



**INFORMATION UPDATE FOR WHOLESALE CUSTOMERS**

[http://www.seattle.gov/util/About\\_SPU/News/Newsletters/index.asp](http://www.seattle.gov/util/About_SPU/News/Newsletters/index.asp)

Three of the low chlorine samples were from purveyor areas (0.5%). The average water temperature in the distribution system in December was 8.3 degrees Celsius, with a range of 3.5 to 12.6 °C. Tolt and Cedar water temperatures are both around normal for this time of year.

**Taste and Odor**

The taste and odor panel is meeting bi-weekly. Samples are rated on a scale from 1 to 9, with 1 representing the best and 9 representing the worst. The taste and odor flavor rating assessment (FRA) for the latest Cedar supply (Lake Youngs treated) sample was 2.0. The Tolt supply result was 1.3.

**Stage 2 Disinfectants/Disinfection By-Products Rule**

All fourth quarter 2013 Stage 2 DBP samples have been collected and analyzed. No samples were above the HAA5 or TTHM MCLs. All systems remain in compliance, and five systems still qualify for reduced monitoring.



**Seattle  
Water Supply  
Indicators**

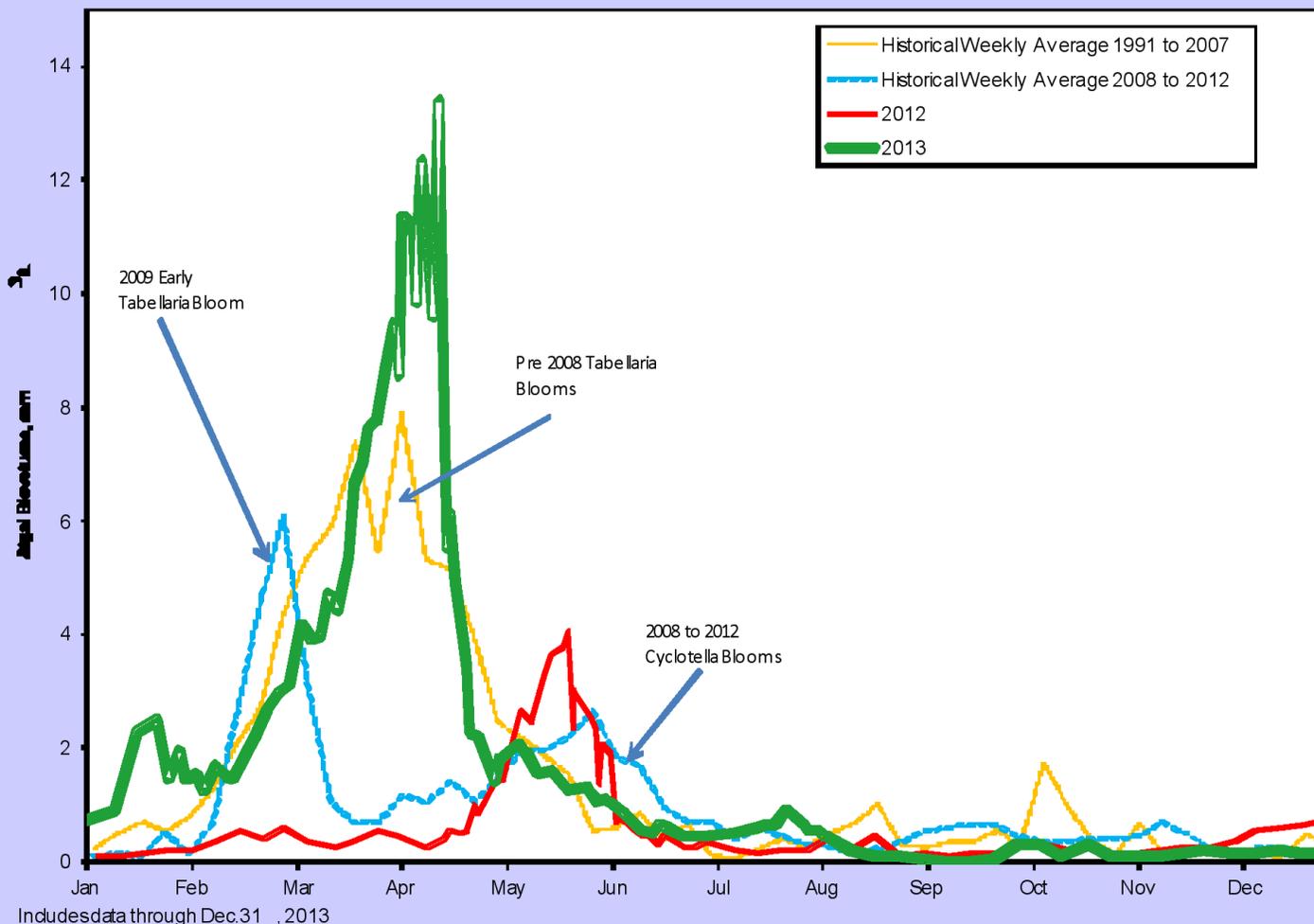
<b>Water Storage</b>	
<b>Reservoir Inflows</b>	
<b>Snowpack</b>	
<b>Customer Use</b>	
<b>Overall</b>	
Good     Fair     Poor For more information on Water Supply: <a href="http://www.seattle.gov/util/About_SPU/Water_System/Water_Supply/index.asp">http://www.seattle.gov/util/About_SPU/Water_System/Water_Supply/index.asp</a>	

 **Water Quality  
Technical Forum  
Report**

**Chlorine Residual and Coliform Data**

There was one purveyor with a positive coliform sample during the fourth quarter of 2013. For the year there were a total of nine positive samples in purveyor areas and four in Seattle. All systems remain in compliance. Average chlorine residual concentrations in the purveyor distribution systems ranged from 0.64 to 1.20 mg/L, with an overall average of 0.92 mg/L in December. The chlorine residual targets for both the Tolt and Cedar Treatment Facilities are 1.5 mg/L. The number of samples with chlorine less than 0.2 mg/L was 8 in December (out of 815 samples).

**Lake Youngs Total Algae (C1 -RAW)  
Historical Weekly Averages versus 2012 and 2013**



**Lake Youngs Status**

The lake turned over around December 6th. The total coliform counts were normal in Lake Youngs in December. The average Lake Youngs raw water total coliform count for December was 103 cfu/100mL, with a range of 11 to 411 cfu/100mL. The historical average for December is 58 cfu/100mL.



**Conservation Technical Forum**

On the web at <http://www.savingwater.org>

**ANNUAL REPORTING**

**Success in Adopting the New WUE Goal**

16 of 19 SWP members have adopted the 2013-2018 Water Use Efficiency Goal, and the rest are on track to adopt it in the next few months. As a reminder, the 2013-2018 WUE Goal is as follows:

“Reduce per capita water use from current levels so that the total average annual retail water use of the members of the Saving Water Partnership is less than 105 MGD from 2013 through 2018 despite forecasted population growth.”

CONTACT: Miale Jose (206) 615-1452



### Regional WUE Results Available April 1

The results of 2013 regional water conservation efforts will be available by April 1 for regional reporting, as in years past. Please complete the Wholesale Customer Survey forms, available online at: [http://www.seattle.gov/util/ForBusinesses/Water/WholesaleCustomers/Wholesale\\_Customer\\_Survey/index.htm](http://www.seattle.gov/util/ForBusinesses/Water/WholesaleCustomers/Wholesale_Customer_Survey/index.htm)

by Monday, March 3 in order to provide SPU staff with sufficient time to process the information. Miale will provide utilities with individual reports of rebates that took place in their service areas by the end of February.

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## COMMUNICATION

### Communication Working Group 2013 Accomplishments and 2014 Plans

The Communication Working Group is making strides on several fronts:

- ◆ **Website:** In 2013, the newly upgraded Website ([www.savingwater.org](http://www.savingwater.org)) was launched. In 2014, Phase Two of the upgrade will be implemented including translating the most important pages, gathering customer feedback through site use statistics and user testing, and making any recommended changes to the site.

- ◆ **Language Line:** In 2013, a regional Language Line was established as a way to improve communication with non-English-speaking customers. The Language Line is a telephone-based interpretive service whereby an interpreter can be quickly added to a phone call to translate between English speaking utility staff and non-English speaking customers. This service is free to customers. In 2014, the use of the Language Line will be promoted more heavily including preparing translated paragraphs to promote the availability of the Language Line.
- ◆ **Salmon Messaging:** In 2013, the SWP promoted the message that water conservation benefits salmon by partnering for the first time with the King County/WRIA 8 regional Salmon SEEson campaign. This partnership will continue in 2014.
- ◆ **Maintain the Conservation Ethic:** In 2014, conducting customer surveys will give the SWP information on customer attitudes and behaviors:
  - ❖ Participate in the regional Environmental Behavior survey administered by King County
  - ❖ Conduct customer feedback surveys of community festival attendees, toilet rebate program participants and Savvy Gardener class attendees.
- ◆ **FOG and Emergency Preparedness Videos:** Several members of the working group have expressed interest in developing videos on FOG and emergency preparedness. While there is no funding from SWP for those types of projects and a non-SPU project lead would need to be identified, the working group could be used as a venue to coordinate such efforts.

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### RESIDENTIAL INDOOR Multifamily Toilet Rebate Program Booms in 2013

The goal of replacing 1,000 fixtures under the Multifamily Toilet Replacement Program



was exceeded by almost three times in 2013! Over 2,800 fixtures were installed including the Premium WaterSense (1.06 gallons per flush) and the regular WaterSense (1.28 gpf) models. Plans are underway to distribute surveys during the first quarter of 2014 to evaluate customer and product satisfaction. The new rebate amounts of \$75 for regular WaterSense models and \$150 for Premium WaterSense models are now in effect.

*CONTACT: Billie Fisher (206) 615-1282*

**Single Family Toilet Rebates –  
Regular WaterSense Rebate  
Ends March 31; Premium  
Rebate Continues**



A total of 1,051 rebates were issued in 2013. 50 customers took advantage of the Premium \$75 WaterSense rebate (1.06 gallons per flush) which began in June. SWP is ending the \$30 Regular WaterSense rebate on March 31, 2014.

WaterSense-labeled toilets now have a very large share of the local market. Big box retailers like Home Depot and Lowe’s only sell WaterSense toilets. Since a key purpose of utility rebates is to move the market to the most efficient products, SWP will continue to promote the Premium WaterSense rebate. New translated Premium WaterSense rebate applications and FAQ’s are on the regional website [www.savingwater.org](http://www.savingwater.org).

*CONTACT: Billie Fisher (206) 615-1282*



**YOUTH AND COMMUNITY EDUCATION  
Working Group 2013 Accomplishments and  
2014 Plans**

In 2013, the Youth Education working group reviewed new curriculum materials and launched in-classroom presentations carried out by Nature

Vision, the non-profit organization that SWP has contracted with to provide water conservation education. 107 classroom presentations have been conducted or are scheduled in 13 public schools in SWP service areas. 53 presentations remain to be scheduled. A special marketing effort will focus on schools in the service areas of the six SWP members who have not received any programs yet. Evaluations from teachers have been very positive and have helped improve the program. A draft allocation of school programs for the 2014-15 school year has been developed. The draft method for the allocation of school programs was determined by the working group and is based on the percentage of schools in each SWP member service area. For the 2013-14 school year, 160 presentations were funded. For the 2014-15 school year, it is anticipated that 300 presentations will be funded, since less work will be needed on program development. The working group will receive monthly status reports on the number of programs (and identified schools) scheduled in each member service area. Utility staff are welcome to observe classroom presentations, however all requests must be routed through Arece, as advance notice is needed.

*CONTACT: Arece Hampton (206) 733-9137*

**Fix A Leak Week March 17-21**

NatureVision will implement the SWP Fix A Leak Week campaign in March of 2014. NatureVision staff will visit classrooms and challenge kids to test their fixtures at home and report the findings to their teachers. School supplies



will be awarded as prizes to the classrooms and schools that have the highest participation.

*CONTACT: Arece Hampton (206) 733-9137*

**Send Requests for SWP Support of Your Community Events by February 14**

Since the festival season starts at the end of March, SWP staff are beginning to pull together the upcoming festivals and events from around the region to populate the event calendar. And this year, based on Shoreline’s and Woodinville’s successful efforts last year, the SWP has purchased a water refilling station so customers can come refill their water bottles with local tap water at the utility’s booth. The event calendar will be used to determine how and where to work in the new water refilling station and to make sure there are enough conservation materials available. Please send Arece the festivals and or events that your water utility participates in. Include the name of the event, the date, location, and if possible a contact name. Please send this information by Feb 14th.

*CONTACT: Arece Hampton (206) 733-9137*



**RESIDENTIAL & COMMERCIAL LANDSCAPE Savvy Gardener Classes Changing**

The SWP offered 17 classes across Woodinville, Seattle, Renton and Shoreline in Spring and Fall 2013. A total of 299 customers attended these classes. For the second year in a row, attendance is significantly down with an average of 18 per class. SWP staff are recognizing that customers are changing how they gain information and are likely less reliant on the in-person classes we have offered for over a decade. In addition, the direction for obtaining water savings has shifted from cutting the peak demand to ensuring the conservation ethic is maintained. For these reasons and more, SWP will set up classes one last time in wholesale areas for spring 2014 and then focus on shifting to other strategies that effectively reach more customers. The CTF working group

may consider whether classes should be continued via wholesale partners taking the lead in organizing their own classes.

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**Landscape Working Group Looking Ahead to 2014**

Staff completed the year by developing a 2014 workplan to implement changes discussed by the CTF working group. 2014 will be the year to transition away from the staff-intensive Savvy Gardener classes toward outreach activities that more broadly serve the service area’s residential customers.

Priorities include:

- Quarterly discussions with the working group
- A communication plan to better coordinate messaging topics throughout the year
- Maintaining the online messaging spreadsheet
- Developing a one-page fact sheet for new gardeners, and
- Assessing the desirability of a short “new gardener” video for the website.

*CONTACT: Nota Lucas (206) 684-5855*

**500 Landscape Professionals Trained in 2013**

2013 was a successful year for the Green Gardening Program to educate landscape professionals, to which the Saving Water Partnership contributes funding. The program provided face-to-face outreach and education to over 500 landscape professionals on sustainable landscape practices and related topics, including the following numbers of attendees:

Fall Workshop	227
Nursery Staff Trainings	140
Horticulture Students Presentations	92
Training to Non-English-speaking Landscapers	65
<b>TOTAL</b>	<b>524</b>

*CONTACT: Nota Lucas, 206-684-5855*

### Professional Landscaping Workshop Taking Place March 12

The Green Gardening Program's Winter Workshop will be held at Seattle Central Community College on March 12. The topic will be Smart Water Use from the Ground Up, and will feature a number of speakers addressing landscape sustainability through the lens of water efficiency. Highlights include Bellevue's experience with its Waterwise Garden, to be discussed by its designer, Jil Stenn, and Mark Guthrie of Tacoma Water, speaking about water assessments and irrigation auditing.  
*CONTACT: Nota Lucas, 206-684-5855*



### Irrigation Professional Trainings

Along with the comprehensive resource conservation landscape management trainings provided by the Green Gardening Program, SWP offers quarterly irrigation trainings for professionals. In August, two classes were offered. The first class focused on drip design and the second class focused on overall irrigation system design. Another training is being planned for November or December, however no further details are available at this time, and a springtime training is scheduled in March 2014 with Rainbird Irrigation.

*CONTACT: Jenna Smith, 206-684-5955*

### Irrigation Program 2013 Results and 2014 Plans

In 2013, residential irrigation rebates were eliminated, allowing staff more time to focus on harder-to-reach multifamily and commercial customers. Six large custom incentive projects were completed. Four of these were in wholesale areas.

In 2014, the program will focus on:

- ✓ Serving large commercial customers,
- ✓ Conducting quarterly professional trainings
- ✓ Collaborating with professional groups such as the PNW Sports Field Association.
- ✓ Bringing IWMS.org in-house. The non-profit Irrigation Water Management Society (IWMS) has hosted online irrigation scheduling tools used by the SWP for years. The organization is closing, and staff have arranged for the online tools to be housed at SPU so that the tools will still be available to SWP customers. The transition will take some time but should be seamless for customers. Also, weather station data can now be obtained at no cost, and data from additional weather stations can be added, which would enable the SWP to refine the local irrigation schedule.

*CONTACT: Jenna Smith, 206-684-5955*

### Irrigation Professional Trainings Joining with PNW Sports Field Association

In November, the last free irrigation training of 2013 was offered on two consecutive days in Bothell. About 20 people attended one of the two trainings, in English and Spanish, which covered the basics of irrigation troubleshooting and maintenance. In 2014, the free irrigation trainings offered by SWP will be combined with education events offered by the Pacific Northwest Sports Field Association. Partnering with the PNWSFA to train professionals in proper irrigation management, as well as fertilization, mowing, and seed selection practices, will provide turf field maintenance professionals and their managers the skills to reduce the common practice of overwatering to improve turf appearance.



### COMMERCIAL WATER CONSERVATION 2013 Results and 2014 Plans

The Water Smart Technology Program completed 80 projects in 2013.

- \* 48 Kitchen projects
- \* Three commercial/hotel laundry projects
- \* Two medical equipment projects

- \* Seven custom projects – everything from single pass cooling to cooling towers
- \* The remaining projects were restroom fixtures, including two Premium WaterSense toilet replacement projects

2014 will continue an outreach emphasis on small businesses. In addition, the “Cool Tunes” incentive program for cooling towers was launched in the 4th quarter of 2013. Staff will continue to add participants during the first quarter of 2014, then focus on the data collection and analysis aspects of the program. Staff also hope to expand the “Get on the Map” green business recognition program to a larger audience by partnering with King County “Envirostars,” Seattle City Light, and other organizations.

*CONTACT: Philip Paschke (206) 684-5883*

