



CITY OF BEND

Utilities Public Advisory Group

March 6, 2024 • 11 am–12:30 pm

Hybrid Meeting • MS Teams or Bend Utilities Department Deschutes Conference Room

Lori Faha, P.E., Environmental Resources Manager

Austin Somhegyi, Stormwater Master Plan Project Manager

Dan Denning, Water Conservation Program Manager

Elisabeth O'Keefe, Stormwater Program Manager

Aubrie Koenig, Facilitator

Purpose & Agenda

Share an overview of the Stormwater Master Plan process and collect initial input on key issues. Share water conservation program highlights and get input on reporting.

1. Introduction
2. Stormwater Master Plan
 - Overview and timeline
 - Areas for UPAG input
3. Water Conservation Program
 - Annual reporting
 - Key metrics
4. Erosion Control Program
 - Permit compliance
 - Future standards updates
5. UPAG Discussion
6. Summary and Closing



February meeting reflections



OPB MARCH 6, 2024

In The News Oregon's forests I-5 bridge designs Drug recriminalization Campaign finance Housing

THINK OUT LOUD

How Central Oregon is coming together to meet challenges related to scarce water resources, worsening drought



Recorded at the RiverHouse, published March 5, 2024

Stormwater Master Plan

Overview, Timeline, Areas for UPAG Input

City Project Manager: Austin Somhegyi

Consultant Project Manager: Trista Kobluskie, OTAK

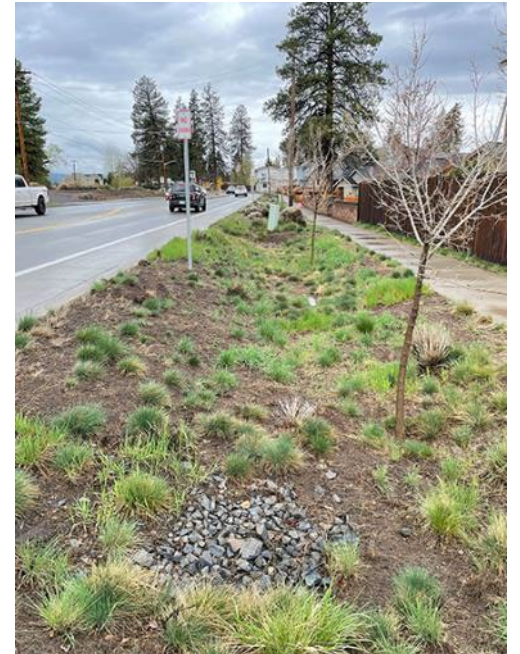
Stormwater Master Plan purpose and overview

- Update conveyance and drainage projects from 2014 Stormwater Master Plan
- Identify and assess new conveyance/drainage issues
- Create a long-term plan for reducing risk to groundwater from drill holes and drywells (UICs)
- Create a plan for improving the quality of runoff discharged to the Deschutes River through the City's outfalls
- Develop a capital program incorporating conveyance/drainage projects, UIC retrofits, and outfall retrofits



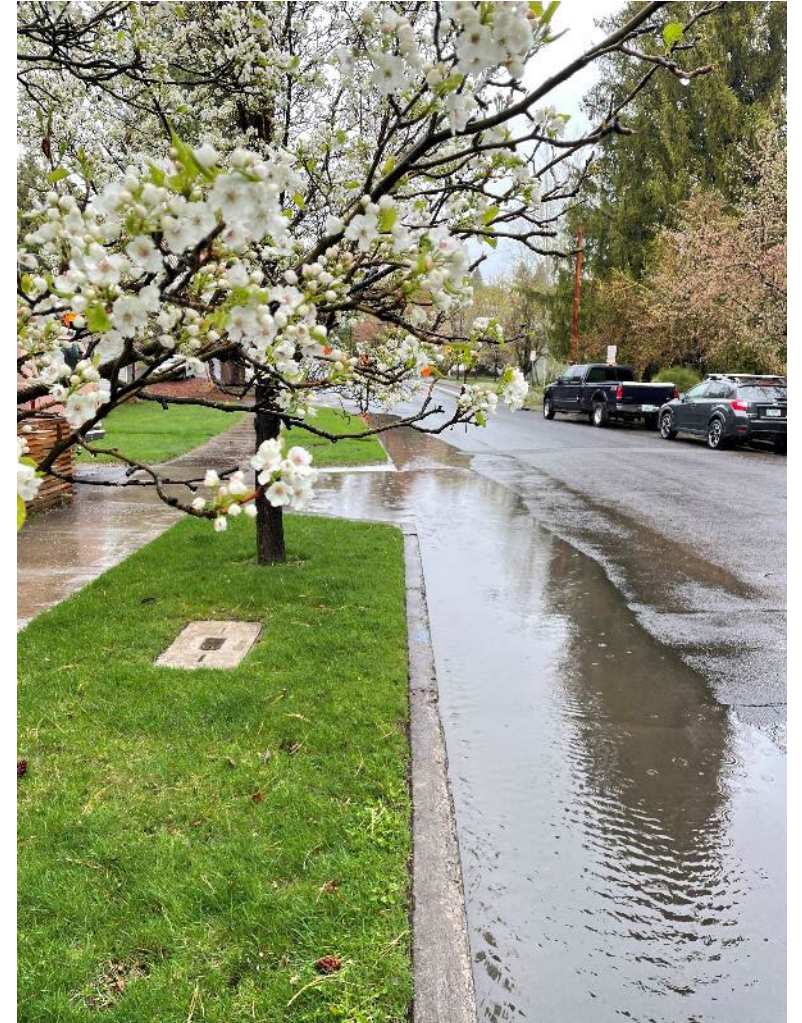
Stormwater Master Plan purpose and overview

- Review the state of the practice among stormwater utilities for climate change resilience
- Explore options for facilitating denser development, such as:
 - Allowing stormwater runoff from private properties to be managed in the rights-of-way
 - Considering regional stormwater management facilities – placement and necessary policies to support and fund



Stormwater Master Plan development and areas for UPAG input

- Visioning – what is most important to you and the community?
- Visioning – what is the story of stormwater in Bend?
- Solution Priorities – how will we prioritize stormwater capital improvements?
- Policy Solutions – what are the opportunities and impediments to regional facilities?
- Policy Solutions – what are the opportunities and impediments to managing runoff from private properties in the rights-of-way?
- Policy Solutions – how much emphasis on climate change in the next SMP?



Project Timeline

At-a-glance



PLANNING

Define the project scope, objectives, and deliverables.
Communications planning.
Manage the project over time.

2024



Jan – Closeout

DISCOVERY

Intake data and reports.
Assess existing conditions & identify issues to be solved.
Study outfall retrofits.
Study drywells and drill holes.
Study climate change.

2024

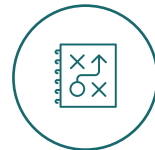


Feb - Sept

VISIONING

Assess and document values surrounding stormwater and goals for plan among various groups, including staff, stakeholders, and community.
Use values and goals to prioritize issues, capital projects, and inform policy recommendations.

2024



Feb - Dec

SOLUTIONS

Select capital improvement projects (CIPs).
Develop CIP fact sheets.
Develop policy white papers.

2024 -
2025



Jun – Mar

IMPLEMENT

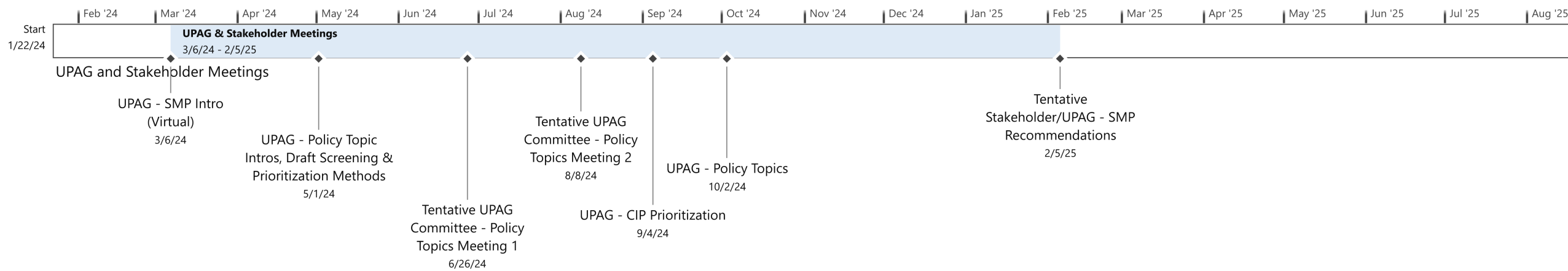
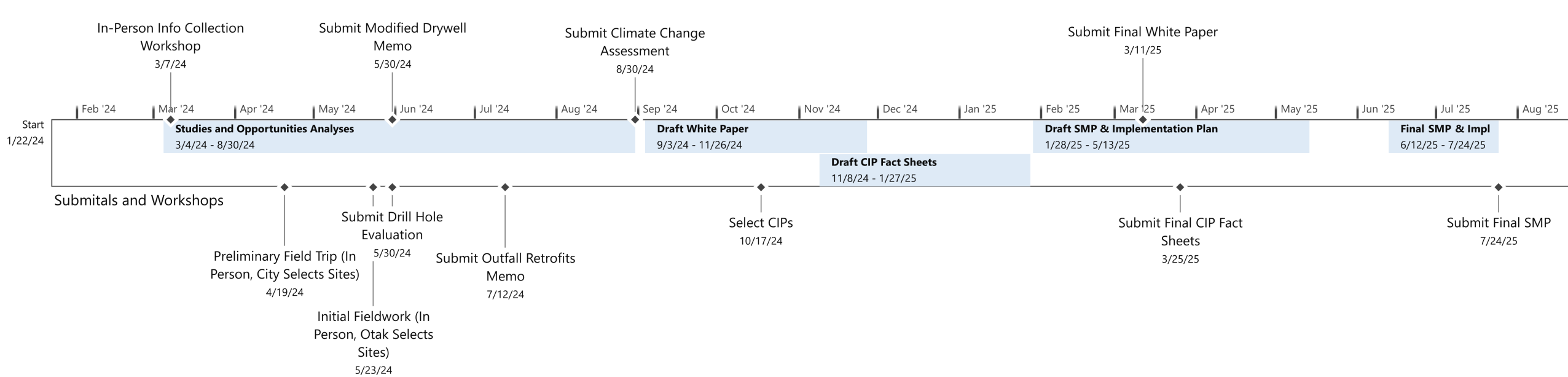
Write and deliver Stormwater MP.
Develop content for implementation tracking web page.

2025



Feb - Jul

Key Milestones



UPAG discussion



- Where is the most talked about stormwater problem in Bend?
- What is the most important outcome of a utility master plan?
- Are you available twice in July and August for a UPAG “summer subcommittee”? (Stormwater Master Plan and Erosion Control)

Water Conservation Program Annual Report Highlights

Maximum Day Demand vs. water service population

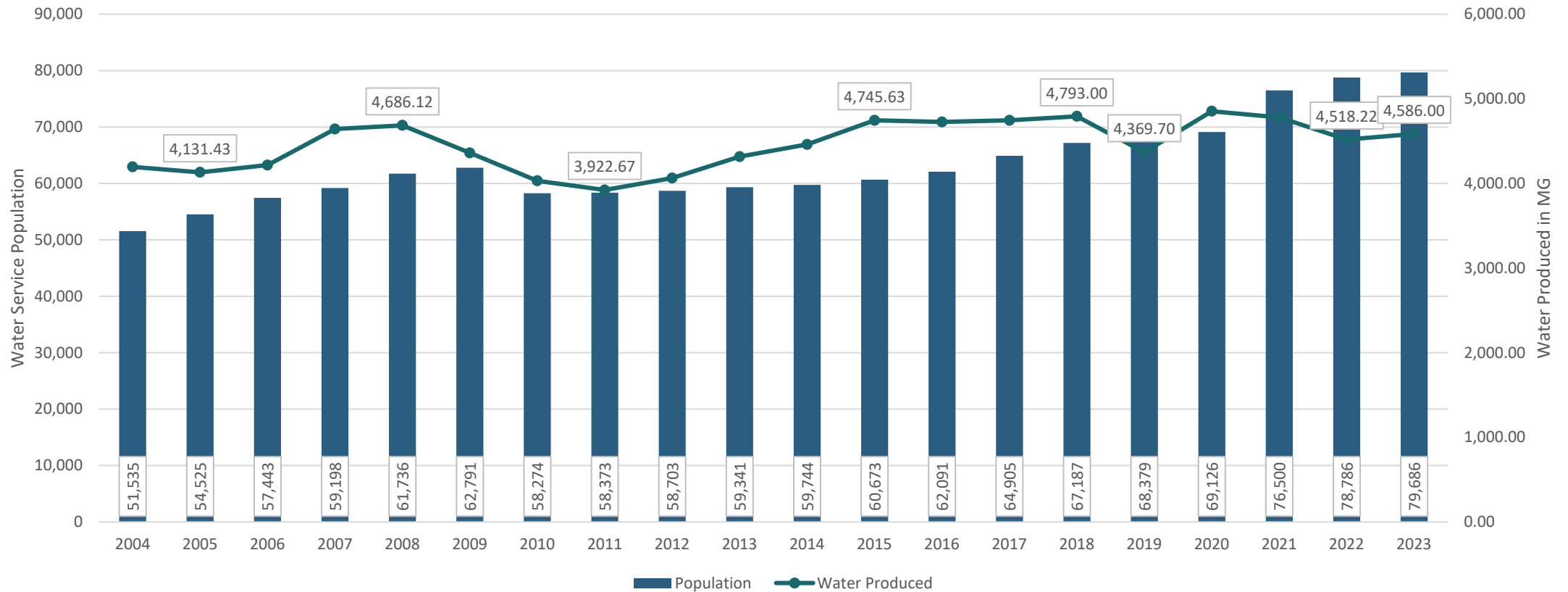
City of Bend Water Production Summary Data 2000-2023
Maximum Day Demand- Single Peak Day



Total water production vs. water service population

Since 2013 (10YR)- 29.7% increase in population and 10.5% increase in water production

City of Bend
Water Production vs. Service Area population 2004-2022



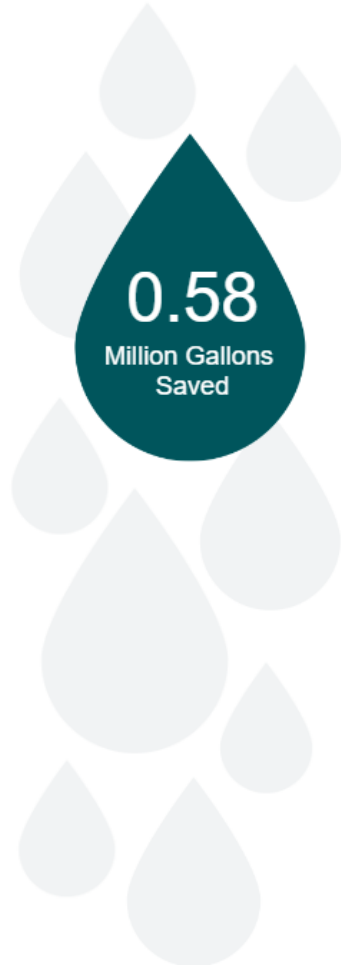
Quick Stats 2023

Program	Units	Impact
SIP-Sprinkler Inspection Prog.	198	4.4 MG
LLP-Large Landscape	7	1.6 MG
Water Waste	170	Not measured
Rebates '22	52	0.58 MG
Rebates '23	136	Not measured
Leak Alerts	12,327	13 MG (est.)
Public Education	8	800+ engaged



Program metrics public-facing

Rebate Incentives



Approved Rebate Applications



Rebate Year

Deselect all

2022

2023



Indoor Products Installed Since 2022

	Multi-Family Residential	Single Family Residential	Total
High Efficiency Toilet	0	50	50
High Efficiency Washing Machine	0	41	41
Hot Water Recirculator	0	7	7
Total	0	98	98

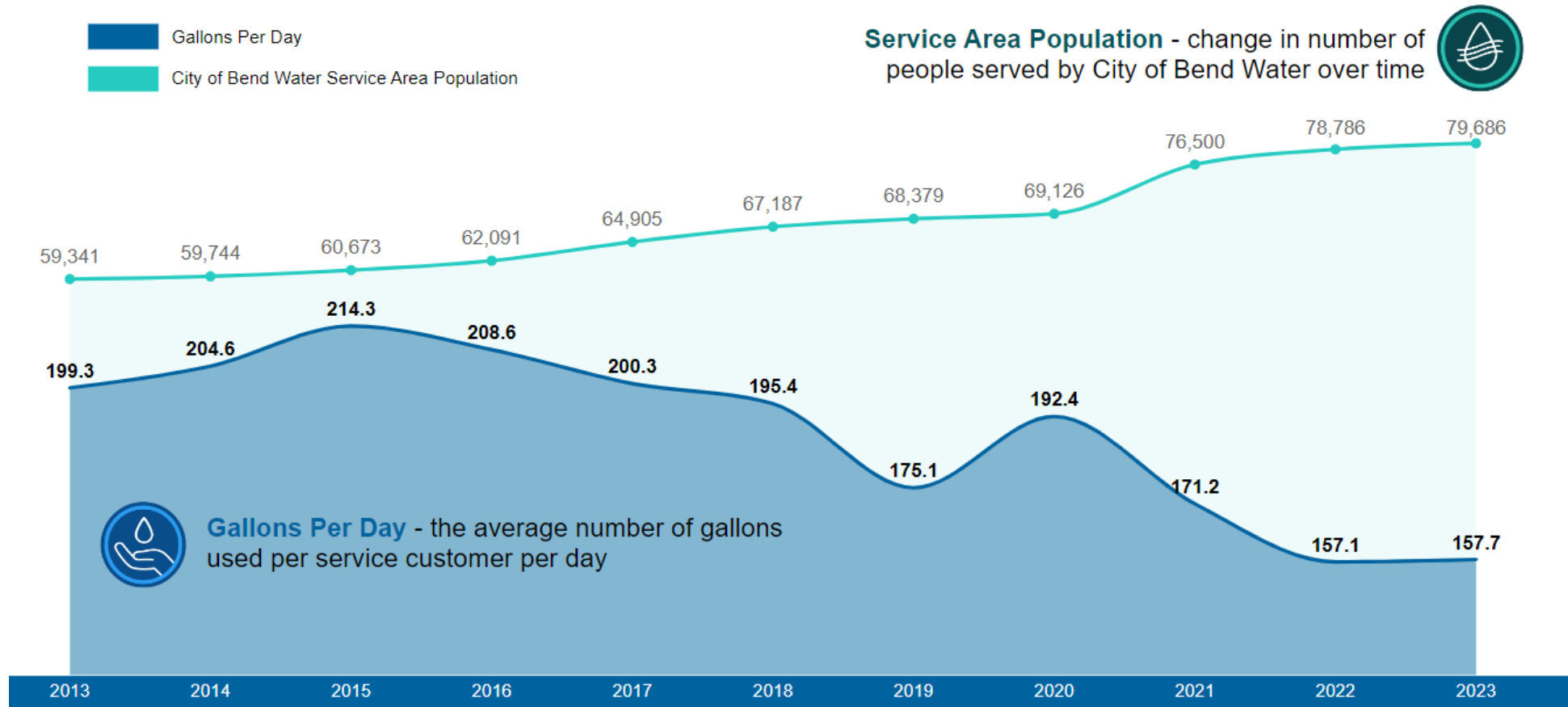


Outdoor Products Installed Since 2022

	Multi-Family Residential	Single Family Residential	Total
Drip Conversion Kit	0	10	10
High Efficiency Nozzles	91	319	410
Irrigation Submeter	0		0
Pressure Regulating Spray Sprinkler	91	143	234
Weather Based Irrigation Controller	1	99	100
Total	183	571	754

Program metrics public-facing

City of Bend Water: Gallons Per Capita Per Day (GPCD)



Excludes Avion and Roats customer usage



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Going forward: tracking program engagement

Water Conservation
City of Bend Enterprise GIS

Find address or place

Zoom to 1 of 2

WaterConservationAreas

Address	1520 Ne 6Th St
Area Type	Rebates: General
Facility ID	1520 Ne 6Th St
Meter LocID	53,610

Last edited on 3/5/2024, 1:49 PM.

Edit feature

Customer Type

- SFR
- MFR
- COMM

Rebate Type

- Indoor
- Outdoor
- Smart Controller
- Drip Kit

Outdoor Rebate

- HE Nozzles
- PRS Sprinkler

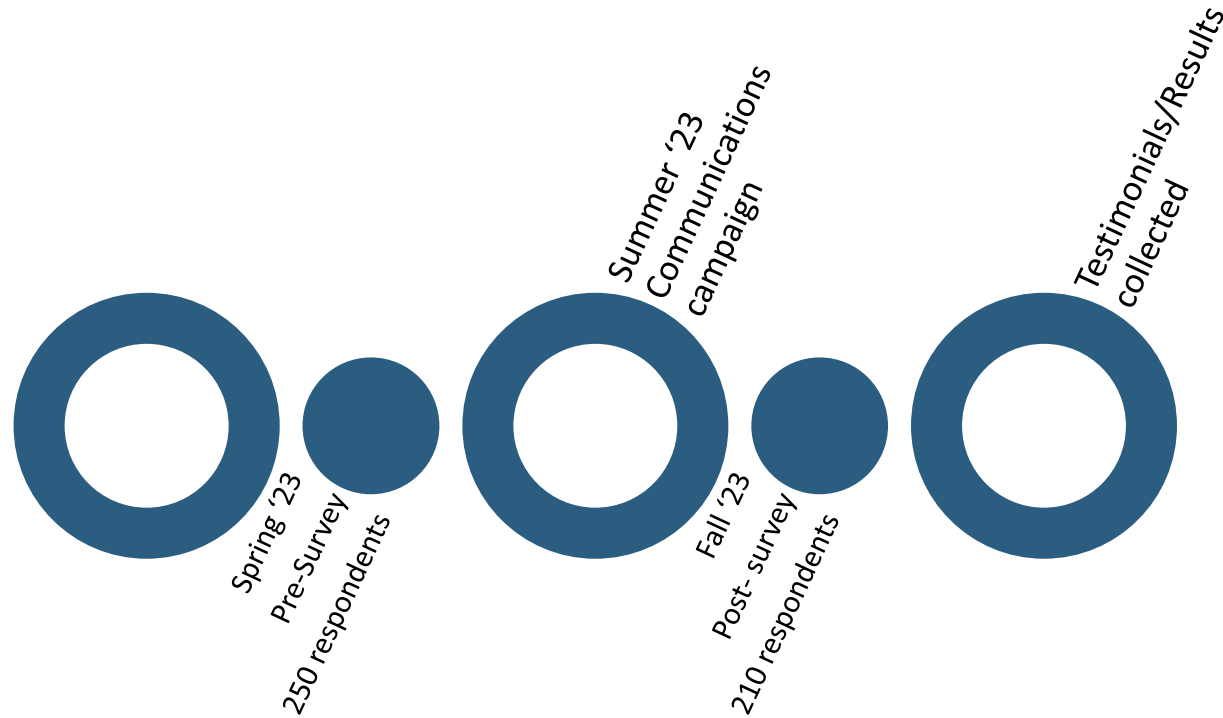
Update Delete

WaterConservationAreas - Streets MOU

WaterConservationAreas - General Rebate

WaterConservationAreas - WW Rebate

Community Awareness Survey 2023



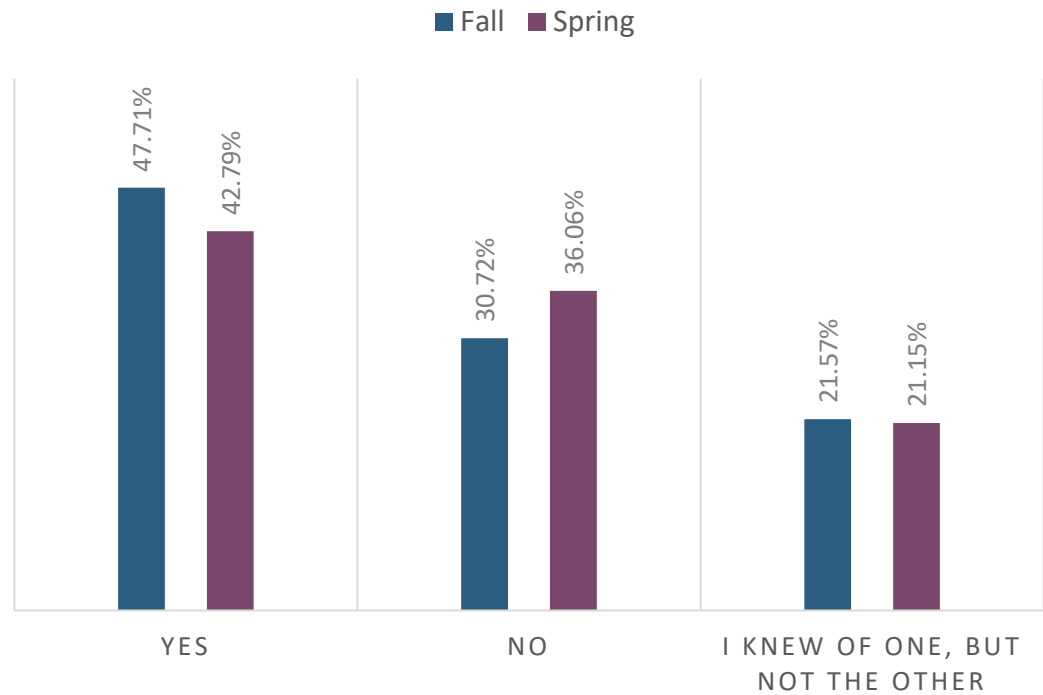
Survey Questions:

1. Are you aware that the City of Bend has two water sources which provide potable water to the community (surface water diverted from Bridge Creek and groundwater from 20 wells)?
2. Are you aware that 60% of the water produced annually (approx. 2,820 MG) goes to landscape irrigation during the summer months?
3. Were you aware that the City of Bend Utility Department has a Water Conservation program? If so, have you visited the webpage www.waterwisetips.org to find out about programs, workshops, rebates?
4. Did you know that the City of Bend has, and enforces, water use code that outlines the efficient use of water including: *even/odd watering days based on your home address, no watering between 9am and 5pm, prohibiting runoff and overspray of irrigation into the sidewalks, streets and roadways?*
5. If you answered 'Yes' to question 4, how did you hear about Water Use Code?
6. Did you know that the City of Bend Water Conservation program has rebates available for water efficient devices that can save water and money on your utility bill including: *toilets, washing machines, smart irrigation controllers, & drip conversion kits?*
7. What issues are a top priority for you in regard to Bend water?
8. What forms of media do you most frequently use to stay informed of news and events?

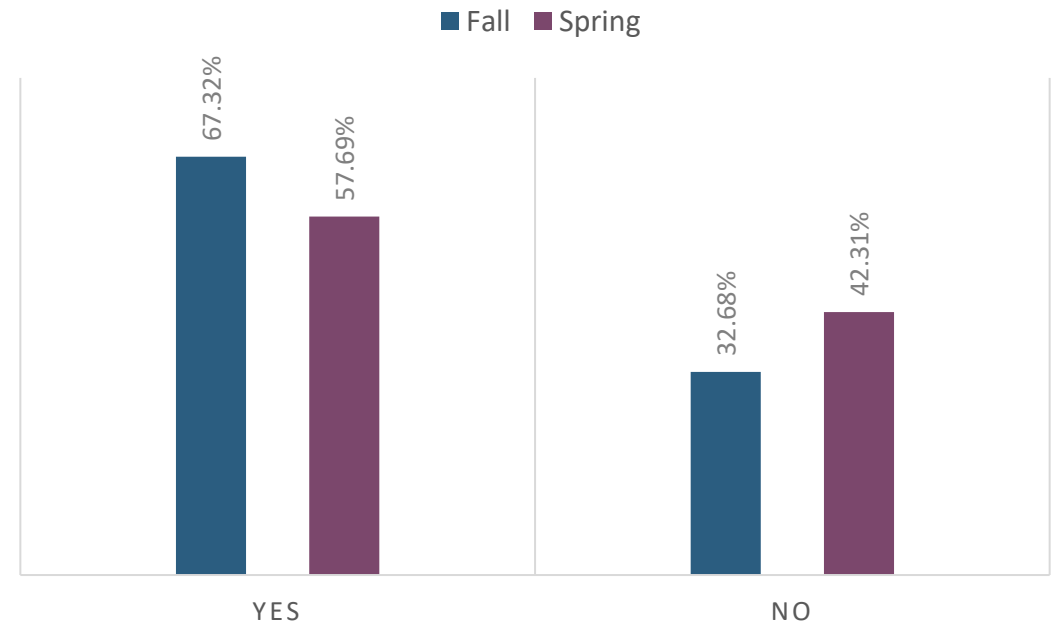


Q: Where your water comes from

COMMUNITY SURVEY AWARENESS OF CITY OF BEND DUAL WATER SOURCES

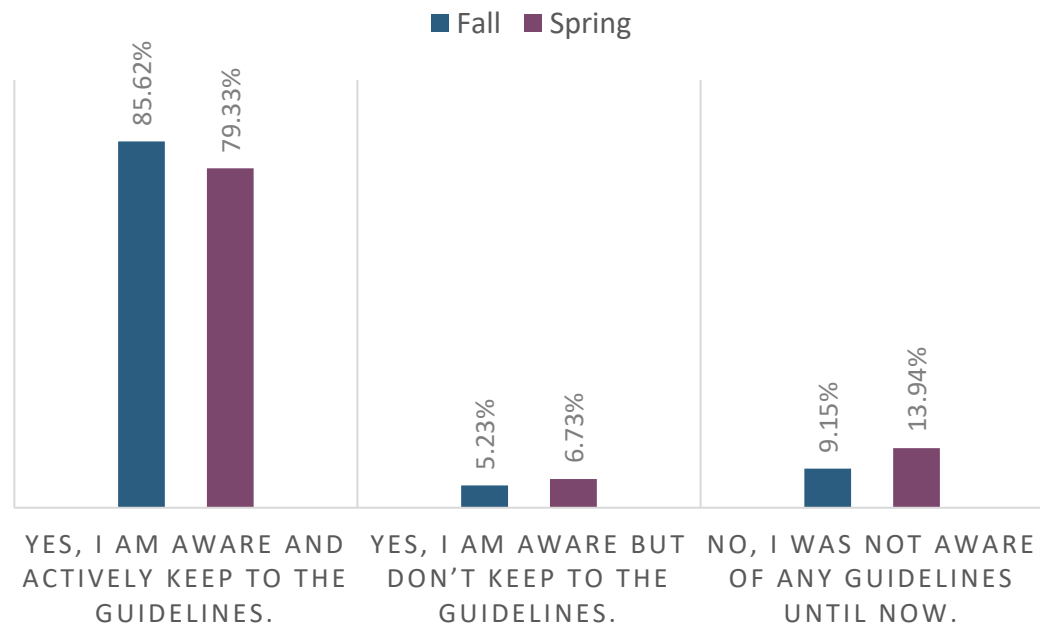


COMMUNITY AWARENESS THAT 60% OF WATER PRODUCED BY CITY OF BEND IS USED FOR LANDSCAPING

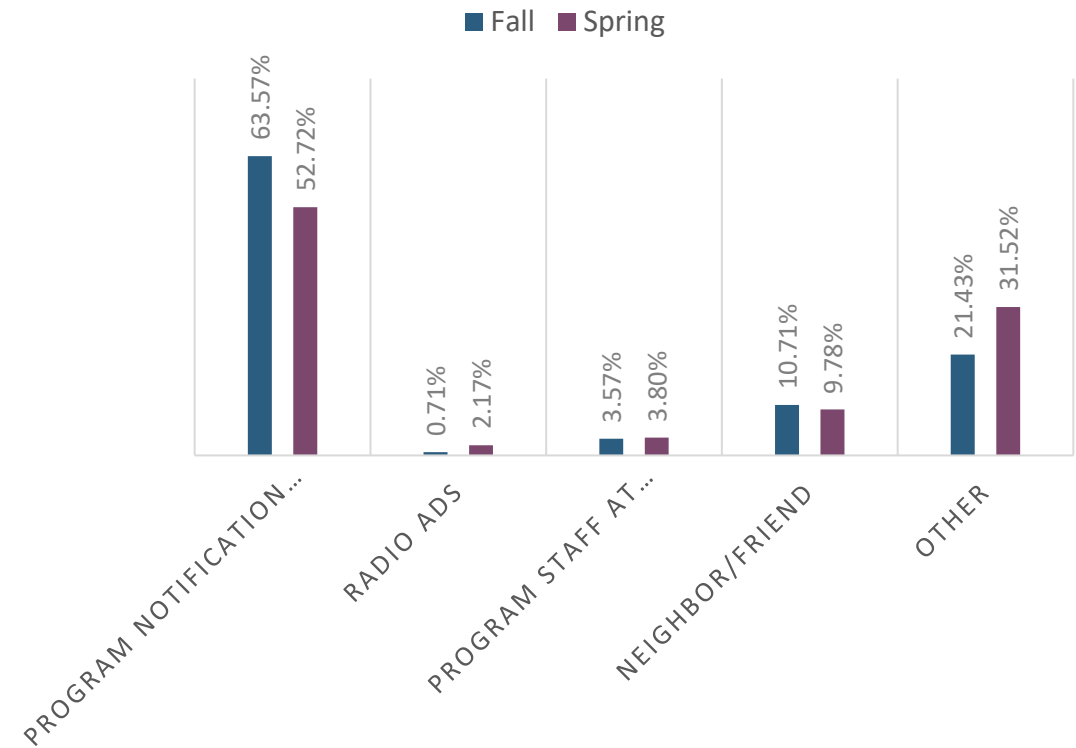


Q: Water use code

COMMUNITY SURVEY AWARENESS OF WATER USE CODE SPRING TO FALL 2023

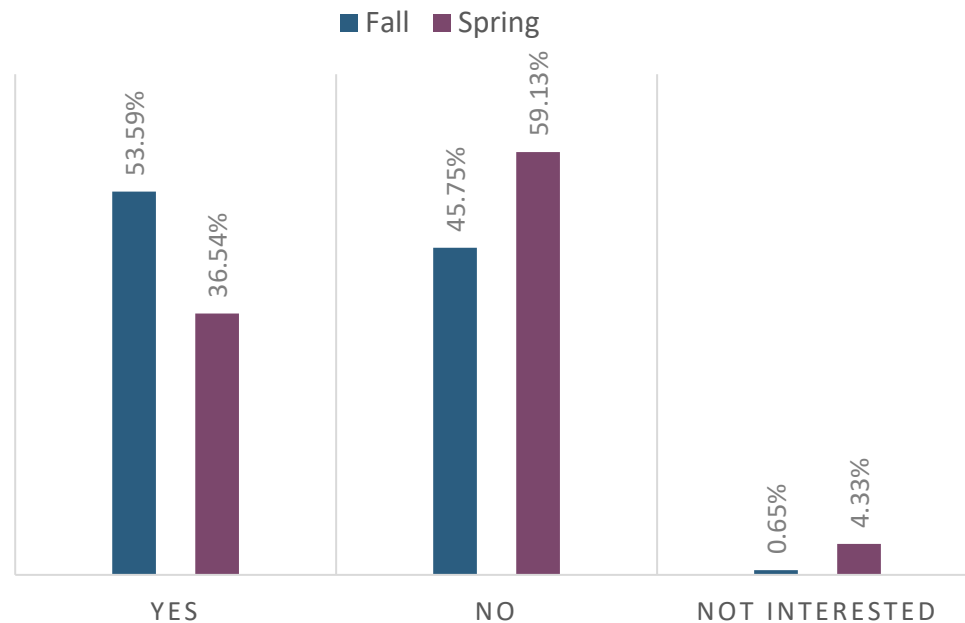


COMMUNITY SURVEY METHODS OF HEARING ABOUT CODE SPRING TO FALL 2023



Q: Water conservation rebate

COMMUNITY AWARENESS OF WATER CONSERVATION REBATES



Rebate testimonials:

I was so impressed by the helpful and knowledgeable staff. I can go back to my report next year to review. I like the changes I made.

11/29/2023 12:13 PM

[View respondent's answers](#) [Add tags](#)▼

Smart Irrigation rebate was great! Love our report and how we can lower our water consumption

11/28/2023 02:15 PM

[View respondent's answers](#) [Add tags](#)▼

easy, effective, efficient, friendly representatives

11/28/2023 02:10 PM

[View respondent's answers](#) [Add tags](#)▼

I got the rebate but never received a notice that I got it. I noticed a lower bill one month so figured that was the rebate. Uploading the picture of the toilet was difficult.

11/29/2023 03:32 PM

[View respondent's answers](#) [Add tags](#)▼

Upcoming discussion

- Landscape code progress
 - Launch dates
 - Comments
- New Program Roll Out 2024- Turf Removal Program/Water Wise Communities
 - Review Program language and terms
 - Implications considerations of turf removal
 - Maintenance / education needs

UPAG discussion



- Are there ways we can help make the program metrics more easily understood or appreciated by the general community?
- What ideas do you have to help encourage community participation in new programs to change individual water use?

Erosion Control Permit Compliance Updates

Summary of upcoming permit changes

≥5,000 sq ft land disturbance threshold (Nov 1, 2024)

- Erosion and sediment control plan
- Plan review documentation
- Minimum inspection & documentation requirements
- Complaint driven inspections
- Escalating enforcement



What that means for Bend...



Increased City oversight on a wider range of projects

Moving permit triggers away from types of projects to size of projects

Reducing erosion control permit exemptions

Standards & Specs, Muni Code Title 16, and Development Code Updates

Changes to internal processes (project intake and tracking)

**Looking for input and participation through UPAG summer sub-committee*



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Upcoming Training Opportunity

Erosion Control Training

- May 2nd –3rd
- Day 1 workshop and guest speakers *(free)*
- Day 2 CESCL certification training *(\$200/person and must attend day 1 and day 2)*

Will send online registration portal link to UPAG members once it opens.



Discussion & Feedback

Look ahead



April 3, 2024: Water Conservation & Stormwater Management
11am-12:30pm Hybrid Meeting (Boyd Acres or MS Teams)

***Outcome:** Feedback on overall conservation priorities and on HOA grant program approach. Input on focus areas for proposed business outreach.*

May 1, 2024: Stormwater Master Plan & Groundwater Protectiveness
11am-12:30pm Hybrid Meeting (Boyd Acres or MS Teams)

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.

