



**INFORMATION UPDATE FOR WHOLESAL CUSTOMERS**

[www.seattle.gov/util/AboutUs/News/Newsletters/](http://www.seattle.gov/util/AboutUs/News/Newsletters/)

the distribution system in March was 8.6 degrees Celsius, with a range of 4.8 to 14 °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 1.8. The Tolt supply result was 1.3.

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

All first quarter 2014 Stage 2 DBP samples have been collected and analyzed. No samples were above the HAA5 or TTHM MCLs. All systems remain in compliance, and four systems still qualify for reduced monitoring.



**Seattle  
Water Supply  
Indicators**

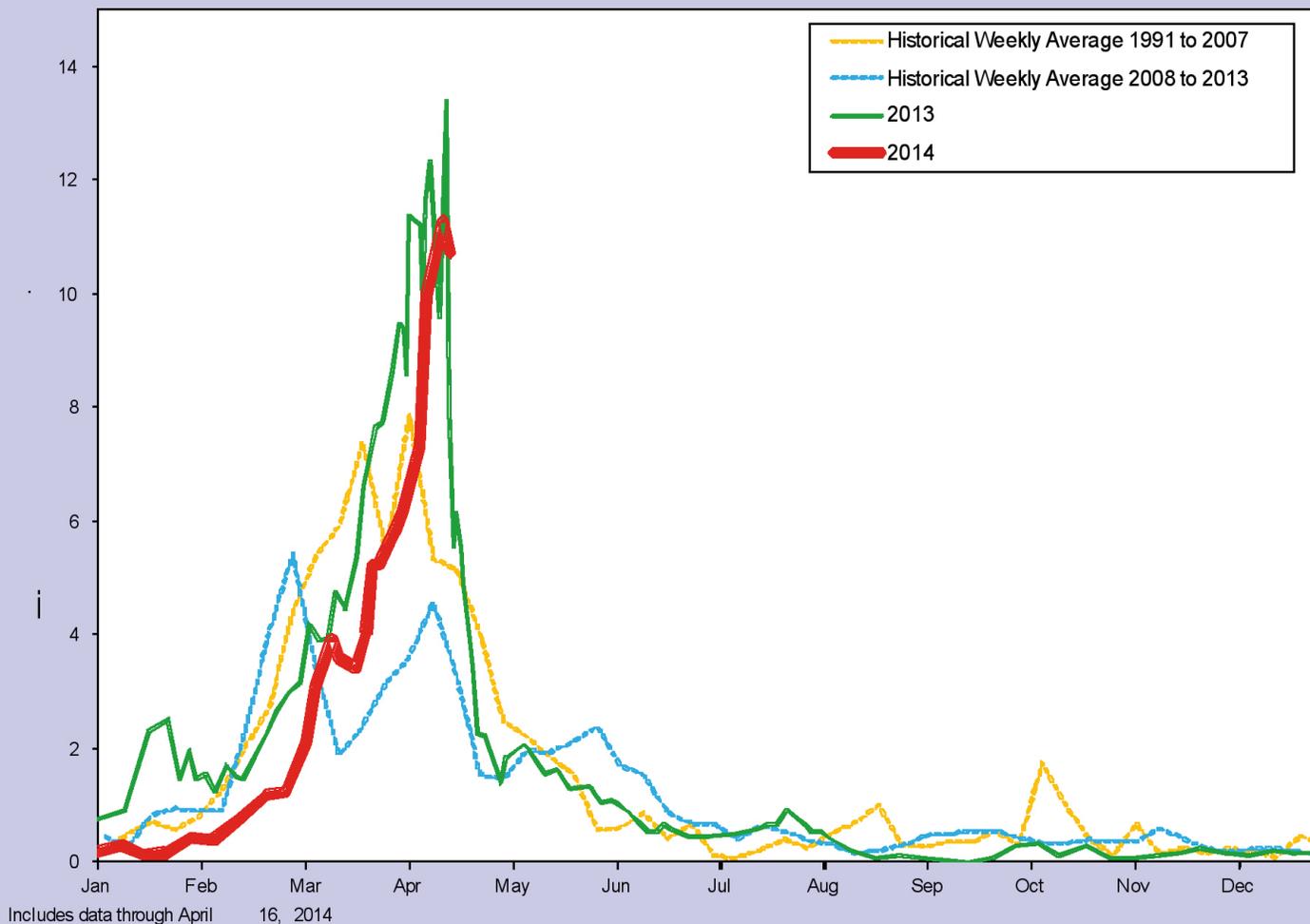
<b>Water Storage</b>	
<b>Reservoir Inflows</b>	
<b>Snowpack</b>	
<b>Customer Use</b>	
<b>Overall</b>	
Good     Fair     Poor For more information on Water Supply: <a href="http://www.seattle.gov/util/MyServices/Water/AbouttheWaterSystem/WaterSupply/">www.seattle.gov/util/MyServices/Water/AbouttheWaterSystem/WaterSupply/</a>	

**Water Quality  
Technical Forum  
Report**

**Chlorine Residual and Coliform Data**

There were no purveyors with a positive coliform sample during the first quarter of 2014. All systems remain in compliance. Average chlorine residual concentrations in the purveyor distribution systems ranged from 0.63 to 1.09 mg/L, with an overall average of 0.89 mg/L in March. 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 13 in March (out of 832 samples). Six of the low chlorine samples were from purveyor areas (1.0%). The average water temperature in

**Lake Youngs Total Algae (C1 -RAW)  
Historical Weekly Averages versus 2013 and 2014**



**Lake Youngs Status**

The spring algae bloom is peaking now in Lake Youngs (almost all as *Tabellaria*). The total coliform counts were slightly above normal in Lake Youngs in March. The average Lake Youngs raw water total coliform count for March was 281 cfu/100mL, with a range of 23 to 1300 cfu/100mL. The historical average for March is 43 cfu/100mL.

*SPU Contact: Wylie Harper, (206) 684-7880 or Lynn Kirby, (206) 684-0216*



**Conservation Technical Forum**

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

**Success in Adopting the New WUE Goal**

1All SWP members have adopted the 2013-2018 Water Use Efficiency Goal or included it in their water system plans for future adoption. 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.” To meet this Goal, per capita water use will have to go down in order to offset the forecasted population and economic growth. This way of measuring conservation savings will enable us to comprehensively capture all the demand reductions we’re experiencing from actions taken by customers.

CONTACT: Miale Jose (206) 615-1452

**Regional WUE Results Made Available March 31**

The results of 2013 regional water conservation efforts were made available on March 31 for regional reporting. Thank you all for completing the Wholesale Customer Survey forms, which helped SPU staff calculate regional demand. The SWP met the goal in 2013, using 93.1 MGD.

CONTACT: Miale Jose (206) 615-1452

**COMMUNICATION**

**Communication Working Group Update**

The Communication Working Group is making strides on several fronts:

- ◆ **Regional Website:** User testing for ([www.savingwater.org](http://www.savingwater.org)) is scheduled for May 29-30. If you would like to participate in drafting the questions for the users or attend the testing, please let Miale know.
- ◆ **Salmon Messaging:** An article is available to promote the message that water conservation benefits salmon. The SWP will partner with the King County/WRIA 8 regional Salmon SEESon campaign again this year.
- ◆ **Maintain the Conservation Ethic:** Conducting customer surveys will give the SWP information on customer attitudes and behaviors. A question about why customers conserve has been added to the *Savvy Gardener* class evaluations. A customer feedback survey has been developed for the Multifamily Toilet Rebate Program. Surveys for the remaining programs will be developed in the second quarter.

A survey for community festival attendees will also be developed and fielded beginning in the second quarter.

- ◆ **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.

CONTACT: Miale Jose (206) 615-1452

**RESIDENTIAL INDOOR**

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

The \$30 Single Family Regular WaterSense Toilet Rebate ended March 31, 2014. Over 300 \$30 rebates were issued since January 1, and because customers have until May 31 to send in their applications, the number could well reach the 500 mark. The \$75 Premium WaterSense Toilet Rebate, for toilets that flush at 1.06 gpf or less, has been gaining some traction, but availability of toilet models is still an issue.

CONTACT: Billie Fisher (206) 615-1282

**Multifamily Toilet Rebate Program On Track**



A \$75 rebate for Regular WaterSense toilets that flush at 1.28 gpf is available to Multifamily customers, in addition to a \$150 rebate for Premium WaterSense models that flush at 1.06 gpf or less.

There has been a fairly steady stream of rebate applications for both programs in the first quarter.

CONTACT: Billie Fisher (206) 615-1282

**Marketing Materials in Progress**

Case studies and customer surveys are in the works for both single and multifamily projects. These will be listed on the website as well as on the back of the multifamily rebate application form.

CONTACT: Billie Fisher (206) 615-1282

## YOUTH AND COMMUNITY EDUCATION

### School Programs Update



Nature Vision, the non-profit organization that SWP has contracted with to provide water conservation education,

has scheduled all 160 presentations planned for the 2013-14 school year. For the 2014-15 school year, it is anticipated that 300 presentations will be funded, since less work will be needed on program development. An allocation methodology for the school programs for the 2014-15 school year has been developed by the working group and is based on the percentage of schools in each SWP member service area. If data is available, the allocation of school programs for the 2015-16 school year will be based on the percentage of students in each SWP member service area. The working group receives 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. Upcoming work for Nature Vision includes developing content for the regional website, [www.savingwater.org](http://www.savingwater.org) and developing an updated Water System Poster.

CONTACT: Arece Hampton (206) 733-9137

### Fix A Leak Week March 17-21

NatureVision implemented the SWP Fix A Leak Week campaign in 8 schools in March. NatureVision staff visited classrooms and challenged kids to test their fixtures for leaks at home and report the findings



to their teachers. Four schools were winners due to a tie for third place. School supplies will be awarded as prizes.

CONTACT: Arece Hampton (206) 733-9137

### Community Festivals Update

The SWP display has been scheduled for 11 festivals this year. The new water refilling station will be used at 6 of those. There are three more slots available if your utility would like to use the refilling station at an event. The refilling station will enable customers to come refill their water bottles with local tap water at the utility's booth. Please let Arece know if you are interested.

CONTACT: Arece Hampton (206) 733-9137



## RESIDENTIAL & COMMERCIAL LANDSCAPE

### Savvy Gardener Classes

As reported last quarter, 2014 is a year of change for Savvy Gardener classes. Due to declining participation and other factors, this spring is the final time the SWP will offer centrally organized classes. Beginning this fall, funds will be available for all wholesale customers who wish to organize and sponsor their own classes, with support from SPU staff. A total of ten classes have been scheduled in 2014 in Woodinville, Northshore, North City and Renton. The first two classes were held in March, reaching a total of 47 attendees in Woodinville and Northshore. The Landscape Working Group will discuss the decentralized class approach at its May meeting.

CONTACT: Nota Lucas, (206) 684-5855

### Landscape Working Group

Topics for this group for 2014 include:

- A communication plan to better coordinate messaging topics throughout the year
- Promoting use of 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*

### Landscape Professional Training

The Winter Workshop (“Water from the Ground Up: Getting the Most from What You Put In”) was held on March 12 at South Seattle Community College. Attracting 106 participants, this water-focused workshop was co-sponsored by the SWP, the Local Hazardous Waste Management Program in King County, and South Seattle Community College. The workshop was very well received, with 71% of participants saying they planned to use information learned at the workshop in their work. One-third of participants were landscape architects or designers, which has been a challenging group to attract.  
*CONTACT: Nota Lucas, 206-684-5855*



### Irrigation Program Projects in the Pipeline

One large commercial project has been completed in the first quarter, at North Seattle Community College. A multifamily project is in development in Duvall. A training will be held this summer for landscaping professionals, in collaboration with the PNW Sports Field Association.  
*CONTACT: Jenna Smith, 206-684-5955*

### COMMERCIAL WATER CONSERVATION Water Smart Technology Program On Track - Premium WaterSense Toilets Gaining Acceptance

The first quarter has generated a good number of standard rebates and custom projects for the commercial program. One large hotel is replacing all their toilets with Premium WaterSense models, and several other hotels are considering doing so. With more acceptance by customers, and excellent performance to highlight, this level of toilet efficiency could become a standard expectation for a high performing building.

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

### Commercial Kitchen Rebates Changing



Rebates for commercial food steamers and dish washers will be ending in Seattle on May 1, but continuing outside the Seattle City limits. Staff are investigating

ways to promote the rebates to equipment vendors in wholesale customers’ service areas in order to increase the number of rebates in these areas.  
*CONTACT: Arece Hampton (206) 733-9137*

### Expanding Green Business Recognition

Staff are researching options for expanding SPU’s green business recognition program to the entire SWP service area and perhaps State-wide. The program would market businesses that take environmental actions. Staff are collaborating on this research with neighboring cities who have programs, and with the Enviro-Stars program, which is a hazardous waste management program that has long-standing positive brand recognition in seven counties in Washington. The result may be an expanded Enviro-Stars program that would include transportation and energy and water conservation measures and be offered State-wide.  
*CONTACT: Philip Paschke (206) 684-5883*



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