates and Incentives

1. Build specific programs around customer categories
2. Develop program processes and measurement



Planning



Program C

Exhibit 1. Program C Water Conservation Measures

Conservation Measure	Outdoor (O) or Indoor (I)	Current (C) or New (N)
Retrofit on resale or account change ordinance	I	N
High-efficiency toilet rebate	I	N
Free faucet aerators and showerheads	I	C
Indoor plumbing fixture ordinance	I	N
Landscape and irrigation ordinance	O	N
Outdoor water surveys	O	C
Weather-based irrigation controller rebate	O	N
Pressure-regulation rebate	O, I	N
Drip irrigation kits	O	N
Rotating sprinkler nozzles rebate	O	N
Pressure-regulating sprinkler bodies rebate	O	N



Environment & Climate Committee Input

Provided policy-level advice on best-suited strategies to implement new water efficiency codes/standards.

Input Areas

- Do you think Bend should continue focusing on education or shift to enforcement to promote existing water waste regulations?
- Where do you think Bend should fall on the spectrum of voluntary to mandatory adoption of new indoor and outdoor water efficiency standards?
- Which perspectives do you think are most important to have at the table when the City forms the Technical Work Group in 2022?

ECC Advice: Key Themes

1. Augment current methods to increase awareness and adoption of water efficiency
2. Balance education with enforcement for existing water waste regulations
3. Set a path toward mandatory water efficiency codes/standards

“Education/training AND incentive/rebates will make the transition to mandatory more accessible for the community.”

“Don’t give up on education, that’s by far the first piece. But once people are educated, enough with the excuses.”

“Codes and standards work--they lower the baseline and give contractors, builders, homeowners, retailers a clear directive.”



ECC Advice: Key Themes

4. Use data to prioritize new codes/standards on areas of greatest return
5. Keep equity and affordability front and center when evaluating new requirements

“Use the tools and policies to address the places where you get the most effectiveness. If it’s outdoor water use, then focus on that.”

“Perspective of environmental justice is critical any time mandates are discussed. Citations and upgrades affect community members differently.”



Implementation

Rebate Rollout Timeline

- **Phase 1 2022:** SFR outdoor rebate
- **Phase 2 2023:** Addition of SFR indoor and MFR
- **Phase 3 2024:** Continue SFR and MFR addition of Commercial
- **Phase 4 2024:** End of pilot phase analysis and scale up

CITY OF BEND CONSERVATION REBATES: OUTDOORS

1. High Efficiency Nozzles

Rebate amount per nozzle	Maximum # of nozzles per customer
\$4.00	20

Eligible nozzles include Hunter MP Rotator nozzles (ALL Series), Rain Bird Rotary nozzles (R-VAN 13-18 and 17-24), or Toro Precision nozzles (ALL Series).

2. Pressure Regulating Spray (PRS) Heads

Rebate amount per PRS head	Maximum # of PRS heads per customer
\$4.00	20

Eligible PRS heads include Rain Bird PRS heads (PR PRS 45), or Hunter PRS heads (PRS 30 or PRS 40).

3. Smart Irrigation Controllers

Rebate amount per smart irrigation controller	Maximum # of smart irrigation controllers per customer
\$100.00	1

Eligible controllers must be WaterSense approved, installed with accompanying devices, and operating in Smart mode.

4. Drip Conversion Kits

Rebate amount per drip conversion kit
\$90.00

A parts list may be acquired from your local distributor.

Additional products may be purchased above the quantity able for a rebate at the customer's discretion.

CITY OF BEND MULTI-FAMILY RESIDENTIAL CONSERVATION REBATES

Description
While new homes are getting more and more water-efficient, there is still a lot of work to do to bring dwellings and exteriors up to the most efficient plumbing standards. A variety of rebates are available through the City of Bend so that multi-family residential (MFR) customers can save money and reduce their water use. Look for the Environmental Protection Agency's (EPA) WaterSense and Energy Star label when selecting devices.

Benefits
Saving water is a selling point to many tenants. Water savings will result in lower sewer and water bill charges and aid in the facilities overall operating cost.

Qualifications
The following page includes information regarding qualifying equipment for the MFR rebate for both indoors and outdoors. Rebates are only paid to the account holder. All rebates are paid on a one-time basis following installation, and are subject to reinspection.

Indoor Equipment Details

Equipment	Description	Rebate Amount
	High-Efficiency Toilet: Eligible toilets must be WaterSense approved (≤ 1.28 gal/flush).	\$80 per toilet
	Faucet Aerator: Available shower heads include those produced by AM Conservation Group (≤ 1.5 gal/min).	FREE
	High-Efficiency Washing Machine: Eligible washing machines must be Energy Star approved (≤ 14 gal/load).	\$80 per machine
	Hot Water Recirculating Pump: Pumps will only be rebated for sites with plumbing fixtures that would benefit from receiving instant hot water.	\$100 per pump
	Shower Head: Available shower heads include those produced by AM Conservation Group (≤ 1.5 gal/min).	FREE

Equipment must be installed prior to requesting a rebate. Submitting out the rebate form through the WaterSmart Portal at [bend.gov](#)

Contact the WaterWise Program:
conservation@bendoregon.gov
(541) 317-3000, ext 2

WATERWISE

ENERGY STAR

look for WaterSense

Upcoming Discussion Topics (tentative timing)



Water Conservation Input

- **Jan 2023** Water Waste Regulations (education and enforcement)
- **Feb 2023** Water Conservation Codes and Standards (outdoor ROW)
- **Mar 2023** Water Conservation Codes and Standards (outdoor private property)
- **April 2023** Water Conservation Rebates and Incentives

STORMWATER MANAGEMENT

Stormwater Management Overview

Objectives: Ensure compliance with regulatory stormwater quality requirements (existing and new). Select and implement program refinements that best provide resiliency, water quality & community benefits, and affordability. Provide guidance to upcoming Stormwater Master Plan.

UPAG Meetings (2023)

- Stormwater public engagement – key messages & help get the word out
- Regulatory roadmap guidance (Stormwater Management Plan SWMP – not Master Plan)
- Drainage & Density considerations
- Stormwater Master Plan (continue into 2024)



Discussion Topics For UPAG



Stormwater Management

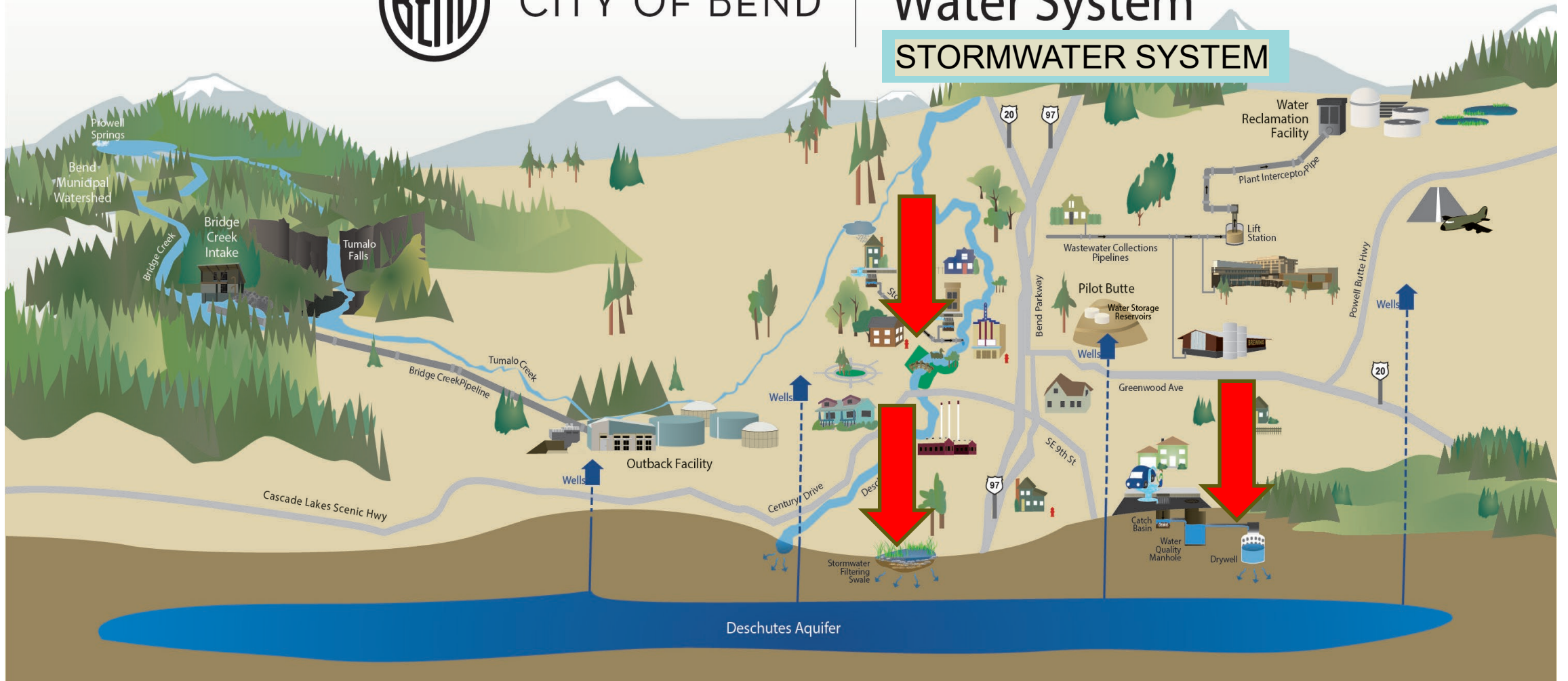
- The Stormwater System
- The Regulatory Permits
- Schedule for Compliance
- Stormwater Management Plan vs the Stormwater Master Plan
- Key Input Points for UPAG



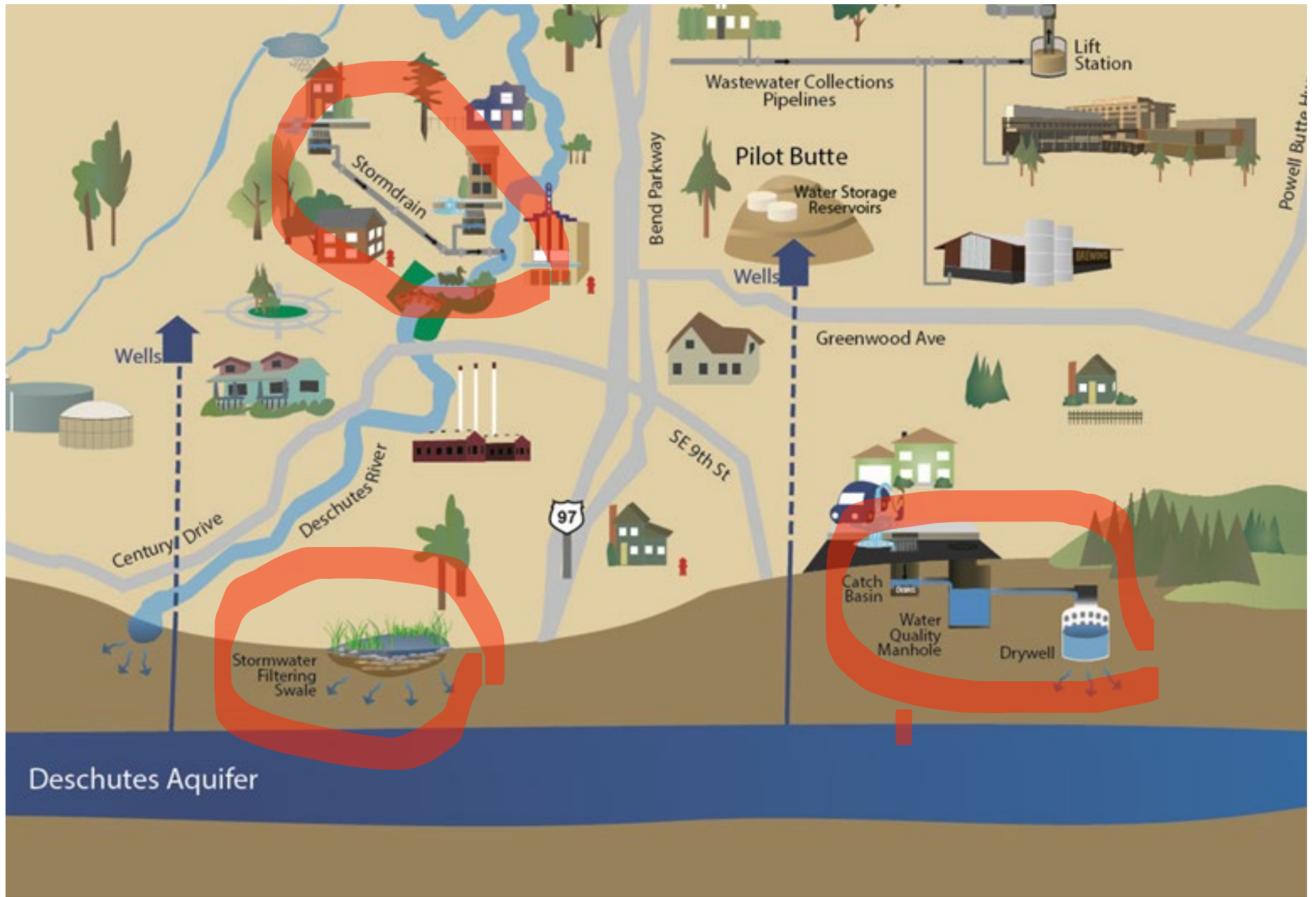
CITY OF BEND

Water System

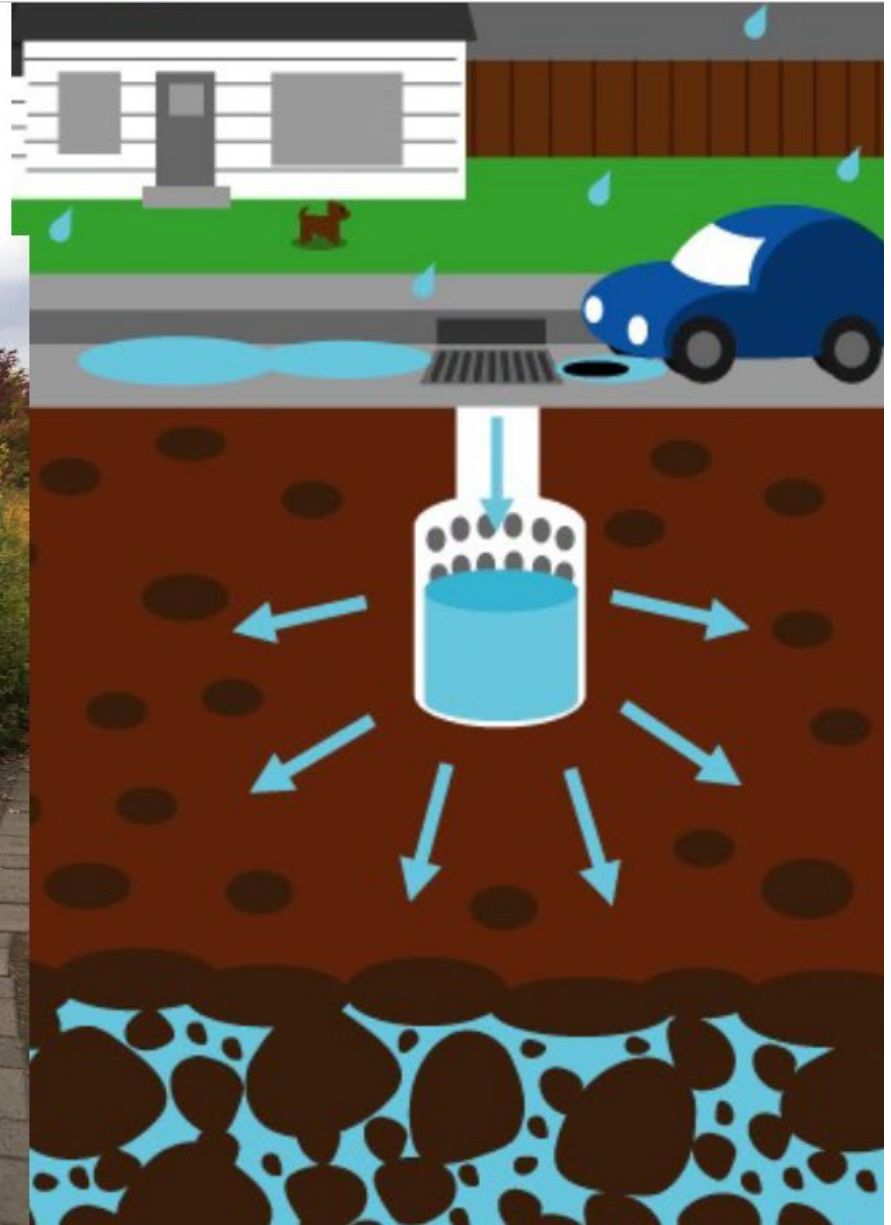
STORMWATER SYSTEM



CITY OF BEND

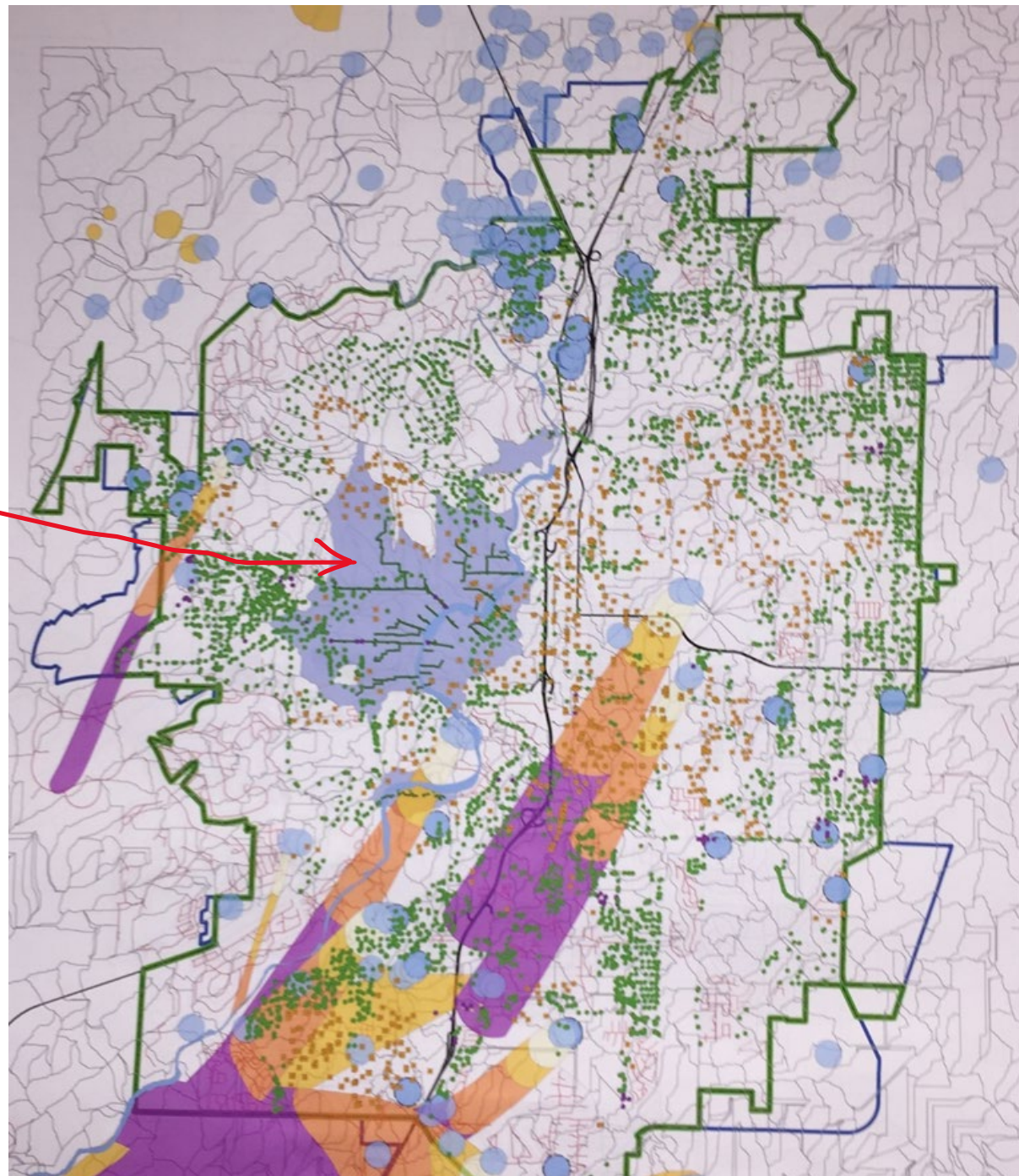


Where Does Stormwater Go?



Bend's Stormwater System

- Pipes to river (MS4 area)
- Recharge (dots – UIC area)
- Time of Travel Zones overlay for municipal wells



The DEQ Regulatory Permits

NPDES MS4 PERMIT

- Regulates water quality for stormwater runoff through pipes to the river
- New permit issued Dec 2021
- Requires:
 - Public Education and Involvement
 - Public System Mapping & Maintenance Practices
 - Illicit Discharges Detection & Elimination
 - Construction Site Pollution Management Measures including Erosion Control
 - Permanent Stormwater Management Measures on New & Re-Development Projects to Reduce Runoff Volume and Pollutants
 - Inspections of Outfalls to the River

WPCF UIC PERMIT

- Regulates water quality for stormwater runoff discharged into the ground via drywells and drill holes
- City must apply for new permit April 2023
- Requires:
 - Mapping/Inventory of Public UIC's, including depth & distance to groundwater
 - Monitoring of Stormwater for a Variety of Pollutants
 - Program to minimize pollutant discharges
 - Program to protect drinking water wells



Schedule for Compliance

- Annual Reports to DEQ – Nov 1 annually
- Updated Stormwater Management Program document –
 - April 30, 2023 ("interim") for UIC permit re-application,
 - Nov 1, 2023 per MS4 permit (final integrated version across all stormwater systems)
- Spring 2023 – DEQ Inspection
- Sept 2023 - Outfall Dry Weather Screening
- Nov 2023 - Updates to Public Education, Illicit Discharge Program, Mapping
- Nov 2024 - Updates to Construction Site Controls and Municipal Facilities Maintenance Measures
- Nov 2025 – Updates to Standards for New & Re-Development



Comparing Plans

SWMP – Stormwater Management Program

- Required by DEQ permits
- Describes how the City is/will be implementing measures to meet permit requirements
- Water Quality focused
- Will provide input to Stormwater Master Plan and Rate Study

SMP – Stormwater Master Plan

- Required under state land use laws
- Flooding plus Water Quality
- Identify large capital projects and major maintenance needs, costs, priorities
- Concurrent rate study to evaluate how to pay for it



Upcoming Discussion Topics (tentative timing)



Stormwater Management Input

- **Jan 2023** Stormwater Education Program
- **Mar 2023** Stormwater Underground Injection Control System Plan
- **May 2023** Stormwater Program Updates (drainage and density)
- **Sept 2023** Stormwater Management Program
- **Fall 2023+** Stormwater Master Plan, Construction & Development Site Standards Updates



Discussion

Lookahead



Jan 4, 2023: Water Conservation & Stormwater Management

11am-12:30pm on Zoom

Feb 1, 2023: Water Conservation

11am-12:30pm on Zoom

March 1, 2023: Water Conservation & Stormwater Management

11am-12:30pm on Zoom

bendoregon.gov/UPAG

Thank you!

Accommodation Information for People with Disabilities



To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact Lori Faha at lfaha@bendoregon.gov or (541) 317-3025; Relay Users Dial 7-1-1.