

Appendix D. Sample Water Newsletter



OUR WATER SUPPLY

Free Indoor Water Conservation Kits Available to Residents

You Can Also Receive a Free Indoor Water Conservation Survey

Did you know that nearly 14 percent of all water consumption in homes is wasted by leaks?

To help stop this waste of our precious water supply, the Redwood City Water Division is offering free indoor water conservation kits to the first 3,000 residents who request one. Bring a copy of your water bill to 1400 Broadway and pick up your kit.

Or, we'll conduct a free indoor survey for you, and bring the kit when we do the survey. We'll also bring a low-flow showerhead for free when we conduct a survey at your convenience.

Just call 780-7464 to make an appointment.

Whether you pick up a kit or we bring one, you'll be pleased with the free offering. Each kit includes:

- A faucet sink aerator.
- A variable dual setting kitchen aerator with swivel.
- A shower meter water displacement bag (calculates water waste and saving potential).
- A drip gauge for fixture leaks (shows annual consumption due to leaks).
- A pack of leak detector dye tablets (to check for toilet leaks).
- Flush volume calculator for the toilet.
- A "saving water" pamphlet that teaches how to make your home

Estimated faucet leakage rates:

Drips

- 60 drops per minute = 192 gallons per month
- 90 drops per minute = 288 gallons per month
- 120 drops per minute = 384 gallons per month

A leaking faucet is frequently the result of a bad rubber washer located under the handle. If you do not feel comfortable doing the repair yourself, a plumber may be your best option.

"water tight and waste-free."

- Water, energy, and money saving products, brochure, and order form.

Leaking toilets cause more water waste than any other fixture in the home. Even a silent toilet leak (that's one you normally can't hear) will waste from 30 to 500 gallons of water per day! The ones you can hear will waste much, much more. Such wastage can normally be attributed to a faulty water level adjustment or to a leaky flapper.

Most people will say their toilet does not leak. There is one sure way to find out. Put some leak detection dye tablets or food coloring in the tank and then leave for 15 minutes. When you return, look into the toilet bowl to see if there is now dye color in the water bowl. If you see color in the toilet bowl, you have a leak. Two common toilet leak sites are, the overflow pipe and the flapper valve, both inside the toilet tank.

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Tips for Conserving Indoor Water

	<u>Non-Conserving Activities</u>	<u>Conserving Activities</u>
Shower (5 minutes)	Regular showerhead 30 gallons	Low-flow showerhead/restrictor 15 gallons Wet-down, rinse off 4 gallons
Toilet Flushing	Conventional toilet 5-7 gallons per flush	Ultra-low flush toilet 1.6 gallons Displacement bag 4-6 gallons
Dishwashing	Tap running 30 gallons	Wash & rinse in dishpan or sink 5 gallons
Brushing Teeth	Tap running 10 gallons	Wet brush, rinse briefly Half a gallon or less
Washing Hands	Tap running 2 gallons or more	Soap and rinse 1 gallon or less

Have You Completed Your Water Allocation Survey?

12 MONTH CONSUMPTION HISTORY						
DATE	DAYS	UNITS	DATE	DAYS	UNITS	
FEB-01	62	22	AUG-01	61	30	
APR-01	58	25	OCT-01	61	28	
JUN-01	61	23	DEC-01	61	23	

CURRENT CONSUMPTION INFORMATION			VOLUNTARY WATER TARGET	
UNITS	GALLONS	DAYS	GAL/DAY	
850	25	18,700	62	307
1,000	22	16,456	62	265

3 GALLONS = 100 CUBIC FEET

DESCRIPTION	AMOUNT

More than 50 percent of the households in Redwood City responded to our Water Allocation Survey that we distributed last June. If you have not done so, please contact us at 650-780-7464 to request a survey form.

The purpose of the survey is to help the City determine the amount of water each customer needs under normal conditions to maintain their household. Factors such as the number of people in the home, the amount and type of landscape, the size of any pools or spas, and other household needs provide us with information to calculate a resident's water allocation.

If you completed a survey, your new water allocation appears on your bill as a voluntary water target. The target serves only as a guideline for using water wisely during normal rainfall years, but will help us provide a reasonable way to manage water consumption during water shortages.

Q: What Happens If I Do Not Respond To The Survey?

A: If you do not respond to the survey a standard water target usage amount will be automatically applied to your household account, which assumes two residents in the household, 100 square feet of lawn, and 250 square feet of other landscape. This generally equates to 10-11 units per billing period in the winter months and 12 -12.5 in the summer months. If your allocation ranges between 10 and 12.5 units, you have the standard allocation. If you would like to have an allocation specific to your needs, please fill out a survey.

State Law Requires All New Plumbing Fixtures To Be Water Efficient; We Can Help

State law requires all new plumbing fixtures to be water efficient. That means even if your house is not new, anytime you install a new toilet, showerhead or faucet, it should be water-efficient. Fortunately that's easy to do, because only water-efficient fixtures are available for purchase in California. So what are the water-efficient fixture requirements?

1. Toilets that use 1.6 gallons, or less, of water per flush.
2. Showerheads that use 2.75 gallons, or less, of water per minute.
3. Faucets that use 2.5 gallons, or less, of water per minute.

The City of Redwood City offers free low-flow showerheads and faucet aerators as part of the Residential Water Survey Program. A Redwood City customer service technician will review water use in your home, check for leaks and offer recommendations to improve water efficiency. The indoor water use survey takes about one hour and is scheduled at your convenience.

To schedule an appointment for an indoor water use survey call (650) 780-7464.

Still Time to Get \$150 Rebate on Energy-Efficient Washing Machine

Buy a new water- and energy-efficient clothes washing machine and we'll help you pay for it by giving you a \$150 rebate. In addition you will save \$121 in water, energy, and detergent per year. Since the program started last fall, 175 Redwood City residents have taken advantage of the rebates.

Your favorite appliance store or department store that carries appliances should provide you with the rebate application form; they can provide a list of Energy Star washers that qualify for the rebate program. You can also see a list at: www.energystar.gov/products/clotheswashers.

Get Your Free Indoor Water Conservation Kit and/or Home Survey

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Another water waster is faucet leaks. Most faucet leaks are plainly visible as drips coming out of the faucet aerator. Occasionally faucets may leak in other places such as the on/off handle or in the pipes below the basin. If you are unsure whether your faucet is leaking you might try using your water meter to detect the leak.

Leaks should be fixed immediately since they can quickly develop into a serious break. Temporary repairs are only temporary, and wrapping the pipe usually fails. If you find a fixture that is leaking, turn off the shutoff valve for that device. Then locate the leak. Try to tighten any fittings that leak. Another possible cause is that the pipes are undersized and the water velocity is too high.