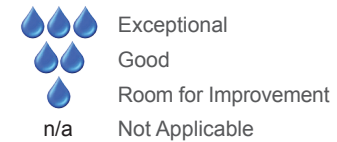


# Survey of Customer Participation in Water 2050 Plan Recommendations

DuPage Water Commission



Scores were determined by evaluating utility survey responses against a set of criteria based on the CMAP plan.

## Overview

The *Preserving Every Drop* water conservation program was launched by DuPage Water Commission (DWC) in 2009 for the purpose of providing all water users in DuPage County with a consistent message about water conservation and providing DWC customers with the tools needed to be good stewards of the region's finite water supply. The DWC initiated a survey of their 28 customers to evaluate customer participation in the 13 recommendations outlined in the Chicago Metropolitan Agency for Planning (CMAP) document titled *Water 2050: Northeastern Illinois Regional Water Supply/Demand Plan* (CMAP Plan). CMAP, the official planning agency for northeastern Illinois, developed their Water Supply and Demand Plan in March of 2010, which includes a set of 13 water conservation measures and recommendations for demand management. The DWC survey was used to summarize the efforts of the DWC customers in support of the program and assess how well the efforts coordinated with the CMAP Plan. The results of the survey are summarized in the report card (right) and the detailed summary table on the following page.

## Survey Results

In total, 24 of the DWC's 28 customers (85%) responded to the survey. According to the responses, all of the respondents have designated a conservation coordinator within their organization and 90% of the respondents are taking actions to include water utility best management practices for reducing water use and increasing water efficiency, as included in the CMAP Plan recommendations 6, 7 and 8. A brief summary of the survey results for the major categories included in the CMAP Plan follows.

### Water Survey for Residential Customers

CMAP recommends that utilities provide assistance for reducing leakage and water use to residents in the form of trained auditor visits. Many utilities have complied with this recommendation. Some utilities analyze water bills and send an auditor to those residents who have a dramatic increase in water use. Others set up appointments with any residents that request them. Overall, this recommendation seems to be an area where utilities have been able to institute an affordable and effective program to reduce residential water use.

## REPORT CARD

1	Conservation Coordinator	4
2	Water Surveys for Residential Customers	3
3	Residential Plumbing Retrofit	2
4	Residential High Efficiency Toilet Program	2
5	High Efficiency Clothes Washers Program	2
6	System Water Audits, Leak Detection and Repair	3
7	Metering with Commodity Rates	3
8	Waste Water Prohibition	3
9	Large Landscape Conservation Programs	2
10	Conservation Programs for Commercial, Institutional and Industrial Accounts	2
11	Wholesale Agency Assistance Program	n/a
12	Public Information Programs	2
13	School Education Programs	2

### Financial Assistance for Plumbing, HET, or HEW Retrofits

Three of CMAP's recommendations suggest financial incentives for replacement or retrofitting of high water use appliances. Survey records show that no utilities are currently offering financial incentives or subsidies for plumbing retrofits, High Efficiency Toilet (HET) replacement, or High Efficiency Clothes

Washing Machine (HEW) programs at this time. This is not entirely unexpected considering the cost of implementing these types of programs would be relatively high for any utility. With some additional funding or creative partnering with retailers to offer discounts, participation in this category could be improved. The DWC program does not specifically address these measures; rather it focuses on education and promotion of wise water use habits.

### System Audits and Metering

The CMAP Plan suggests that utilities take steps to audit their water systems and meter customers. These recommended programs are often already incorporated into the utilities' operations. Almost all DWC utilities meter 100% of their customers and most have a routine meter testing and replacement program. Lake Michigan water allocation permittees are required to submit annual reports (LMO-2 Report) which summarize their annual water use to the IDNR. These required LMO-2 Report analysis provides a foundation for utilities to increase the frequency and comprehensiveness of their water audits.

Most utilities conduct some type of system leak detection and repair program. A few utilities use the results of these surveys and tracking of their data for more detailed analysis.

### Public Information and School Education

One of the fundamental strategies in both the CMAP and DWC recommendations is to educate the public and youth on water conservation.

Many utilities offer informational and educational material in their facilities and offer tours at request. A select few have partnered with local schools to give presentations and host field trips. The predominant form of public education for water conservation occurs via the utilities' websites, with a select few utilities utilizing various forms of media to encourage conservation activities. DWC could help increase participation in these categories by facilitating more in-person educational events and opportunities.

### Outdoor Watering and Landscape Regulations

CMAP recommendations include enforcing measures that prevent wasteful water-use, and to support large landscape conservation programs. Most utilities have some type of outdoor watering ordinance, many of which are based on specific hours and/or days. Many utilities could improve their watering ordinances to be more restrictive on daytime watering and non-recirculating systems in fountains and carwashes. No utilities provide loans or rebates for customers who implement measures for reducing large scale irrigation water use, and very few utilities have an ordinance supporting native landscaping. The rain barrel display has been erected in many facilities for resident education and information. There are a few programs to promote rain barrel purchase which include purchase events and giving rain barrels away or selling them at a discounted price.

SUMMARY OF DWC CUSTOMER PARTICIPATION IN CMAP WATER 2050 PLAN												
	Coordinator	Water Survey for Residential Customers	Residential Plumbing Retrofit	Residential (HET) Program	HEW Program	System Water Audits, Leak Detection and Repair	Metering with Commodity Rates	Waste Water Prohibition (WWP)	Large Landscape Conservation Programs	Conservation Programs for CII Accis	Public Information Programs	School Education Programs
	1	2	3	4	5	6	7	8	9	10	12	13
Addison	x	x		x		x	x	x			x	x
Argonne	x		x	x		x	x				x	
Bensenville	x	x				x	x	x				
Bloomington	x	x		x		x	x	x				
Carol Stream	x	x				x	x	x	x		x	x
Clarendon Hills	x					x	x	x				
Darien	x					x	x	x				
Downers Grove	x	x				x	x	x				
DuPage County	x	x				x	x	x	x		x	x
Glen Ellyn	x	x	x			x	x	x				
Glendale Heights	x	x				x	x	x	x		x	
Hinsdale	x	x				x	x	x				
Itasca	x	x	x			x	x	x			x	x
Lisle	x						x	x				
Lombard	x	x				x	x	x	x	x	x	x
Naperville	x	x				x	x	x	x		x	x
Oak Brook	x	x				x	x	x				
Oakbrook Terrace	x					x	x	x				
Roselle	x	x				x	x	x				
Villa Park	x	x				x	x	x	x		x	x
Westmont	x	x				x	x	x	x			x
Wheaton	x	x				x	x	x	x			x
Winfield	x	x				x	x	x				x
Woodridge	x	x	x	x		x	x	x	x			