

September 2, 2026 • 11 a.m.–12:30 p.m.

Hybrid Meeting • MS Teams or Public Works Headquarters Building Roundabout Room

Water Advisory Group

Elisabeth O'Keefe, Stormwater Program Manager • Dan Denning, Water Conservation Program Manager
• Julie Lowy, Communications Coordinator • Aubrie Koenig, Facilitator

Purpose & Agenda

Share and discuss water conservation program updates, including progress report highlights and analysis of conservation measures.

1. Welcome and Introductions
2. 100 Years of Water
3. Water Conservation Program
 - Water Management Conservation Plan update
 - Conservation measure modeling
 - Customer demand analysis
4. Discussion and Feedback
5. Summary and Closing



Role of WAG

DEPARTMENTS • PUBLIC WORKS • WATER SERVICES

WATER ADVISORY GROUP

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



WAG Meeting Logistics

- **Topics:** water-related programs and policies, including conservation and stormwater
- **Materials:**
bendoregon.gov/departments/public-works/water-services/water-advisory-group-wag/
- **Timing:** 1st Wednesday monthly
11 a.m.-12:30 p.m. through 2026
- **Format:** Hybrid meetings for 2026



Welcome new WAG members!

- Briefly introduce yourself (name and organization)
- Let us know: What is your goal/interest in being part of WAG?



100 Years of Water Campaign Update



100 Years of Water

- Engages residents with a positive, approachable introduction to Bend's water system and services.
- Creates multiple touchpoints through events, social media, videos and other community outreach.
- Provides platform for ongoing messages, including water quality, conservation and stewardship.



100 Years of Water cont.

Events to date have included:

- Earth Day Fair
- Public Works Open House
- Oregon Archeology Roadshow
- WaterWise Landscape Field Day
- Deschutes River Cleanup
- History Pub at McMenamins

Recent and upcoming:

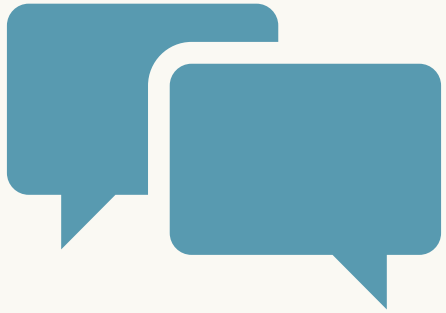
- Sept. 1 launch of Fall activities and web page
- Oct. 13 tour of Water Reclamation Facility



Water Conservation Program Update



WAG Discussion Questions Preview



- What campaign messages/outreach have you seen from the Water Conservation program?
- Which materials/messages stood out or resonated?
- Are there messages worth increasing (i.e., regulatory code compliance, community collaboration toward reduction goals)?

Water Management Conservation Plan update

Water Management and Conservation Plan September 2021



- Under OAR 690-086 utilities with over 1,000 customers or a utility applying for a water right permit, transfer, or permit extension must submit a WMCP.
- WMCPs are submitted to the state and outline the utility's efficient use of water and efforts toward managing demands.
- A full WMCP is required every 10 years with a progress report required at 5 years. Any of the situations listed above would require a complete WMCP out of step with the aforementioned timeline.
- In Oct. 2026 City of Bend will submit our progress report to the 2020 WMCP.

Conservation Measure Modeling

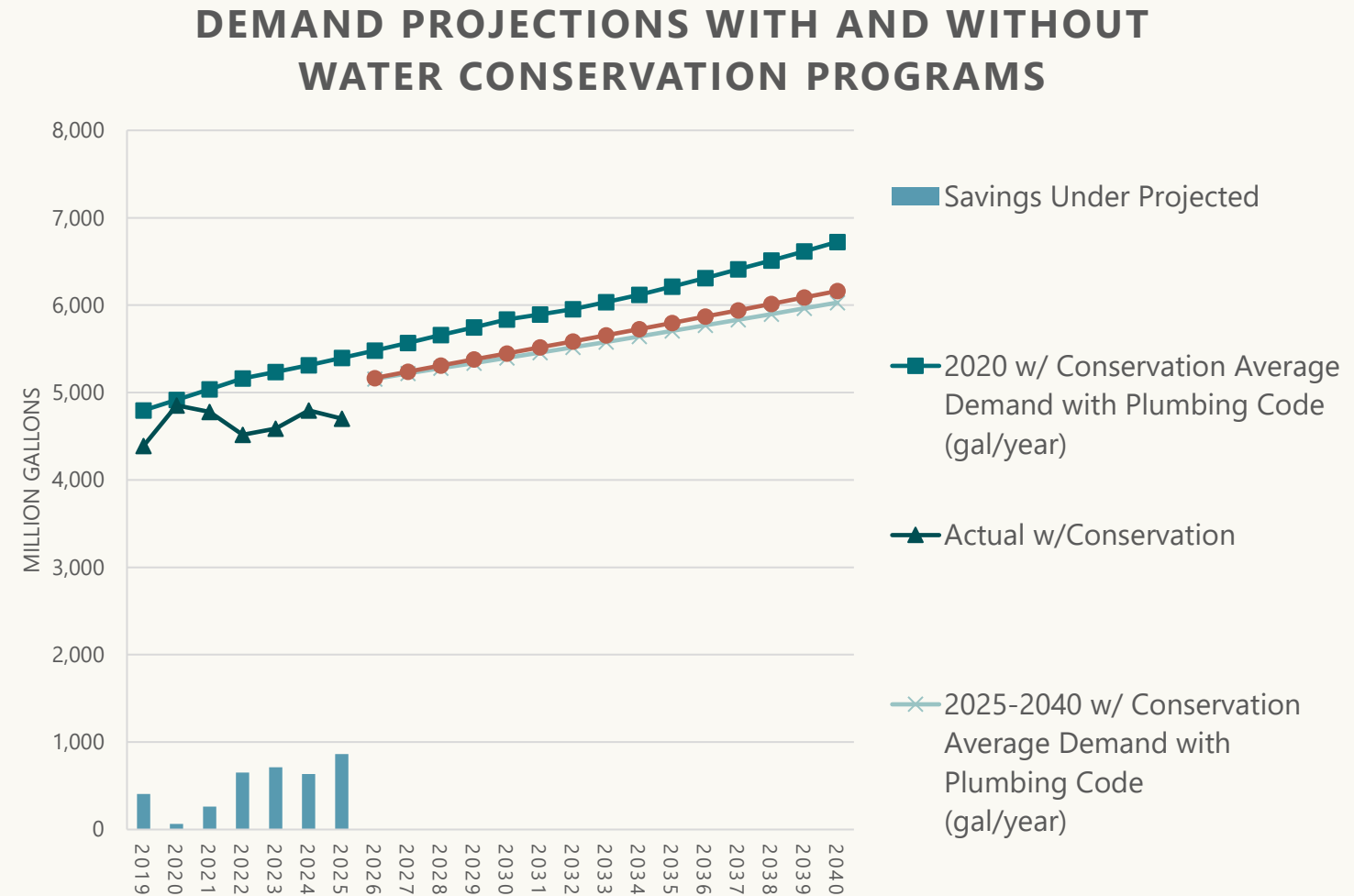
- Several efforts will happen through this progress report effort:
 - (Req'd)-An update on the existing conservation measures, production/consumption trends and water rights.
 - (Addt'l)-Analysis of existing and new conservation measures.
 - (Addt'l)-A focus on understanding customer demands in individual pressure zones throughout the service area (targeted conservation).

Conservation Measure Overview

Continuous Measures	Start	New Measures 2021	Start	New Measures 2026	Start
Sprinkler Inspection (SFR)	2016	ROW Landscape Code	2024	Grey Water (MFR)	TBD
Large Landscape (COMM, MFR)	2016	Outdoor Rebates Devices (SFR,MFR,COMM)	2022	Tiered Water Rate Structure	TBD
Water Waste Code Enforcement	2014	- Smart Controllers - Sub Meters - Drip Conversions - HE Nozzles - PRS Bodies		Pay for Performance Program	TBD
Communication and Outreach	2002	Indoor Rebate Devices (SFR, MFR, COMM)	2023	Indoor outdoor Leak/Maintenance Assistance	TBD
Indoor Conservation Kits	2014	- HE Toilets - HE Washing machines - Hot water Recirculators			
Annual M36 Audit	Evergreen	Turf Replacement Rebate (SFR)	2024		
Full metering of system, meter testing, leak detection		Water Wise Communities (MFR, COMM)	2024		

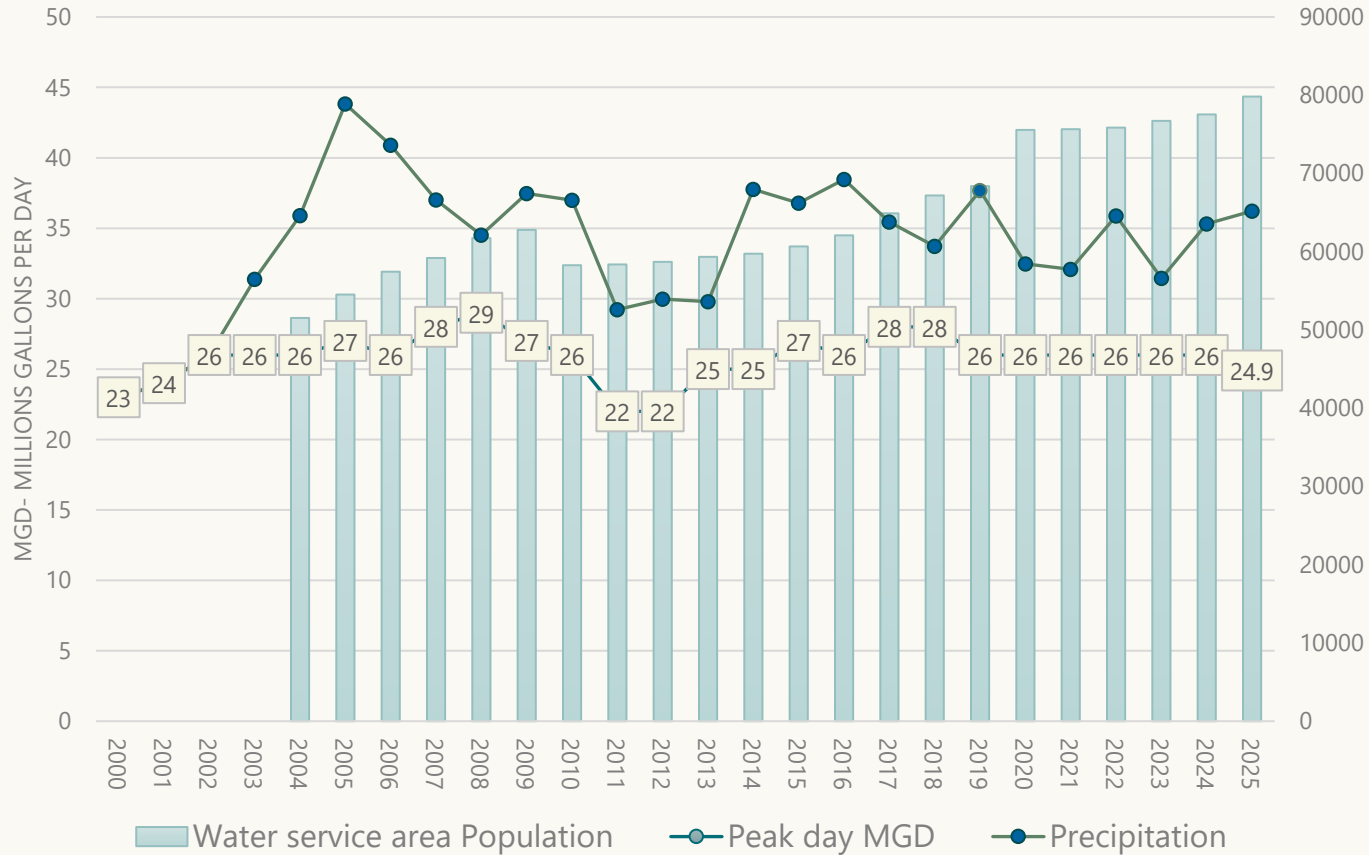
Analysis

- DSS Decision Support Model to analyze effect of conservation program measures
- Looks at Utility/Customer cost and water saved
- Projects based on sector growth, water use trends, inflation, expected life of measure



Production

City of Bend Water Production Summary Data 2000-2025
Maximum Day Demand and Total Annual Precipitation



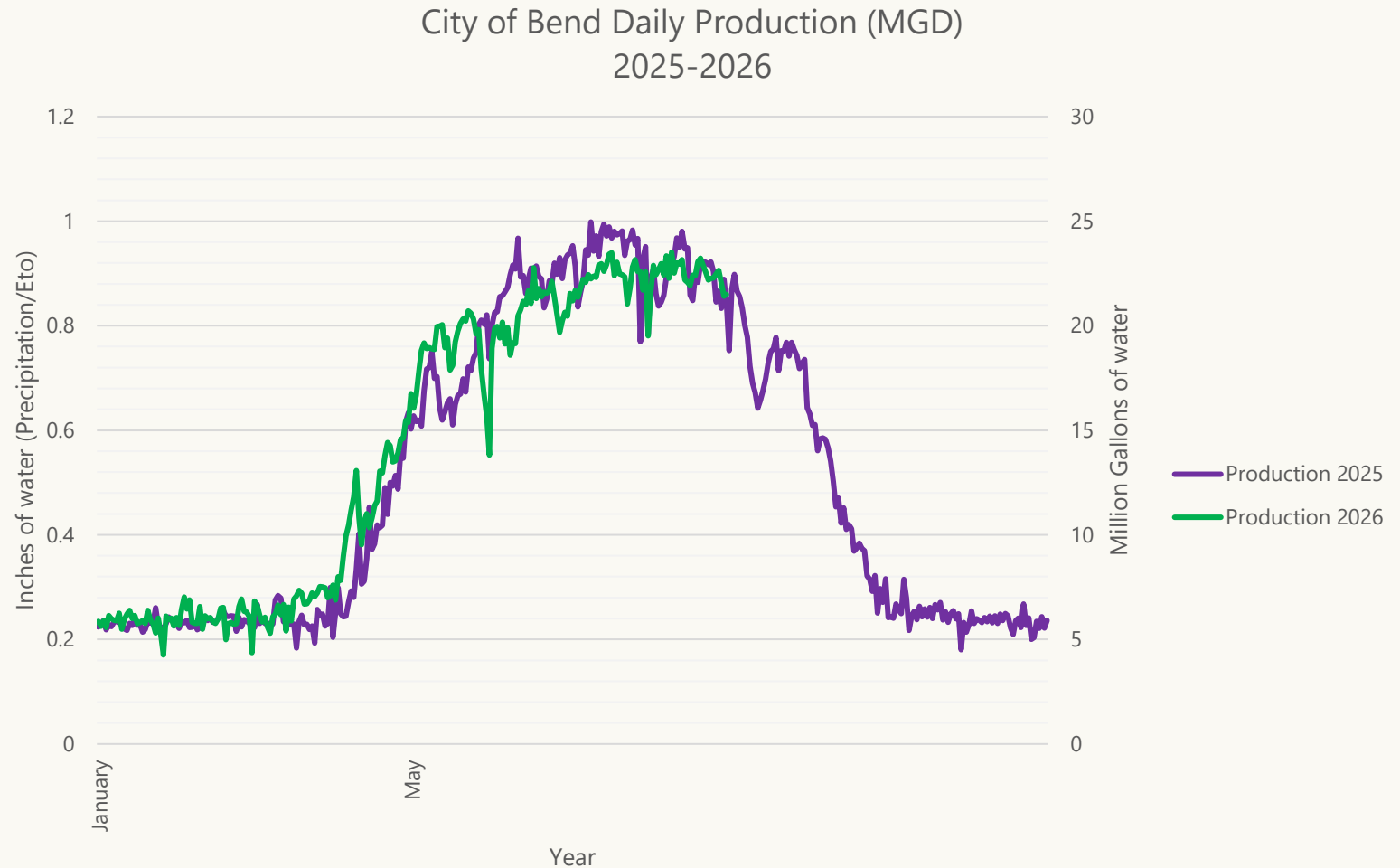
2026 –Max Day Demand 23.5MG

- 7 year stretch of holding down peak demands
- Decoupling of demand from population growth

Production

Water Demand

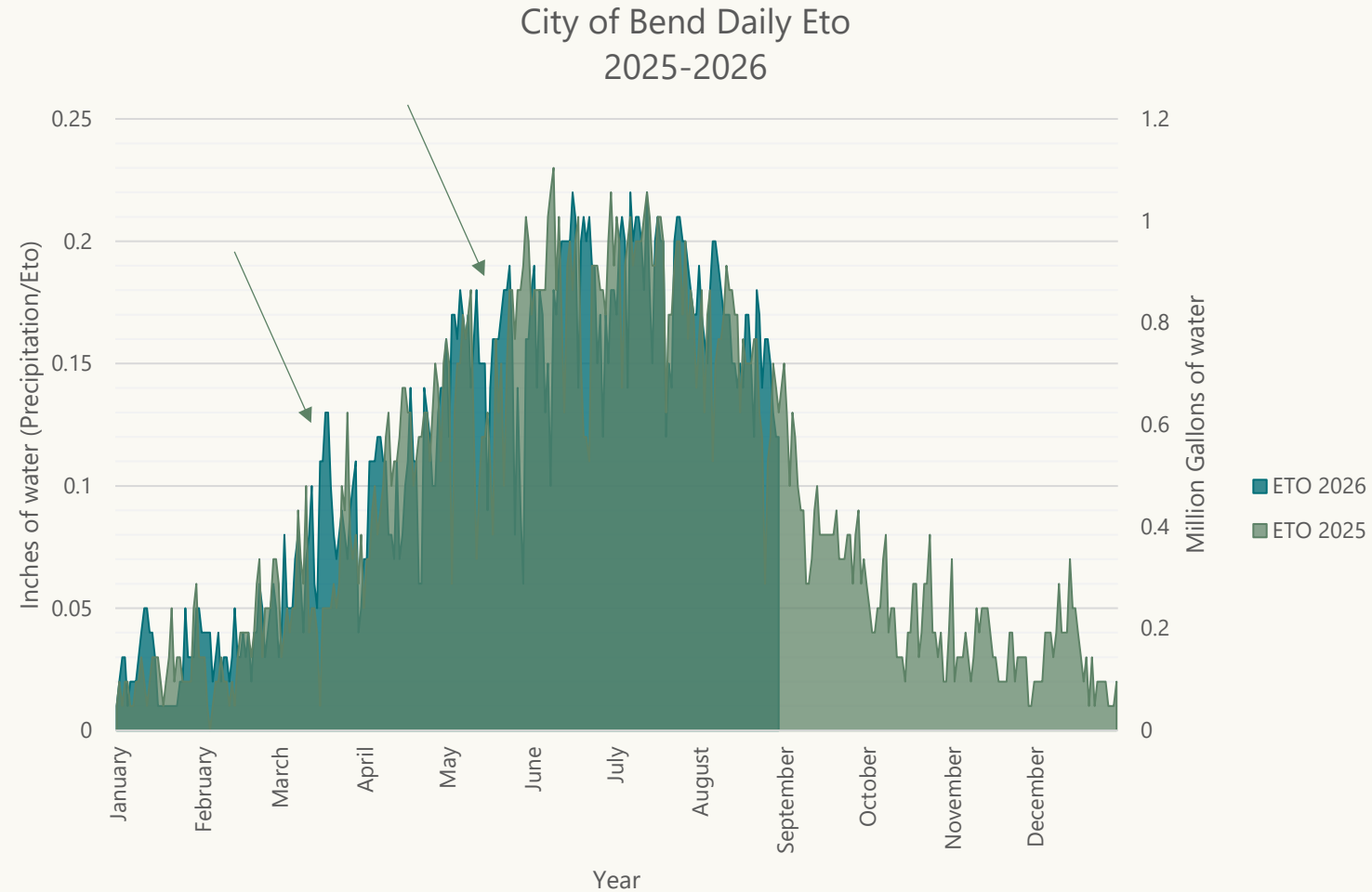
- Early season jumps reversed course mid-May-June
- Early communication and heavy enforcement efforts prioritized in 2026
- Apply a multipronged approach (communication, incentive, enforcement, and educations) to curtail demands



Production

Eto

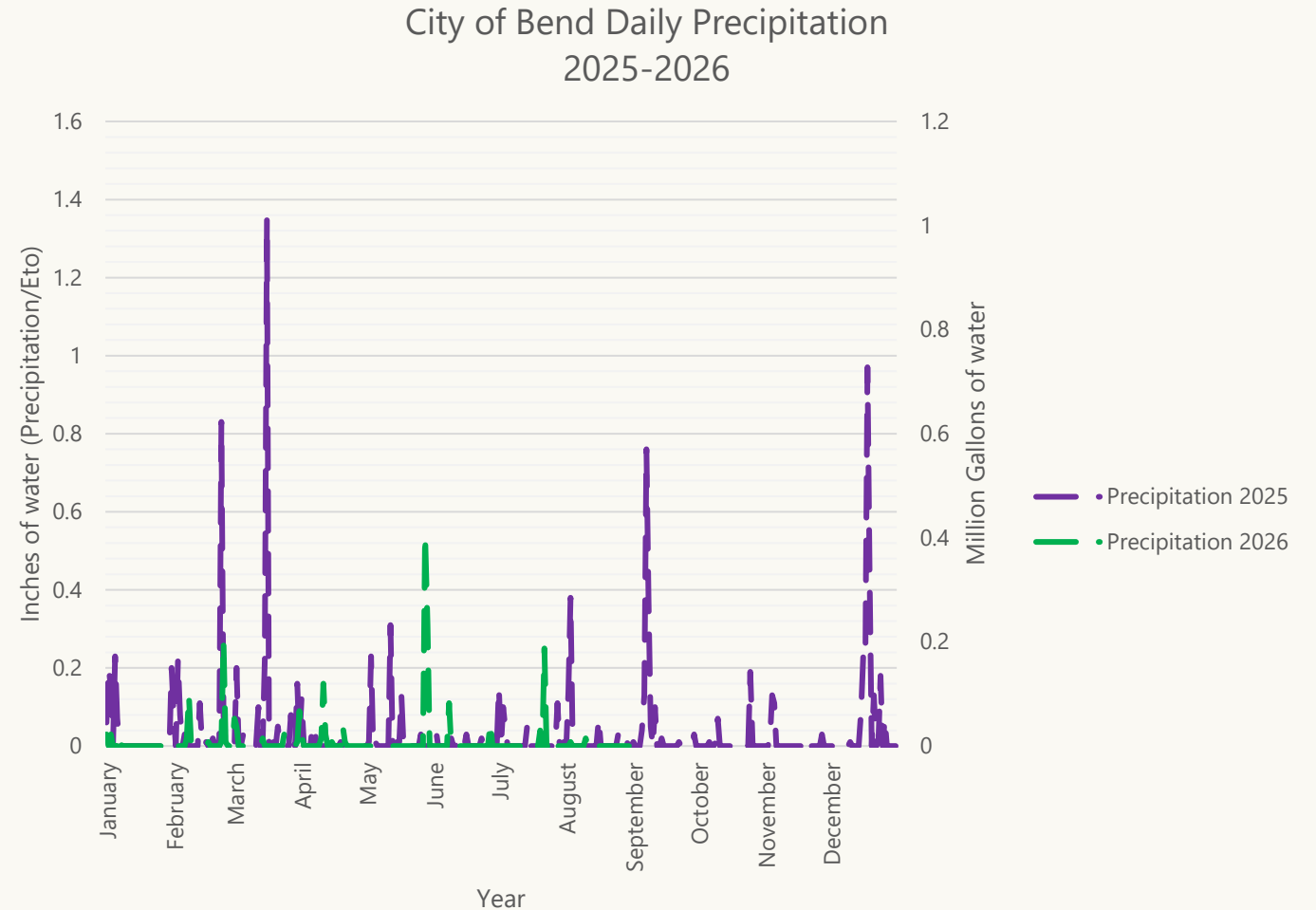
- Early season spikes in plant water need
- More consistent with average midseason



Production

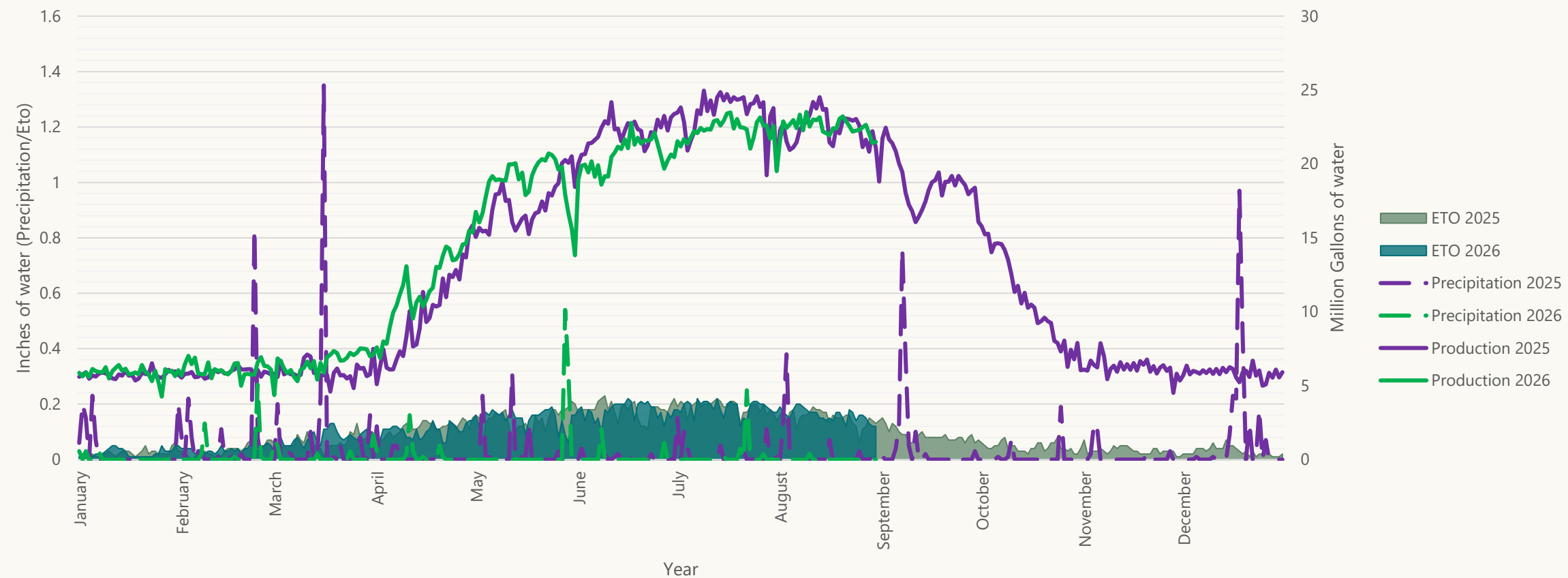
Precipitation

- Precipitation events prior to and during the growing season have had some effect on consumption.
- Again, a possible case for continuing smart controller incentives as water management tools.



Production

City of Bend Daily Eto and Precipitation vs. Production (MGD)
2025-2026



*This data incorporates estimates of missing values: Jan 2024 (4), June 2024 (3)

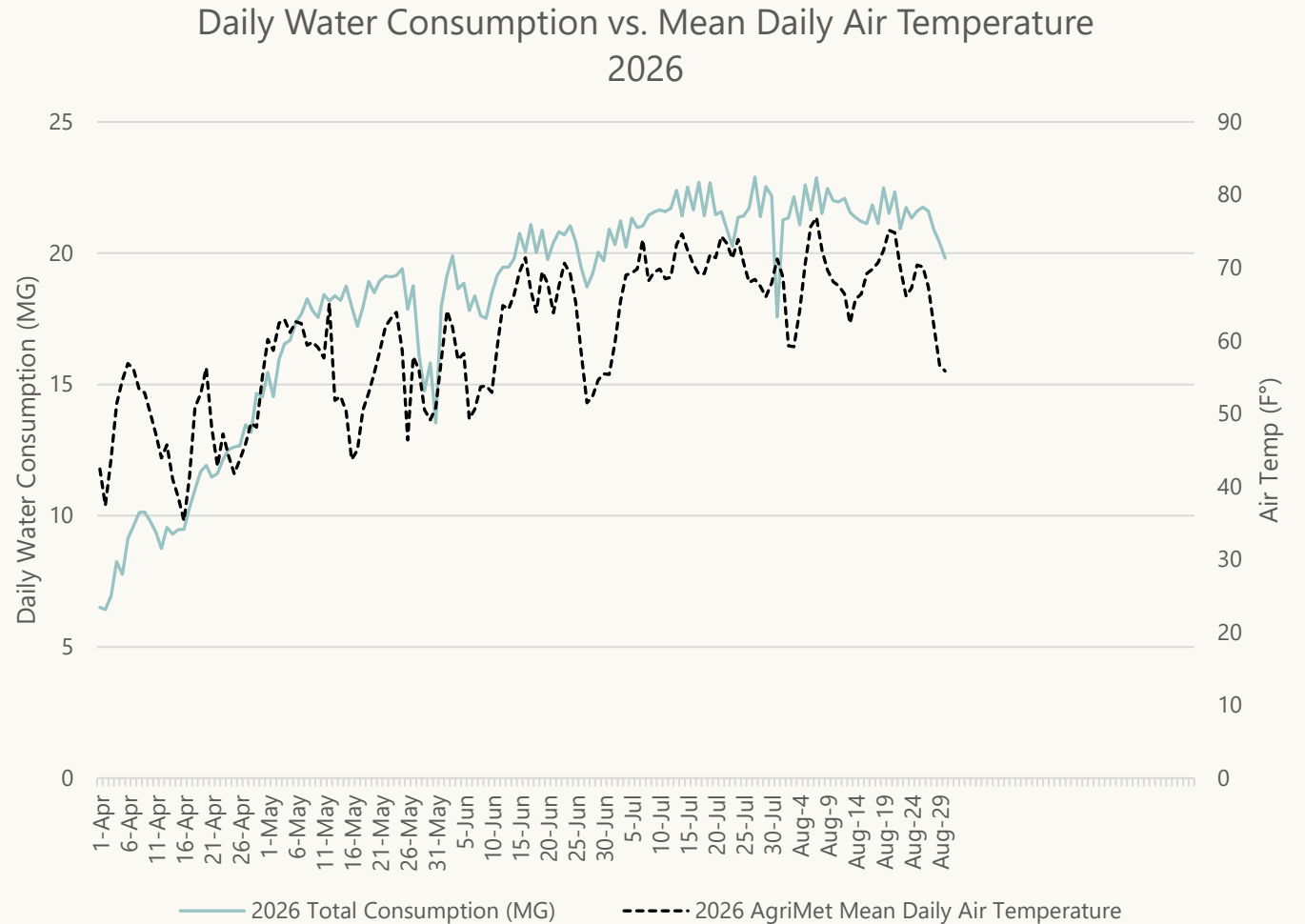
Negative=
less water
used 2026

	Month	2024 Production Total (MG)	2025 Production Total (MG)	2026 Production Total (MG)	Diff 2026- 2025	Expected Water Savings Per Month
	Jan	*190.031	177.979	181.19	3.211	41.24934
	Feb	173.163	164.103	170.959	6.856	37.25747
	Mar	184.707	184.179	203.249	19.07	41.24934
	Apr	280.568	294.447	351.299	56.852	39.91872
	May	514.055	535.313	579.944	44.631	41.24934
	Jun	*661.547	664.78	617.46	-47.32	39.91872
	Jul	778.126	728.234	689.93	-38.3	41.24934
	Aug	713.686	691.398	693	1.61	41.24934
	Sep	612.476	562.318			39.91872
	Oct	388.428	332.782			41.24934
	Nov	173.843	186.21			39.91872
	Dec	173.347	181.37			41.24934
	Total	4752.418	4703.12	3507.43	45.52	485.6778

Consumption

External drivers of consumption

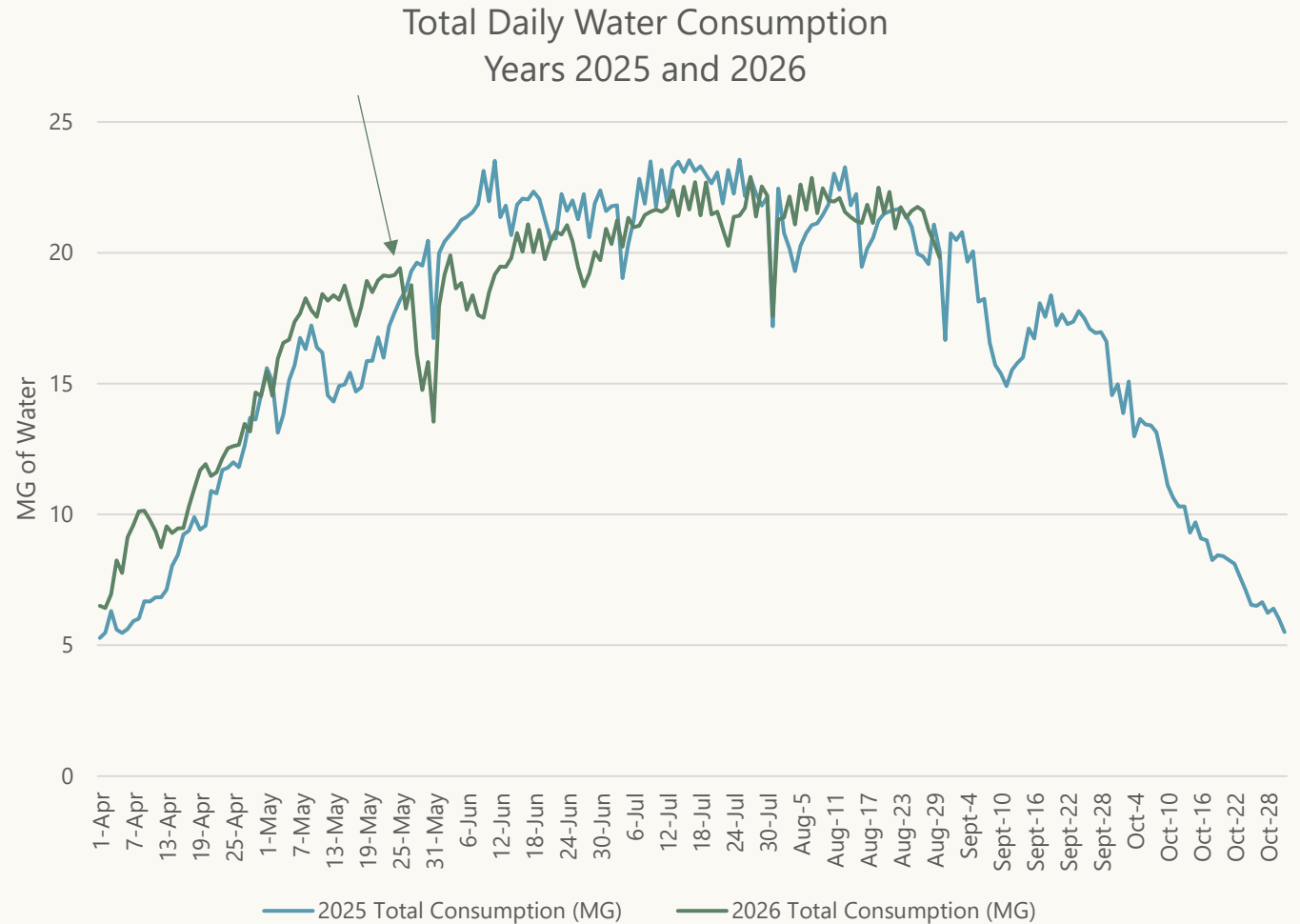
- Weather (precipitation, temp)
- Evapotranspiration
- Consumption follows long-term trends but not at same scale or frequency. Case for Smart controllers?



Consumption

YOY comparison

- Early season on track to exceed 2025
- May had a shift in consumption
 - Drought declaration- *March*
 - City of Bend advisory joint message with Avion and Roats- *April*
 - Enhanced Enforcement notifications -*May*
 - Conservation program Efforts begin- *May*



Communications

Seasonal Advisory

- Early demands due to lack of winter/spring precipitation
- Customers perception of need to water early and heavy to replenish what lacking
- Spring demands jumped, operational concerns
- Possibility of a bad fire year multiplied concerns

[View this email in your browser](#)



CITY OF BEND

NEWS RELEASE

April 24, 2026

From:

Jacob Larsen, Community Relations Manager

541-647-0696, jlarsen@bendoregon.gov

Dry Winter Brings Early Focus on Community Water Conservation

After an unusually warm and dry winter, a drought has been declared in Deschutes County. While Bend's water system remains stable, the City is encouraging residents and businesses to make small, water-saving changes now to help protect local water supplies throughout the summer.

Low snowfall and dry soils are already leading to increased water use. Operational challenges such as fire or prolonged days of peak demand could further strain the system.

The City's dual water sources — surface water and groundwater — provide reliability even in dry years, but conserving water remains an important part of long-term planning. By keeping daily use in check, Bend can maintain healthy reservoir levels for fire protection and avoid the need for costly infrastructure expansions.

"Bend has a strong track record of coming together to save water," said Dan Denning, Bend Water Conservation Program manager. "When people make small adjustments at home and work, it truly makes a difference for the whole community."

That track record is reflected in recent water-use data. In July 2025, Bend residents used 49 million gallons less water than in July 2024 — a reduction of approximately 20 gallons per person per day. The savings are particularly notable because July is typically the City's highest water-use month.

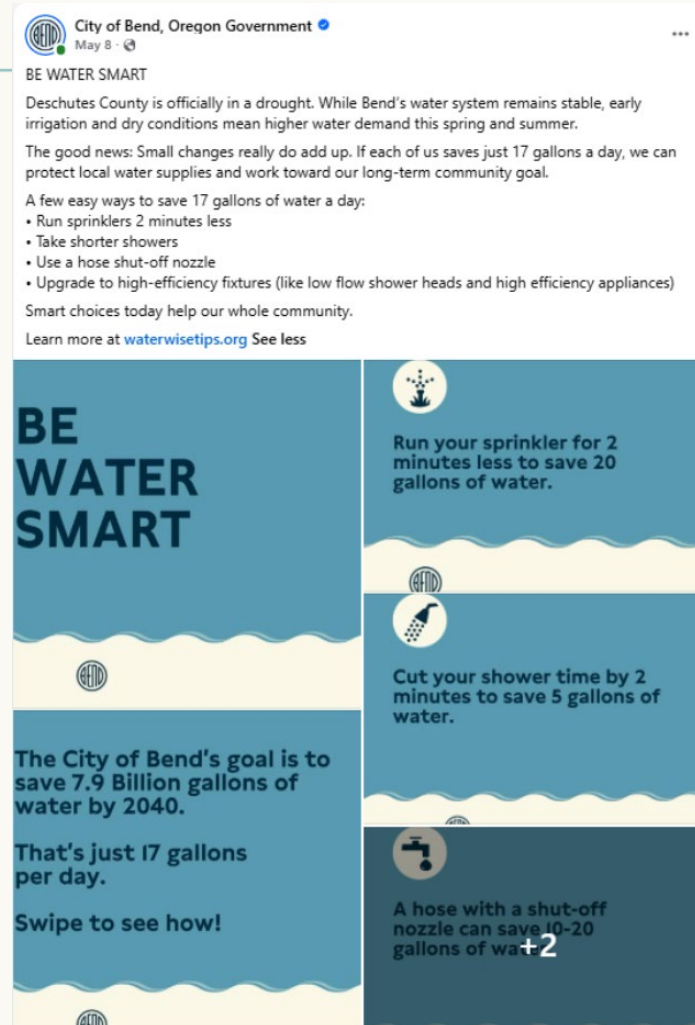


CITY OF BEND

Communications

Social Media

- Seasonal messaging matched to demands
- Broad audience
- High frequency one/two per month
- Can highlight partnerships and national campaigns



Communications

Bill Inserts

- Reach all water customers
- Expect high resonance to message combining with bill
- Targeted to desired audience

BE WATER SMART

Our community is aiming to save 7.9 billion gallons of water by 2040. Your part? **Just 17 gallons a day.** Using water wisely protects our resources and keeps costs down for everyone.

Using a shutoff nozzle on your hose can save 10-20 gallons per day.

Spending 2 minutes less in the shower can save 5 gallons per day.

Replacing old toilets, shower heads and faucets with efficient models can save 27 gallons per day.

Running your sprinkler for 2 minutes less saves 20 gallons per day.

Small changes add up. Join your neighbors in saving 17 gallons a day. Find more tips at [WaterWiseTips.org](https://www.WaterWiseTips.org)

CITY OF BEND

YOU NEED TO HIRE A POOL GUY FOR THE FRONT LAWN

Just another **sign** you might be **wasting water.**

There are a dozen signs of overwatering. And as many reasons to stop — like protecting our most precious resource.

One of the easiest ways to save water — and money — is to use a smart irrigation controller to water the right amount.

Flip this over to learn how you can get up to a \$100 rebate on a WaterSense-labeled smart controller.

[WaterWiseTips.org](https://www.WaterWiseTips.org)

REBATE: Up to \$100 for a smart irrigation controller

Smart controllers use local weather conditions and your plants' water needs to adjust irrigation automatically, helping use less water while keeping your yard looking its best. Here's how to get your rebate:



- 1 Visit [WaterWiseTips.org](https://www.WaterWiseTips.org) to confirm eligibility and review requirements.
- 2 Buy and set up the qualifying controller.
- 3 Complete the rebate application within 90 days and schedule a quick controller check with Conservation staff.

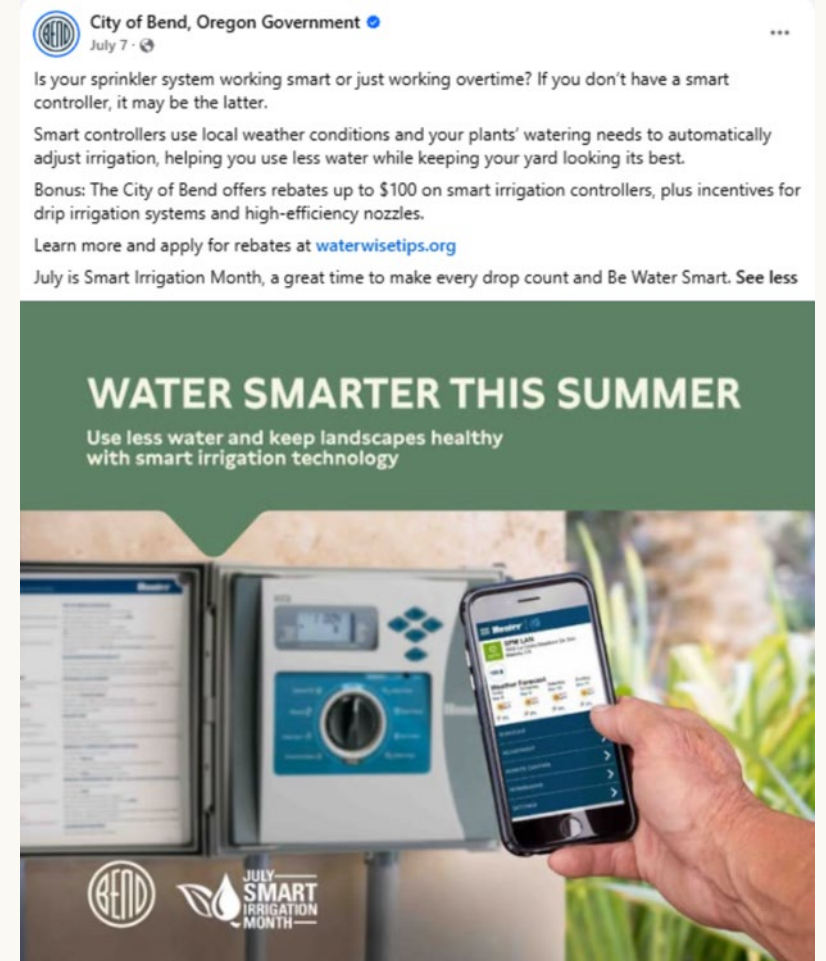
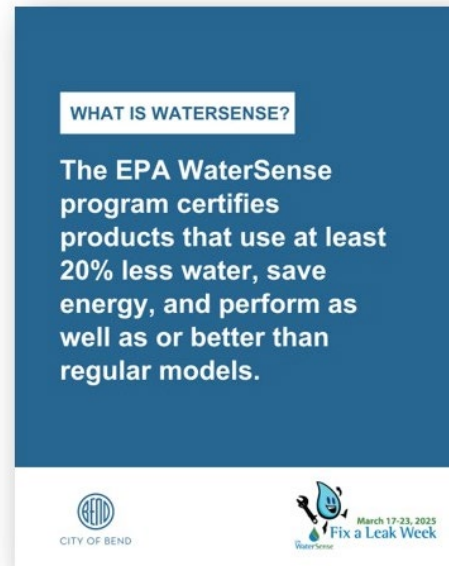
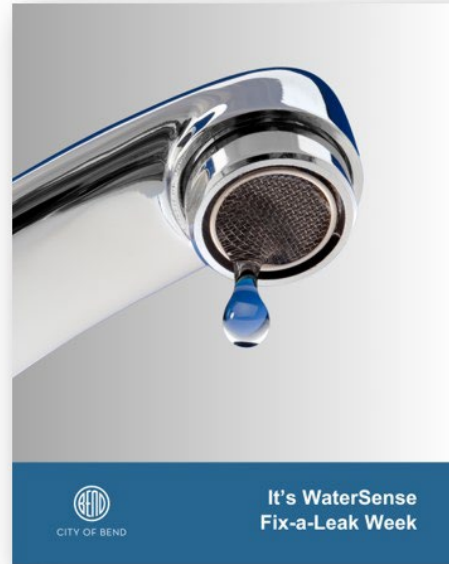
BE WATER SMART



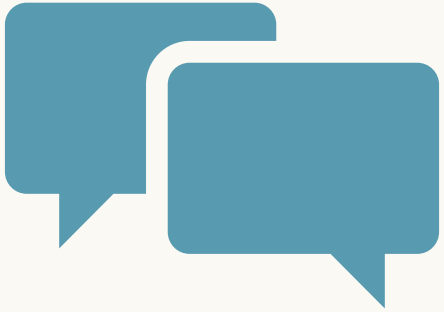
Communications

Partnerships/national campaigns

- Irrigation Association
- EPA Water Sense Program
- Provide content/engagement opportunities
- Bolster message with national ties



WAG Discussion Questions

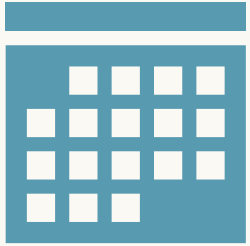


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- Which materials/messages stood out or resonated?
- Are there messages worth increasing (i.e., regulatory code compliance, community collaboration toward reduction goals)?

Discussion & Feedback



Look ahead



October 7, 2026: Outback Facility Expansion

November 4, 2026: Stormwater Program Update

December 2, 2026: 100-Years of Water Campaign and WAG Year in Review

WAG suggested topics?

What discussion topics
most interest you
heading into 2027?

Thank you!



Language Assistance Services & Accommodation Information for People with Disabilities



Accommodation Information for People with Disabilities & Language Assistance Services

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please email accessibility@bendoregon.gov or call 541-693-2198. Relay Users Dial 7-1-1. All requests are subject to vendor processing times and should be submitted 48-72 hours in advance of events.

Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad

Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto en correo electrónico accessibility@bendoregon.gov o número de teléfono 541-693-2198. Los usuarios del servicio de retransmisión deben marcar el 7-1-1. Por favor, envíe sus solicitudes con 48-72 horas de antelación al evento; todas las solicitudes están sujetas a los tiempos de procesamiento del proveedor.