

# The feedback below was submitted by attendees at the "*Climate Change, Water & Resiliency: Residential Water*" meeting held on March 30, 2019 at the Santa Fe University of Art & Design

## Questions & Suggestions Suggestions

**City customers have already done a great job reducing residential GPCD. In the summer months we still see 2-3x more water being used than in the winter. What programs can you think of that will help reduce summer residential irrigation?**

- Smart irrigation, more efficient use
- Landscape design that would include shading structures, establishing trees to create microclimates
- Perhaps rebates or incentives for landscape consulting. Contest for best reduction in garden water use.
- Mechanical devices should be encouraged – but not permitted/charged
- Grants to neighborhoods for xeriscaping and tree care
- More enforcement of water abuse
- Engage professionals to help homeowners
- Discourage green lawns & Encourage xeriscaping
- Leave green lawns to public spaces (parks)
- 1. Education in re: dangers to future water availability as climate changes ("don't take it for granted") – reality of our reliance on Colorado River & groundwater pumping
- 2. Education re: water harvesting & re-use – info in water bills, free classes and demo areas
- 3. Incentives program expanded – for water harvesting infrastructure esp (not rain barrels)
- 4. More education on rebates
- 5. Incentivize use of water meters within the yard to track outdoor use
  - Education on drought tolerant native planting
  - Rain barrel (giveaways?)
  - New developments should be built to limit run off and capture rainwater for residential use
  - Greywater – irrigation in new building
  - Reg. to xeriscape and native plants starting with new construction and remodels
  - Sprinkler Days
  - Outlaw Carwash Hose
  - Xeriscape – plant selection – HOA
  - Irrigation and timing
  - Rain monitors
  - Leak notification
  - Education opportunities for homeowners to learn how their irrigation systems work. (Basics of residential irrigation design and operation).
  - Educational opportunities to learn vegetation selection and water needs
  - Harvesting water from roof and storing
  - Harvesting gray water
  - Terracing property
  - Mulching property
  - Government Money for incentives for all of the above
  - Ditto education
  - Ditto marketing
  - Education in Elementary Schools
  - Inform temporary residents / 2nd home owners of city's priority for water conservation
  - Impose mandatory lawn / plant competitions to "waterwise plants" by all owners of property.
  - Information needs to be provided in English and Spanish

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- Home Water Storage
  - Reach out to Pueblos to learn about their water practices – dwelling development, etc.
  - Terracing
  - Summer residential irrigation can be reduced by providing storage e.g. barrels, cisterns, especially if it can be done at nor or low cost
  - A two-storied water rate for homeowner occupied vs. not homeowner occupied
1. Education about the value of mulch and gutters as a water conservation strategy
  2. Education about the cost of water that is lost to leaks or other unintended water losses.
- Education – at local high schools
  - Water Rates – increase water cost during summer

### **Now with the EyeOnWater app our customers can find leaks and monitor water use in their homes on a real-time basis. Are you currently signed up for Eye on Water? How has it changed your behavior and if you haven't how do you think it could?**

- Responses:1) We are not currently signed up for the app and absolutely will not sign up. Do not have a smart phone and will not. If I signed up – will not likely change already have reduced usage to about 45 gallons per day per person. There has to be another way to regulate usage.
- 2) Not Currently signed up for eye on water because I'm in the county... and on a well. If I did I'd be more aware of my behavior and single use. To encourage use: Share success stories somehow, advertise. Make using it seem fun and cool.
- 3) Make it fun for kids and grandparents to monitor and change family behavior – Collect & publish stories. Don't have either cell phone or internet/ computer at home. Instead install meter in house and monitor that.
- 3) Yes – no input (1+ yrs.) Tenants should know water use.
- 4) As a renter I have not signed up but will ask the home owner if he has signed up. I pay for water usage as part of my rent but am curious about how my usage could be cut. Have landscapers promote the app to their customers.
- 5) I'm signed up, haven't used it much yet. Will use it a lot when I start irrigating garden. Specifically, to help tune irrigation use. Will also see if leaks are occurring.
- 6) No can't as not available in Rancho Viejo. Tried though. Alert for leaks. Monitor/change consumption.
- 7) Downloaded the app, but haven't yet used- will do so. Contests/ enhancements for signing up for eye on water.
- 8) No, not signed up would definitely help with awareness of water use. Use to implement "Challenge with incentives (Monthly) ( Annually)
- 9) No, Yes, Leaks, Market program Incentive – No water bill
- 10) No, education in laundromats about use, double/ triple rinsing. Intergenerational- children helping parents/ grandparents monitor family usage using app
- 11) Yes, I have the eye on water app. It has not changed my behavior, I dislike having to use the computer beyond necessary. I see what water I'm using in the house and rarely use city water outside.
- 12) Not currently signed up. Our usage is very low (20 gal/person/day) for 2 person avg. 1200 gal / month. App would have helped us detect a H2O-heater leak sooner than we did.
- 13) Eye on water, Yes I have enrolled doesn't changed behavior.
- 14) Don't have a monitoring device, Won't Change.
- 15) Don't have it yet. Will sign up. Hope it will keep me informed. I have heard it is difficult to sign up if he has a mac. I have a master meter.
- 16) I tried to sign up on 2017. I do have a working "smart" meter. I spent several hours on the phone trying to sign up, but I use Safari on a Mac, so I have been unable to sign up. I would gladly sign up and pay close attention to my water use.
- 17) Not signed up will sign up & check for leaks. I'm glad it will alert me to leaks as I won't check it very often. Every house should have a water shut off accessible to the owner. It should be turned off if the resident is not there for an extended period.
- 18) Have not signed up. I supposed it could help if I know what average usage is and what the avg. is for specific tasks.
- 19) No I live in an apartment and I don't have individual access for monitoring a leak in my water supply. Also our meters are done for each 12 buildings and we are charged for an equal portion of consumption by numbers of residents. Perhaps the management could monitor each building with this app
- 20) No. Really poor tech skills, probably not use my phone rarely
- 21) Do not have it yet, will sign up. Hope it will keep me informed. I have heard it is difficult to deal with
- 22) Don't have a monitoring device. Won't change
- 23) I am investigation putting in a reset pump on water heater to reduce the time it requires to heat up which is on the opposite side of the house.
- 24) not signed up, behavior will take a while to change. Look forward to this new technology

### **If you had to permanently use 20% less water due to shortage what changes would you make?**

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- I already have, long ago.
- Down to 9 gallons/day avg – 500/month
- Be aware of every drop
- Bucket in the shower to flush the toilet
- Full loads only in front loading washing machine
- If it's yellow, let it mellow / If it's brown, flush it down = BUMPER STICKERS
- Home Audits for behavior change
- Probably consolidate better loads of laundry and dishwasher (2-person family)
- Reconsider greywater system or partial use incentives
- Publicize water audits thru City to get more involvement
- City audits for residential use
- Publicizing the information on the city's webpage. I'm not viewing the webpage frequently enough to know about H2O saving measures, products
- Revamp landscape – fewer plants, more drought-tolerant subs for mesic plants
- Revamp washing protocols (dishes, clothes) inside
- Try to install grey water system – major challenge on an old house.
- Look at using in-ground water sensors to control irrigation
- Immediately reduce use of water dependent appliances (washing machine and dishwasher)
- Stop new plantings, reduce all irrigation to most critical plantings
- Hot water recirculation so no wait flow
- Garbage – no need to clean containers
- Never wash dishes by hand
- 2 min showers
- Never use water for irrigation that's not been collected from roof
- Capture rainwater
- Eliminate irrigation via city water
- Increase water saving fixtures and faucets
- More water efficient appliances
- Bundle washing dishes
- Reuse certain clothing items before washing them
- Educate on consumer choices and how that affects water consumption
- Harvest water – all apartment complexes and housing complexes
- Use bottled water in jugs from east of the Mississippi for drinking and cooking
- Showers instead of baths (but greywater in warm months would be reduced)
- Convert one bathtub + washer to greywater
- Measure water for dishes and decide most efficient way
- Ban reverse osmosis that uses 2 gallons to produce 1
- Ban plastic water bottles and change culture so folks bring thermoses like the ones handed out
- Reduce irrigation by eliminating some trees
- Install on demand water heater(s)
- Install 3 more rain barrels
- Shower songs – 2 minutes a la capetown south Africa
- Reduce bathing to once every 6 months, whether you need it or not.
- Fewer baths / laundry
- Landscape decisions – more water harvesting, more mulching
- Shower songs
- Bricks in toilets
- Bricks in tank

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- Mellow Yellow
- Let part of the yard go fallow – natives
- Reduce/eliminate lawn
- We have minimized our water usage already and are concerned that restrictions on water use would unfairly penalize us as people who use lots of water.
- In a pinch, we could take fewer baths, flush toilets even less often than we do, wash clothes less often, etc. But these are probably only short term solutions.
- All that we have done since buying a Stamm home Jan 2018:
- Catch all water from faucets
- Install >450 gallon rain water barrels for water catchment and use it to grow food
- Plant only natives in landscaping with 8-12" wood chips
- Install good quality water filter and remove fluoride that's bad for health
- Don't flush toilets all the time
- Yellow is mellow, brown goes down
- Water only my trees and maybe major shrubs in the yard
- Not much else I can do since I catch all water coming out of faucets, have 0.8 gpf toilet, shower once a week & catch that water, have water barrels . . . hmm, tough question.
- If I had my own washing machine (I live in an apartment complex where we have a laundry in each building), I would use "small loads" in the machine of my choice.
- Not flush toilets every time after urinating – if I owned my toilet I would have a dual flush toilet
- Change out older toilet sacrificing color scheme of bathroom
- Composting toilet in new shed
- Change our plants that require more than the minimum water
- Shower outdoors in solar bag
- Outdoor irrigation is main target. Would consider significant investment in xeriscape and irrigation system.
- Toilets are relatively new, could improve
- Difficult – have already installed aerators, flow restrict, low use washer, un-installed water softener
- Buy a different shower head
- Get rid of hot tub
- No non-edible plants or flowers

### **Santa Fe has maintained a culture of water conservation. What motivates you to save water? How do you think others can be motivated?**

- My motivation is just being aware of climate change and its effect on water supply. Others - keeping the public aware of science. Publicize and award local good/efficient water users.
- My well-being, my community. We all have to take care of each other. Others – incentives to reduce my rate. My bills show long term reduction, where is my reduced rate?
- I've always saved water. Grew up in Santa Fe – haven't always been in a drought. To incentivize others to reduce by 20% - make it a competition and publicly applaud those who conserve. Since shaming doesn't seem to work. Add a lower tier water use rate for those who are low users.
- Saving water is my motivation. For others you could give a break on water cost for low water use
- I am personally motivated by my concern of climate change and worry that by the time my grandchildren are adults their lives will be heavily impacted. I do believe education about smart use of water is key – drought years are felt by everyone and should raise awareness. If education doesn't work – raise water rates
- I am motivated by my awareness of coming water shortages, my desire to learn more so I can teach more and water rates. For others education to tell people about coming water crisis/ more education on ways to conserve water and on rebate programs. Awards for reduced use and low use (new building/landscapes) can help motivate. Educated landscapers regarding water harvesting and rebate programs available.
- My desire to help the planet and provide enough water for future generations. Motivate others through kids education in schools – bring that home to parents
- I am motivated to save water by my conviction that God placed us as stewards and guardians of what he's given us. How we steward affects everyone. You should do more faith based group outreach. Educating the community on the reality of water/climate, etc. School education/curriculum requirement/standards and history of irrigation/water use in New Mexico
- Motivated to save water, save money and for the environment. You can motivate others by education and promotion and by saving water for future generations.
- The price of water motivates me. What could motivate others would be the availability of conservation technology and water use data and current info on the hydrologic cycle, weekly.
- Knowing and cherishing that I am a part of a community and want to thrive personally but want the same for my community. Things that might motivate others would be featuring neighborhoods or groups that are doing a great job. Also educating the community on how/why everyone's effort is important.
- What motivates me primarily is to live at peace with all my fellow inhabitants on our planet with limited resources. Also for me and for others if Santa Fe dries up property values will fall, tourism will cease and the city will become smaller and broke.

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- My motivates are: 1) it's part of the way I live. I feel guilty if I mistakenly use too much. Motivation for others: 1) peer pressure; being pointed out as a squanderer, eg. Mayor Webber 2) Financial; fines, penalties and rewards
- What motivates me? My understanding of climate change and the future of water in NM. Also, litigation TX vs. NM. How to motivate others? Get public officials to speak more often about climate change.
- How to motivate others? Shame heavy users, feature waterwise gardens and not inappropriate gardens.
- I think it is fun to do the right thing – and it is good to be part of a community that is water conscious. To help "educate" public – raise water rates, publicly support restaurants that are water savers.
- Pass city ordinances barring thirsty plants, trees and traditional cultural practices.
- Nature is in control. We live in the desert and need to honor that reality. This is already not enough water to support the population. Ground water is a limited resource that is being misused. And you can't keep draining. Distant education about desert living needs to be taught in the schools and should also be sent regularly to consumers with their water bill. Monetary incentives speak.
- Water = today's gold. Born in the desert and having worked for a county with waste agency in the LA foothills also dependent on surface water. I "get it" that nature is in control. Others – probably motivated mostly by money. Lawns= fee to have them. Swimming pools, annual fees to have based on gallons. Bonuses/credits given for annual reduction in a household or business' water use. Limit City's population to what the water availability can handle. Insist/require businesses from selling inappropriate plants.
- At least since the 80's, concerns are on the earth in general. Work up a culture about caring about the earth and others. I don't think we can succeed without increasing awareness of interrelatedness.
- As an environmental science teacher, I have been involved with water conservation (in Michigan) for 40 years or so. I have developed my own approach in my residences. I think City rebates coupled with an intense education program could help others, especially low-income residents – and emphasize conservation in multi-family and commercial situations.
- My motivation comes from the concern for long term viability of water supply. Money – nobody wants high water bills or fines. Guilt – don't want to see my name in the reporter. Do-goodism – save water saves the planet = environmentalism.
- What motivates me is just knowing that I don't have a large water bill. Others – keep showing how xeriscaping is beautiful and rewards for less use.

### How did you feel about our process today? What are other ways we can collect input from the community?

- Good for get small groups talking.
- Best to get ideas written down
- Shorter time, smaller material
- Scope
- Change or add focus on environment to "most productive use of water"
- Every drop counts – best use of it
- Small group discussion was good, but didn't seem enough time to thoroughly contemplate and discuss each question
- Solicit web input with newspaper articles and other publicity
- Location is considerably better than the Chavez center
- Signage for the location was sub-par. A sign at the entrance to the campus would have saved us a trip around the campus.
- The process was v. good but participation seemed low considering the size of the city. Maybe a public survey, via usps mail including a SASE.
- Keep running
- Turn off the water for a short time. Maybe avoid by submitting saving suggestion
- Process is a bit tricky due to time limits for answering. Is there a place on website for follow up / further comments? (from participants, from community).
- How to motivate/other ways to collect input – announce meetings/potential for website/mail-in input in water bills, local radio stations (KSFR), rewards for participation – water bottle was unexpected bonus;
- hold meetings w/ neighborhood groups
- webinars
- The small group process worked well, great discussions but I'd like to hear what other groups were saying in addition to my own.
- Input from the community could be requested in billing statements, at city council meetings, at public libraries, spreading the word through the schools, community college and non-profit organizations
- Process was informal but effective
- Best to ask for community input and embrace the ideas of those who care enough to show up – exactly what you are doing.
- I really love the small groups and discussions
- City-wide questionnaire sent out with water bills to help gauge consumer knowledge, care, etc. as well as parts of town. To target specific parts of town and/or people's groups with educational outcomes, collaboration, etc.
- Good process
- Interaction
- 1. Process was good.
- 2. Temporary loop the facility for hearing loss



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3. Fruit instead of so much sugar
  4. More diverse folk needed
  5. Door to door education of the public. Cards/info at the libraries gives with book checkouts. Engage schools with flyers to be taken home by students
    - Liked small groups, yay for snacks, coffee!
    - Great facilitator / better venue
    - Use/engage the help of people working in communities to engage neighborhoods. i.e., chainbreakers, earth care, etc.
    - Process was well planned, well executed, productive and inspiring
    - Send a representative from your office to attend HOA meetings to solicit further input and provide education
    - Global warming mostly puts more water into the atmosphere – so, as Gary Nabhan has stated, drought comes with floods. Latter should be addressed at April 13 meeting
    - Need lots of communication – process is good
    - There are many options for conservation the more we can show them the better
    - We all come from different backgrounds and all points of view are helpful
    - Good Process – I learned lots
    - Educate kids and they will teach parents – maybe Comics!
    - Break
    - Comic Books on Water Conservation to school children at school
    - Need recommended consumption for size of household ideally by month
    - Good process today – I would like more of a re-cap in person – to discuss – and on the website
    - Comic books for young and old people (similar to the ranked choice voting comics)
    - Excellent process – well thought out and organized.
    - Find some ways to talk to the people who don't come to these meetings and don't care how much water they use – perhaps send direct invitations to high water users to come to a meeting to address their needs and issues
- SUPER Process
  - Other ways:
    - undertake same / similar process with facility communities + large employers (Lunch?)
    - Pose 1 or 2 questions to homeowners via returnable post cards.
    - Get on a few call in radio shows
    - Have booths at S Fe place mall, de vargas, the plaza, outside libraries and at library meetings
    - Speak at political meetings, professional societies
    - Excellent process today! Great space!
    - Christine Chavez was outstanding
    - Water conservation fans
    - Letters to every address in Santa Fe to obtain information – private and business
    - Have volunteers go door to door to each residence and business
    - Surveys with X # of bills – some small incentive to return them filled out by 6 surveys
    - Experience – great process
    - Very Good Process
    - Put questionnaire or survey in billing with some kind of a "reward" for returning it
    - Hold event at downtown and southside plaza
    - Great format: small groups with moderators works well, although I would like to know what others said and discussed.
    - Online surveys with reward
    - Very good process for this meeting
    - Good questions
    - Good information
    - Perhaps hold similar basic meetings (not 4 separate topics) with local organizations where people who would not attend one of these series would be present – example, SF Woman's Club
    - Also, earthday at the railyard

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