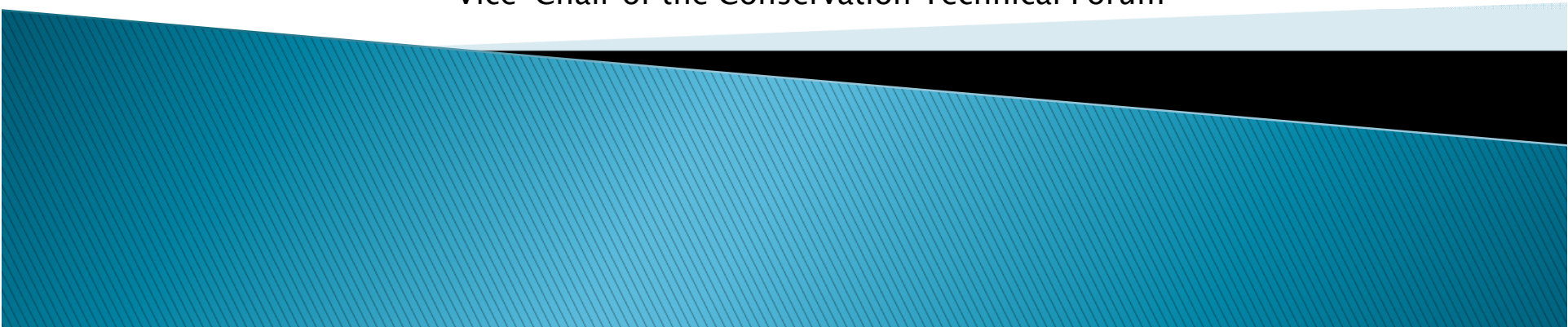


2013 Operating Board Update:

Implementing the 2013–2018 Saving Water Partnership Conservation Program

Presented by
Deborah Rannfeldt, Woodinville Water District
Chair of the Conservation Technical Forum
Kelly Boswell, Olympic View W&S District
Vice-Chair of the Conservation Technical Forum



2013-18 Regional Water Conservation Strategies and Actions



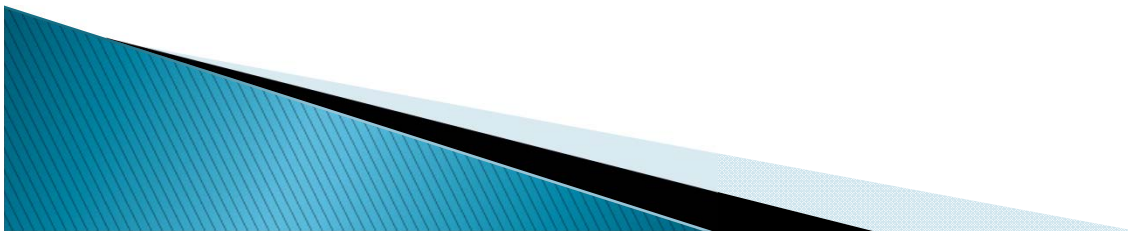
Preserving the Customer Conservation Ethic



2013–2018

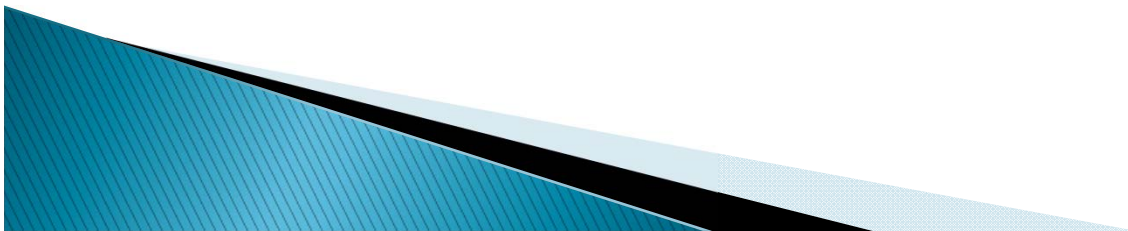
Saving Water Partnership

- Today focus on O&M funded actions:
 - Utility Communication with Customers
 - Water Efficient Landscapes
 - Youth and Community Education
- Three Work Groups guide implementation

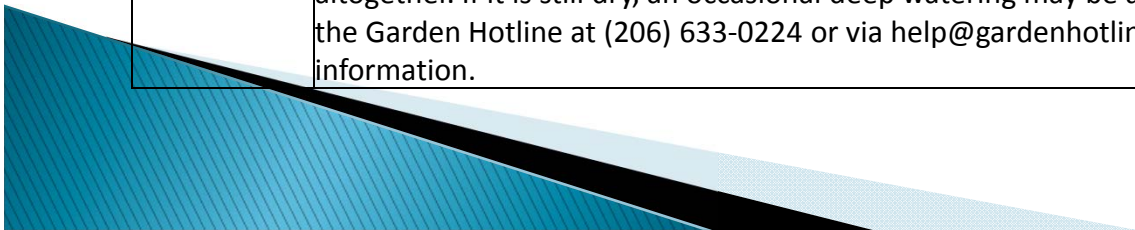


Utility Communication with Customers

- **REPOSITORY** of newsletter articles, bill messages and Facebook posts available on-line, arranged by season



FALL MESSAGES		
TOPIC	MESSAGE	LINKS
Learning		
	<p>FACEBOOK - Friend us on Facebook to receive twice weekly tips on gardening and related topics.</p>	<p>Savvy Gardener Facebook Page</p>
	<p>GARDEN QUESTIONS? Contact the Garden Hotline for free answers to your gardening questions - staffed by experts! (206) 633-0224 or help@gardenhotline.org. Visit savingwater.org for more information about environmentally friendly lawn and garden care and how to use water more efficiently both inside and outside your home.</p>	<p>The Garden Hotline Website</p>
	<p>SAVVY GARDENER CLASS PROMOTION - Join us for our free Savvy Gardener classes. These classes are designed to inspire gardeners while sharing practical advice on creating and maintaining healthy, beautiful landscapes that are good for you and good for the environment. Sponsored by Saving Water Partnership, Cascade Water Alliance and individual utilities such as (fill in applicable SWP member's name). Click on this link to to receive email notifications of our free spring, summer, and fall Savvy Gardener classes, and to see any currently scheduled classes.</p>	<p>Savvy Gardener Classes</p>
In the Yard and Garden		
	<p>NATURAL LAWN CARE - Fall is the best time of year for lawn care! Continue to mow regularly and leave the clippings. Assess your lawn to see whether it needs dethatching, overseeding, and/or topdressing. When the weather begins to cool down in mid-September or October, attend to those tasks if needed. If you fertilize your lawn, do so now, using with organic or slow-release fertilizer. Water needs will decrease. If fall rains have begun you may be able to stop watering altogether. If it is still dry, an occasional deep watering may be adequate. Contact the Garden Hotline at (206) 633-0224 or via help@gardenhotline.com for more information.</p>	<p>Natural Lawn Care PDF</p>



Utility Communication with Customers

- REPOSITORY of newsletter articles, bill messages and Facebook posts available on-line, arranged by season
- **INSTANT LANGUAGE INTERPRETATION** service available to all wholesale customers
 - Accessible through a regional Language Line



QUICK REFERENCE GUIDE



SAVING WATER PARTNERSHIP

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: **1-866-874-3972**
3. Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: **577143**
 - Press 1 for Spanish
 - Press 2 for all other languages and speak the name of the language you need at the prompt.

An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. ADD THE limited-ENGLISH SPEAKER to the line.
6. Say "End of Call" to the Interpreter when the call is completed.

English

To help serve our non-English speaking customers better, we have translation services available. If a customer has a question about their bill they can come in or call us and within 30 seconds we can have a translator on the line to help us assist them.

Russian

В целях улучшения обслуживания мы предоставляем услуги переводчика нашим клиентам, не говорящим по-английски. Если у клиентов возникают вопросы по поводу счетов, они могут прийти к нам или просто позвонить, и уже в течение 30 секунд переводчик будет на линии для того, чтобы помочь нам разобраться в этих вопросах.

Spanish

Para ayudar a atender mejor a nuestros clientes que no hablan inglés, tenemos servicios de interpretación (traducción) disponibles. Si un cliente tiene una pregunta acerca de su cuenta (recibo), puede venir a nuestra oficina o hablamos por teléfono y en 30 segundos podemos tener a un intérprete en la línea para ayudarnos a atenderlo.

Vietnamese

Chúng tôi có sẵn dịch vụ thông dịch để giúp phục vụ tốt hơn cho khách hàng nào của chúng tôi không nói được tiếng Anh. Nếu khách hàng có thắc mắc về hóa đơn của mình, họ có thể đích thân đến hoặc gọi cho chúng tôi và trong vòng 30 giây, chúng tôi có thể có thông dịch viên trên đường dây giúp chúng tôi hỗ trợ cho họ.



Utility Communication with Customers

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- **UPGRADED WEB SITE** nearing completion





Saving Water Partnership

Seattle and participating water utilities

[About Us](#) | [Contact Us](#)

[Home](#)

[Lawn & Garden](#)

[Indoors](#)

[Businesses](#)

[Resources](#)

[Students & Teachers](#)

[Rebates](#)

who we are

The Saving Water Partnership is a group of local water utilities in Seattle and King County working together to help customers save water and money.

The information on this website will help you save water inside your home, in your yard and garden, and at your business or organization.



watering your lawn

The water needs of your lawn will vary depending on weather conditions and the soil in your neighborhood, but these tips will help you maintain a healthy lawn while saving water:

Water deeply and less frequently.

Moisten the whole root zone and then let the soil dry between waterings

Water one inch of water a week.

Free Spring Planting Classes

Join us for the 2013 free Savvy Gardener classes throughout King County. [Find classes](#)



Automatic Irrigation Systems

Commercial and multifamily properties with more than one acre or irrigate area may qualify for financial incentives. Customers can learn how to program and manage sprinkler run times. [Learn more](#)



classes & events

[Food gardening](#)

[Plants and design](#)

[Improving soil](#)

[Lawn and yard care](#)

[Irrigation](#)



online tools

[Watering index](#)

[Water budget calculator](#)

[Compost calculator](#)

[Sprinkler calculator](#)



participating utilities

Cedar River Water and Sewer District

Internet

100%

save water each season

[Sign up for classes](#)

online tools

[Watering Index](#)

[Water budget calculator](#)

[Compost calculator](#)

[Sprinkler calculator](#)

spring



- Mulch
- Plant
- Weed
- Compost
- Aerate lawns

summer



- Mow higher
- Go brown
- Use drip irrigation

autumn



- Mulch
- Plant
- Weed
- Compost
- Fertilize once

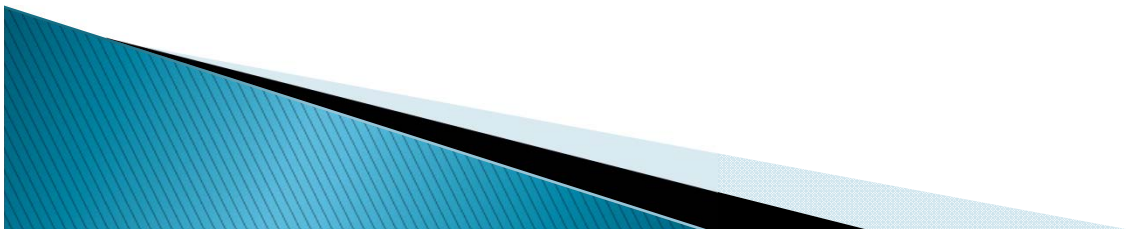
winter



- Plant for spring
- Tune equipment
- Harvest rian

Utility Communication with Customers

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- **SALMON MESSAGING** – Partnering with KC/WRIA 8 Salmon SEEs on campaign to remind people that saving water helps people, salmon and wildlife



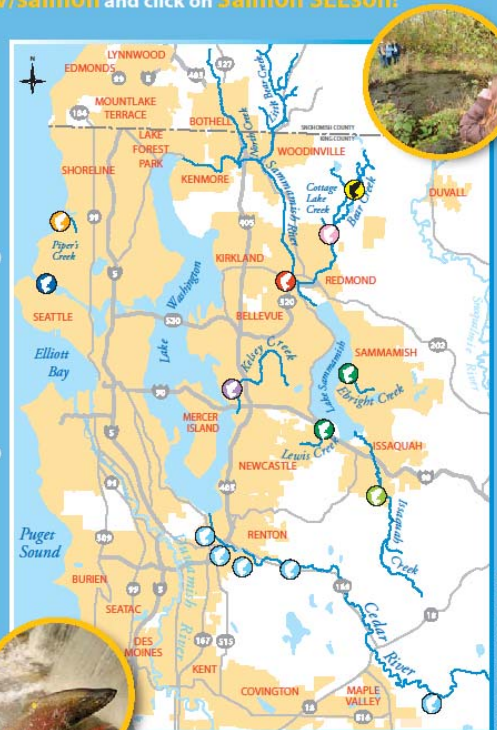


It's SALMON SEASON Again!

Spot the spawners in the Lake Washington/Cedar/Sammamish Watershed this fall!

Visit www.kingcounty.gov/salmon and click on **Salmon SEEs**!

-  **Best viewing July through September** (free tours/talks twice a day)
Chittenden Locks In Seattle (Ballard)
For more info: 206-783-7059 or search web for "Chittenden Locks"
Sponsored by U.S. Army Corps of Engineers
-  **September and October**
Locations along the Sammamish River Trail in Redmond
Call or email for details: 425-556-2822 or pholte@redmond.gov
Sponsored by City of Redmond
-  **Daily from September through November** (self-guided)
(Guided tours 11 a.m. & 1 p.m. weekends September 7-November 10)
Issaquah Salmon Hatchery on Issaquah Creek, 125 W Sunset Way, Issaquah
For more info: 425-392-1118 or www.issaquahfish.org
Sponsored by Friends of the Issaquah Salmon Hatchery (FISH)
-  **September 28 and September 29** (1-4 p.m.), **October 2** (3-6 p.m.)
Bear Creek in Woodinville, on the Tolt Pipeline trail
For more info: gandksmith@hotmail.com or 425-885-1250
Sponsored by Water Tenders
-  **Late September to mid-November** (self-guided)
Bear Creek in Redmond, 12526 Avondale Rd NE
Daily during KIS Farm business hours
For info on docent-led visits: Linda at 425-882-1846 or lyhussey@comcast.net
Sponsored by ROSE (Redmond Organization of Shared Environments)
-  **Throughout October** (self-guided)
Mercer Slough fish ladder on Kelsey Creek in Bellevue
You may want to check first: 425-452-5200 or streamteam@bellevuewa.gov
Sponsored by City of Bellevue
-  **October 5, 6, 12, 13, 19, 20, 26 and 27** (11 a.m.-4 p.m.)
Five locations along the Cedar River near Renton
For more info: 206-245-0143 or www.cedarriver.org
Sponsored by Friends of the Cedar River Watershed
-  **Weekends from November 9 to December 8** (11 a.m.-2 p.m. Sat. & Sun.) and **November 29** with special activities 11 a.m.-1 p.m.
Piper's Creek in Seattle's Carkeek Park
For more info: 206-684-5999 or bill.malatinsky@seattle.gov
Sponsored by City of Seattle
-  **Early November through late January** (self-guided)
Ebright Creek at the East Lake Sammamish Trail, Sammamish, and Lewis Creek at 185th PI SE, Issaquah
Call first to learn if fish are present: 206-263-3661
Sponsored by City of Sammamish, City of Issaquah and King County



More information? Visit www.kingcounty.gov/salmon and click on **Salmon SEEs**. Or call 206-296-8016. Our website has great links to information on protecting salmon and their habitat. And remember, saving water helps people, salmon and wildlife! Visit www.savingwater.org to learn more.



Photos provided by Lorraine Day and Charlotte Spang.

Water Efficient Landscapes

- Hosted 11 Savvy Gardener classes this spring
- 6 classes planned for fall
- Co-sponsored classes with Cascade, who hosted additional classes in their service area

"I thought the class was great!
Lots of great ideas and info!"

– Savvy Gardener Class Attendee



[food gardening](#)[plants & design](#)[improving soil](#)[lawn & yard care](#)[irrigation](#)

Savvy Gardener Class Catalog - Fall 2013

Join us for September and October Savvy Gardener Classes!

Did you know that fall is one of the best times to plant trees, shrubs and perennials? Cooler air, warm soil and autumn rain make for ideal planting conditions. Get expert fall gardening advice and plenty of inspiration from our classes.

Many of our classes require pre-registration through Brown Paper Tickets (online or by phone). Links provided below to register. Classes at retail locations are on a first come, first served basis.

food gardening

Grow Your Own Food Forest

Kimberly Leeper/Jacqueline Cramer, Landscape professionals and permaculture designers / educators

Learn how to incorporate fruits, nuts, vegetables, herbs and much more by mimicking a forest. This will take you beyond planting annuals to incorporating trees, shrubs and perennials that bear fruit year after year. The class will cover key concepts, design and site preparation steps and examples of plants to create your own food forest.

- Saturday, September 14; 10am-11:30am
[Woodinville Water District](#)
17238 NE Woodinville-Duvall Rd., Woodinville
[Register Online](#) | Phone: 1-800-838-3006
- Saturday, September 21; 10am-11:30am
[Bellevue Nursery](#)
842 104th Ave SE, Bellevue
[Register Online](#) | Phone: 1-800-838-3006

plants & design

Autumn Gardening

Laura Matter, Seattle Tilth





- Four New Videos

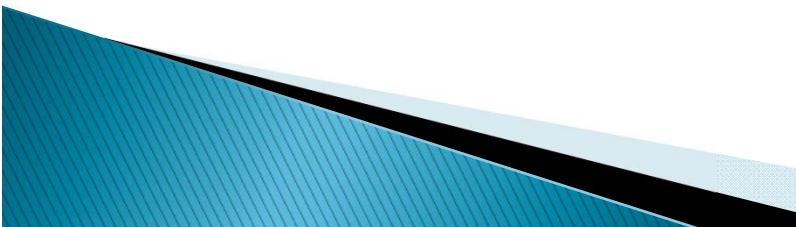
- Mulch Your Soil
- Go Natural with Your Lawn
- Soaker Hoses
- Fall Planting



Youth & Community Education

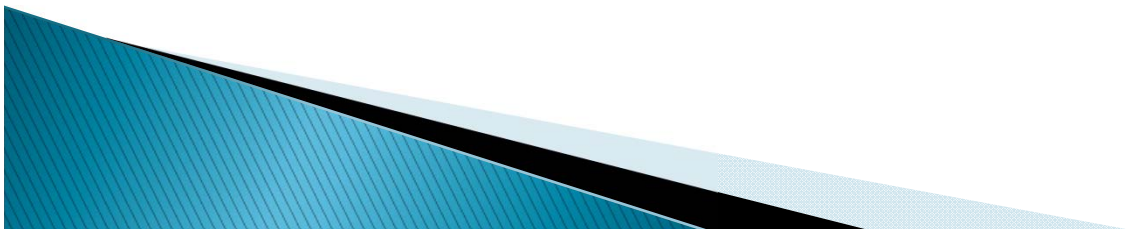
- Hired Nature Vision, a non-profit organization, to assist SWP in developing components and delivering youth education outreach strategy
 - Classroom programs for elementary, middle and high school
 - Web site content
 - Update Water System Poster
 - Fix a Leak Week Challenge
 - Recruitment and classroom presentations to begin late this year





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 - Recruitment and classroom presentations to begin late this year
- Supported and staffed community festivals



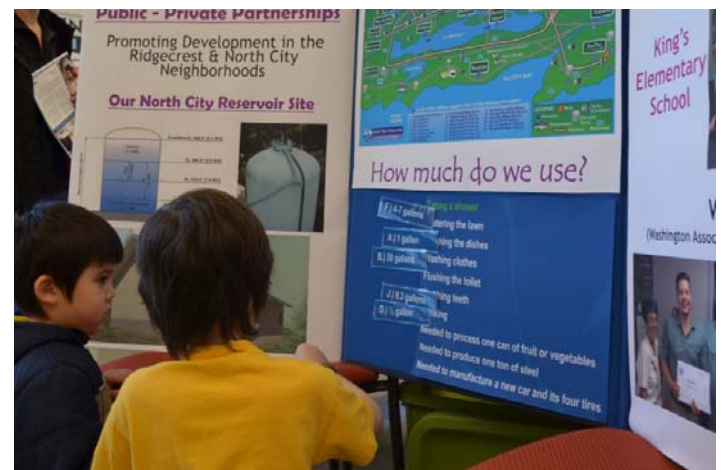
2013 Community Festivals

- Sustainamania – City of Bothell
- Earth Day/Arbor Day – City of Renton
- Renton River Days – City of Renton
- Science Fair – Shoreline Water
- Earth Day Every Day – Shoreline Water



2013 Community Festivals, Continued

- Jazz Walk – Shoreline Water
- Shoreline Days – Shoreline Water
- Highland Park Summit
Seattle Public Utilities
- Pista Sa Nasyon –
Seattle Public Utilities
- University District
Street Fair – Seattle
Public Utilities



2014 Emphasis

- Utility Communication with Customers
 - Monitor the customer conservation ethic
 - Inventory and assess marketing tools the SWP could use
- Water Efficient Landscapes
 - Focus on new gardeners
- Youth and Community Education
 - 160 classrooms targeted in 2013–14 school year
 - Incorporate Fix a Leak Week Challenge into classroom presentations
 - Begin recruiting private schools



