

# City of Bend Utilities

## Public Advisory Group



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**Location:** [Zoom Meeting Link](#)

**Date:** Wednesday, May 10, 2023

**Time:** 11am-12:30pm

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

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### Meeting Agenda

**Purpose:** Gather advice on applying codes and standards to outdoor private property.

**1. Welcome and Introduction – 7 mins**

- a. June tour logistics

**2. Water Conservation Design and Development Approach – 60 mins**

- a. Outreach highlights and rebate promotion
- b. Current codes and standards (landscape plans for new development)

**i. Discussion:**

- 1. What are the challenges to following the existing standards and code requirements?
- c. Implications of landscape and irrigation design (see attached slide preview)
- d. Opportunities moving forward (simplified/customized approach)

**i. Discussion:**

- 1. What are the challenges to following *new* standards and code requirements (simplified/customized approach)?
- 2. How can we ensure sites are maintained to uphold the intended results? Maintenance agreements, enforcement, an identified benefit at building which could be withheld?

**3. Discussion and Feedback – 10 mins**

**4. Summary and Closing – 3 mins**

# Draft Meeting Roadmap



Updated April 25, 2023

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<p><b>Wednesday, June 7, 2023</b> 11am-12:30pm Alpenglow Park</p>	<p><b>JUNE 2023 UPAG MEETING: In-person Tour</b></p> <ul style="list-style-type: none"> <li>• Tour and discuss local landscape design and development approaches</li> </ul> <p><i><b>Outcome:</b> Input on draft ‘Simplified Approach’ to landscape design checklist</i></p>
<p><b>July-Aug 2023</b></p>	<p><b>SUMMER BREAK</b></p>
<p><b>Wednesday, Sept. 6, 2023</b> 11am-12:30pm Zoom Meeting</p>	<p><b>SEPT 2023 UPAG MEETING: Stormwater Management and Water Conservation</b></p> <ul style="list-style-type: none"> <li>• Introduction to Stormwater Master Plan update project – milestones and input topics</li> <li>• Review draft updated regulatory Stormwater Management Program (SWMP) (due to DEQ by Nov. 1, 2023)</li> </ul>
<p><b>Wednesday, Oct. 4, 2023</b> 11am-12:30pm Zoom Meeting</p>	<p><b>OCT 2023 UPAG MEETING: Water Conservation</b></p> <ul style="list-style-type: none"> <li>• Water conservation program summer recap</li> <li>• Water conservation codes follow up</li> </ul>
<p><b>Wednesday, Nov. 1, 2023</b> 11am-12:30pm Zoom Meeting</p>	<p><b>NOV 2023 UPAG MEETING: Stormwater Management</b></p> <ul style="list-style-type: none"> <li>• Stormwater master planning effort</li> </ul>
<p><b>Wednesday, Dec. 6, 2023</b> 11am-12:30pm Zoom Meeting</p>	<p><b>DEC 2023 UPAG MEETING: Annual Review</b></p> <ul style="list-style-type: none"> <li>• Water conservation and stormwater education program highlights</li> <li>• How UPAG advice is being implemented</li> <li>• New members and future topics</li> </ul>



## Accessible Meeting Information

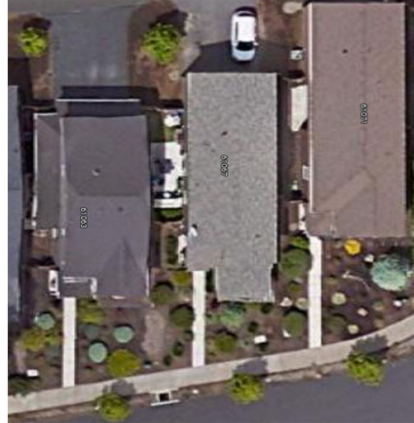
This meeting/event location is accessible. Sign language interpreter service, assistive listening devices, materials in alternate format such as Braille, large print, electronic formats, or any other accommodations are available upon advance request. Please contact Lori Faha at [lfaha@bendoregon.gov](mailto:lfaha@bendoregon.gov)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

## Implications of landscape & irrigation design

Consumption per lot (34 gal/sqft)



Consumption per lot (15 gal/sqft)



Plant type influences the level of management and amount of water applied



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## Implications of landscape & irrigation design



Irrigation type influences the level of waste as water is applied = efficiency



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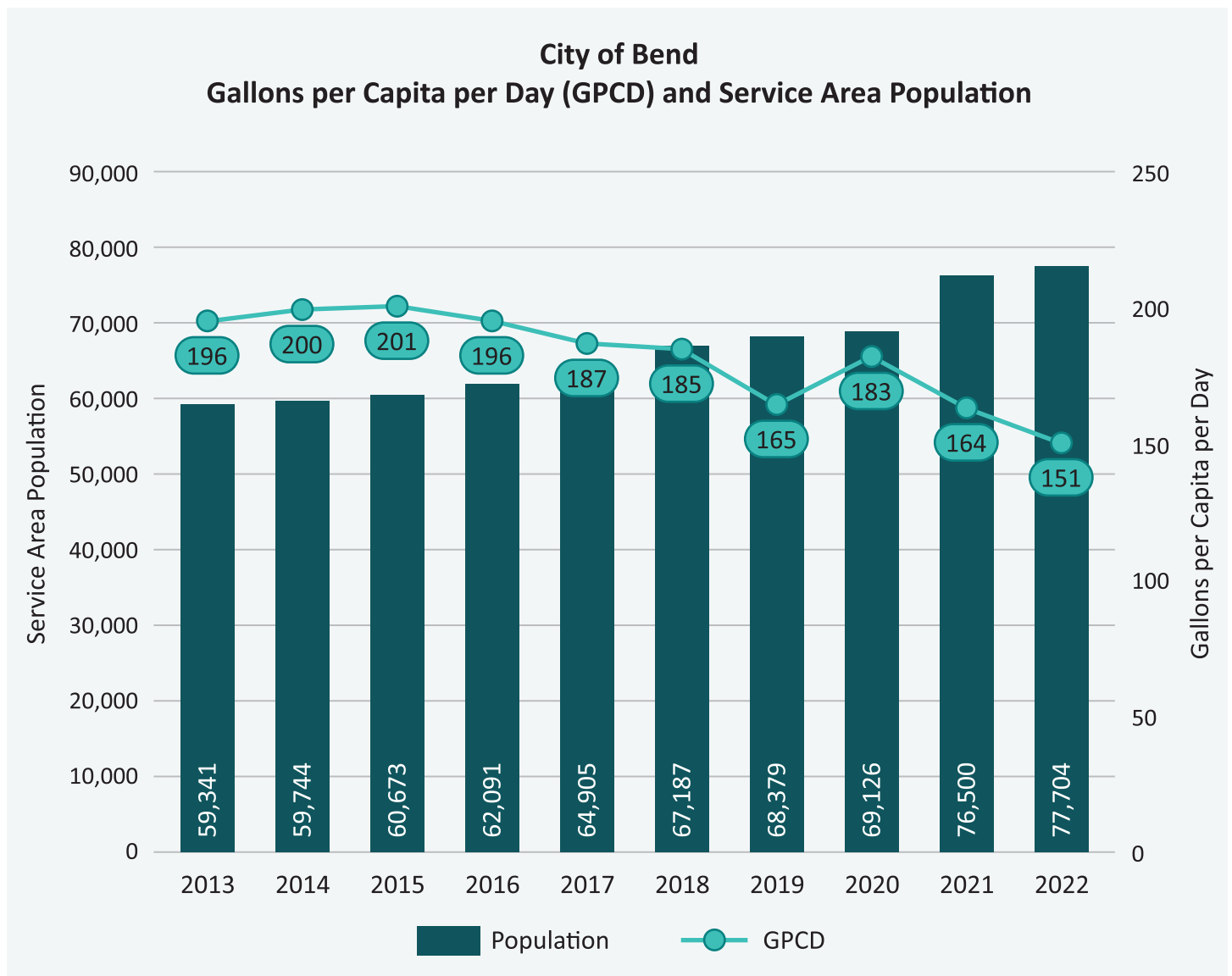


# Water Conservation Program 2022 Summary Report



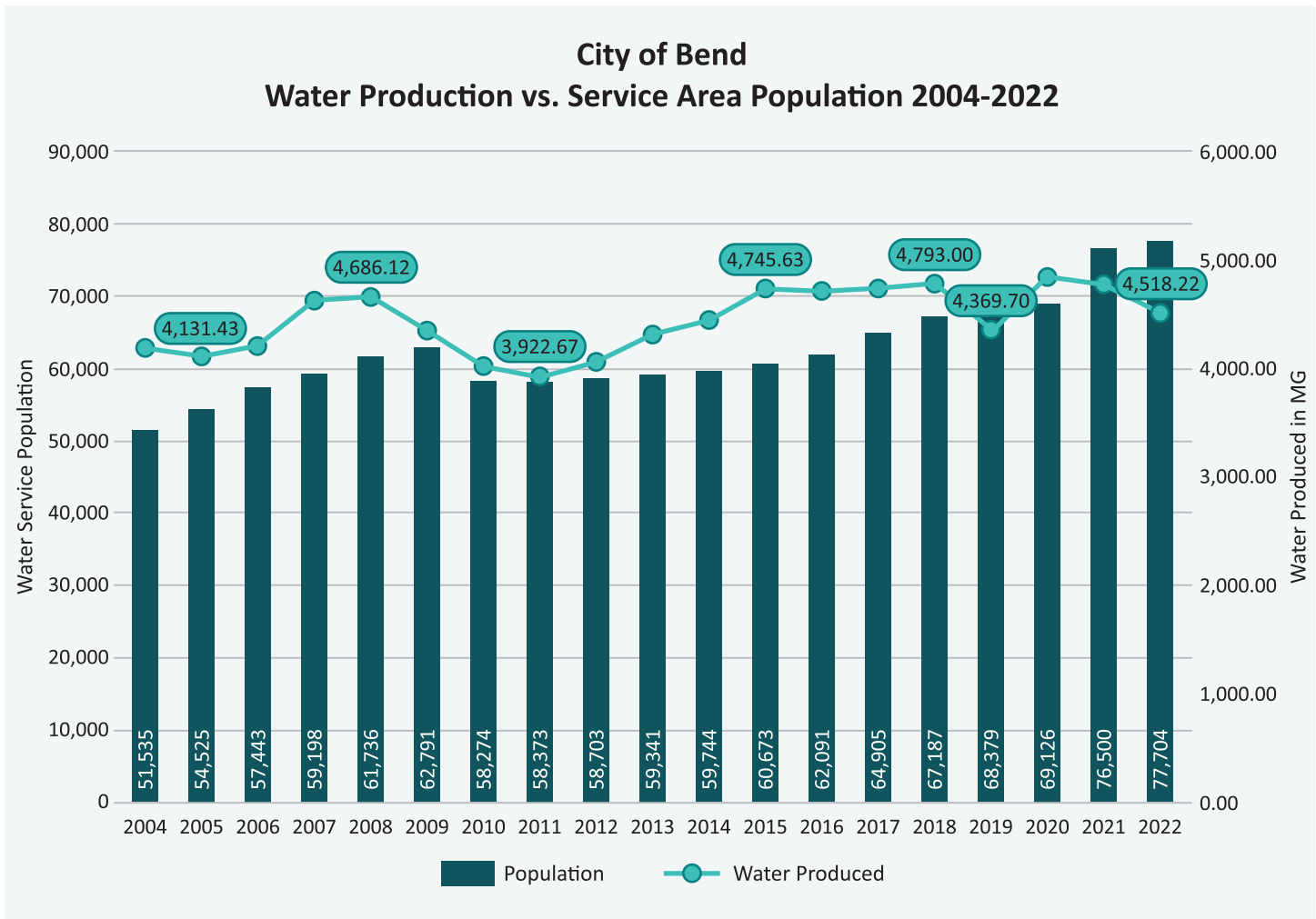
## Year at a glance

The total water production for City of Bend customers in 2022 was 4.5 billion gallons. This is a decrease from 2021 when total water production was 4.78 billion gallons. Per capita average water use per day also declined. Single peak day demand remained steady at 26 million gallons per day (MGD) for the fourth year in a row despite a growing number of service connections and high summer peak evapotranspiration rates. These are all positive signs, reflecting ongoing benefits of various water conservation and operational efforts.



# Water Conservation Program

## 2022 Summary Report



## Water Conservation Program highlights in 2022

- Sprinkler Inspection Program (SIP)** - The free sprinkler inspections continue to be a lucrative effort for the Conservation program, having a record 211 participants in 2022. The program is a popular, cost-effective offering, delivering water savings at an average of 40,000 gals/year per participant. This program resulted in an aggregate water savings of 6.9 million gallons (MG) in 2022.
- Large Landscape Program** - Participation in the large landscape program saw a shift in requested interest from our typical commercial customers to Home Owner Association's (HOA's) inquiring about saving water. The Water Conservation team performed audits and inspections at 7 different HOA's and one school site. In 2022, a reduction in water use of 3.6 MG was seen in aggregate from participants compared to the previous year.
- Water Waste Enforcement** - 2022 was a year of transition for the Water Waste program as it shifted from its traditional educational outreach approach to a more formal regulatory effort. Part of the pivot included utilization of City View code enforcement software to open, track and resolve code violations. A total of 121 cases were handled and 116 resolved by conservation staff; no fines were issued in 2022.

# Water Conservation Program

## 2022 Summary Report



- **Rebates** - Phase 1 of the Water Conservation Rebate Program got underway in 2022. Outdoor water system rebates were offered to single family residential (SFR) customers, with priority given to recruited participants in the SIP. Participation was low, at 52 approved rebates, and was attributed to the program being new, a need for additional communication tools and staff resourcing. In aggregate a reduction of 252,000 gallons was seen from participants compared to the previous year.
- **ECC Engagement** - Post finalization of the latest Water Management and Conservation Plan, the Conservation program held a series of meetings with the Environment and Climate Committee to provide feedback on new conservation and existing measures from a policy perspective. Topics included appropriate levels of regulation vs. incentives, education and codes and standards.
- **Community Education and Outreach** - Highlights of the educational outreach completed in 2022 are listed below.

Outreach	2022
Public Workshops Hosted	3
Home Water Reports Delivered	196,704
Indoor Conservation Kits Distributed	252
Community Presentations/Events	14



## Looking forward to 2023

### Water Waste Enforcement

The Water Conservation program plans to enter into water waste reduction and technical support agreements with the City's top three water use customers: Bend-LaPine Schools, Bend Parks & Recreation District, and the City's Transportation and Mobility Department. The conservation program will provide assistance to these partners including site inspections, water budgeting and tracking, and administering applicable rebates.

Ongoing discussions with franchisees Avion and Roats include collaborative messaging about summer water use with a goal for consistent messaging to the entire community, regardless of water provider.

Program staff will continue water waste code enforcement of violations discovered via public complaints and staff patrols, utilizing education as well as code-defined enforcement methods as necessary.

# Water Conservation Program

## 2022 Summary Report



### Expansion of the Rebate Program

In Spring 2023 the Water Conservation program will be adding new indoor/outdoor rebates for the Multi-Family Residential customer class as well as indoor rebates for Single family residential customers.

### Communications

An updated communications plan and messaging templates are being completed and expanded customer messaging will cover new rebate offerings across multiple media sources.

### External Stakeholder Engagement

With a completed implementation plan outlining the goals and rollout of new conservation measures modeled in the 2021 (WMCP) Water Management and Conservation Plan, the Water Conservation program began meeting with the Utility Public Advisory Group (UPAG). The UPAG is a reformation of the existing Stormwater advisory group, revamped to continue discussions on new program efforts including rebate rollout, landscape code revisions, code enforcement policy as well as Stormwater policy items. With the feedback provided by these external stakeholders we expect to refine our efforts to meet community needs and increase program effectiveness.

### Conservation Dashboard

The Conservation team is working internally with the Spark (continuous improvement and innovation) group to create a dashboard of conservation program metrics. The metrics will include reporting on the level of effort, water saved and program participation. The goal is to provide ongoing feedback and performance reporting for internal use, as well as provide transparency with the public about conservation efforts.

Find more information about City of Bend Water Conservation programs and events on our webpage:

[WaterWiseTips.org](https://www.bendoregon.gov/Utilities/Conservation/Pages/WaterWiseTips.org)



#### Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact Utility Staff at [conservation@bendoregon.gov](mailto:conservation@bendoregon.gov), (541) 317-3000 ext 2; Relay Users Dial 7-1-1.