



SCORECARD

Water Conservation Plan

2020 Year-End Summary Report

SUMMARY

It was a challenging year but the water conservation office did a great job meeting its goals due to the flexibility built into this scorecard. Ongoing programs like public outreach and the education program that have been essential components of the office endured the biggest impacts of 2020. The Water Conservation Office (WCO) is continuing critical programs including tracking water usage efficiency, issuing rebates to water customers, and sending out leak letters to warn customers of likely leaks.

Looking ahead to 2021, the following will be the water conservation office foci:

- City partnerships – City’s Canopy project, Bee’s City USA, Neighborhood pilot in Nave Ade, Neighborhood raingarden pilot that includes building out places and demonstrations that the public can visit and still maintain social distancing
- Complete overhaul of education program – build out of virtual hybrid passport model to launch in fall 2021 with help of a task force of previous passport teachers and city education outreach partners
- Work with other city departments such as the library, recreation and transportation to distribute outreach material to children and adults
- Incorporate messaging into the art community (art commission, tourism)
- Updates to rebate program that include passive rainwater capture such as rain gardens to encourage residents to utilize supplemental water sources for outdoor irrigation
- Focus on reducing outdoor water use beginning with public input sessions held with stakeholders to help inform the program foundation
- Continue to work closely with the Water Conservation Committee under the leadership of Councilor Romero-Wirth to continue to discuss water conservation opportunities for the City of Santa Fe.

The WCO uses this scorecard to track progress against identified goals. The Water Conservation Committee (WCC) scores the WCO on the progress made mid-year – none, some, significant, or complete. This document contains a graphic snapshot for each goal, followed by detailed metrics on the complete mid-2020 WCO scorecard table.



GOAL 1

Education, Outreach, & Communication

| | None | Some | Significant | Complete |
|----------------------------|----------------------------------|----------------------------------|----------------------------------|-----------------------|
| Passport Program | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Passport Program Expansion | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Children's Water Fiesta | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Expand Adult Outreach | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Strategic Marketing Plan | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

Classroom work was cancelled before students were able to complete the passport program and the school year ended before the WCO developed strategies to replace the watershed field trip, wastewater plant field trip, and in-class presentations. Opportunities for outreach and education have changed and the WCO is adapting.

- ◆ Began working on developing website-based presentations to continue educational component
- ◆ Developing new website-based outreach and input components
- ◆ Rolled out first few months of the monthly themes including an Urban Forest initiative that came directly from public input collected for the 5-year plan
- ◆ Increasing utilization of online platforms to accommodate social distancing

GOAL 2

Customer Service

| | None | Some | Significant | Complete |
|-------------------------|-----------------------|----------------------------------|----------------------------------|-----------------------|
| EyeOnWater Optimization | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Rebate Program | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Leak Detection | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Enforcement Program | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |

The Customer Service program includes EyeOnWater, the Rebate Program, Leak Detection Letters, and the Enforcement Program. Customers have continued to utilize rebates and EyeOnWater Participation continues to climb. Hundreds of letters are sent out monthly to warn customers of likely leaks detected through the new metering system and the WCO is working to track and improve the impact of the program.

- ◆ 5,136 Eye on Water accounts as of 6/22/20
- ◆ Continued tracking and issuance of rebate program while losing critical staff and transitioning to working from home
- ◆ 127 rebate applications processed
- ◆ Sent out 457 leak letters to customers with leaks

GOAL 3

Partnerships & Pilot Projects

| | None | Some | Significant | Complete |
|-------------------------------|-----------------------|----------------------------------|----------------------------------|----------------------------------|
| Neighborhood Pilot Project | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Organizational Collaborations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Cooling Tower Pilot | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hotel Pilot | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Restaurant Pilot Project | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

Partnerships and Pilot Projects are a critical component of the WCO's strategy. The restaurant pilot project continues to expand participation and SFCC is developing a hotel auditing course. The WCO has been included in a Public Works project that will incorporate some Low Impact Development and Water Conservation strategies into a redesign of the stormwater infrastructure for Nava Ade.

- ◆ Neighborhood pilot continues to move forward
- ◆ Worked with Santa Fe Green Chamber and local partners to apply for BOR Waterwise grant
- ◆ 26 Phyn units have been installed
- ◆ City staff began training on dashboard and smartphone applications for Phyn units

GOAL 4

Effective Program Management

| | None | Some | Significant | Complete |
|--------------------------------|-----------------------|----------------------------------|----------------------------------|----------------------------------|
| Human Resources | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Financial Resources & Budget | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Organizational Development | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Water Conservation Committee | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Facility Management | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Reporting & Accountability | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Integration w/ Water Resources | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

Covid-19 required rapid adaptation from City Mgt to continue providing services while protecting citizens/employees and coping with budget shortfalls. Two parking employees from the City's Parking Division were transferred to water conservation on a permanent basis to avoid layoffs. WCC meetings were resumed in November after being on hold since March.

- ◆ Transitioned the office into working from home per Covid-19
- ◆ Maintenance of gardens ongoing with regular watering, pruning, etc.
- ◆ Succession plan for WCC membership being approved by governing body
- ◆ Completed GPCD calculations

| 2020 Water Conservation Scorecard | | | | | | | | | |
|---|---|---|--|--|--|----------|------|-------------|----------|
| Program | Performance Indicators | Q1 | Q2 | Q3 | Q4 | Progress | | | |
| | | | | | | None | Some | Significant | Complete |
| Goal 1: Education, Outreach, & Communication | | | | | | | | | |
| Passport Program | <ul style="list-style-type: none"> Improved Feedback Mechanism Incorporate 2019-2020 Lessons Learned into Revisions for 2020-2021 Correlate Materials with Next Generation Science Standards & Common Core Virtual Tour of passport program on website | <ul style="list-style-type: none"> Trained Sustainability Staff in educational modules for recycling and water-energy nexus Assisted in the completion of recycling, water-energy nexus & watershed tours Collected feedback from teachers at each event | <ul style="list-style-type: none"> Recorded presentations typically given during watershed tours-not completed Began working on developing website-based presentations to continue educational component Last component of passport program – WWTP tour was not completed, no assessments collected | <ul style="list-style-type: none"> Attended EcoEd meetings to look for partnerships and alignment with other virtual program developments | <ul style="list-style-type: none"> Worked with BDD on virtual program ideas | | | x | |
| Passport Program Expansion | <ul style="list-style-type: none"> 5th grade component in alignment with the “My Water My Watershed” Program Pilot 6th grade component with small group of classes Evaluate opportunities for Middle School/High School Expansion | <ul style="list-style-type: none"> Conducted Meetings with Santa Fe High to evaluate expansion | <ul style="list-style-type: none"> April tours for SFHS staff not completed due to COVID SFWA deliverable for 6th graders | <ul style="list-style-type: none"> Assisted Santa Fe Watershed Association on education components filmed in watershed | | | x | | |
| Children’s Water Fiesta | <ul style="list-style-type: none"> Increase emphasis on the interconnection of the water issues presented Develop detailed presentations with High School student presenters Develop an explicit goal and vision for the 18th annual event Enhanced utilization and data collection for the value of peer to peer work | <ul style="list-style-type: none"> Scheduled the Children’s Water Fiesta, including booking the Convention Center Space | <ul style="list-style-type: none"> Water Fiesta will be cancelled for fall | | <ul style="list-style-type: none"> Have decided to cancel water fiesta for 2021 | x | | | |

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|--------------------------------|---|--|---|--|---|--|---|--|
| Expand Adult Outreach Programs | <ul style="list-style-type: none"> Education and tours for City staff to increase awareness of water and conservation issues Create passport program for adults with facility tours/presentations Seek out opportunities to partner with art related events to expand the reach of the conservation message Work to partner with planned events/workshops already planned for 2020 Identify groups such as HOA's, community clubs, community events that will provide education to more diverse groups Align with Next Generation Water Summit to provide a community education event Use of demonstration gardens for training/community engagement | | <ul style="list-style-type: none"> Developing new website-based outreach and input components City water departments connectivity and model presentation by staff NGWS cancelled Demonstration garden event scheduled for June 27, 2020 | <ul style="list-style-type: none"> Water Conservation Presentation for the Rotary Club Compiled data from the mid-year survey issue to City customers on feedback on mid-year progress | <ul style="list-style-type: none"> Monthly themes were aligned with website tool-kits, radio show guests, monthly column in the Real Estate Guide and social media posts. Zoom allowed for collaboration with radio show guests previously limited by in-person interviews. Discussion with Santa Fe Community College, Audubon, Botanical Gardens and Environmental Services on City of Santa Fe becoming a Bee's City, USA – WCO alignment with native plants recommendation and bee habitats Meetings for 2021 Next Generation Water summit are taking place weekly – Summit will be held virtually for 2021 | | x | |
| Strategic Marketing Plan | <ul style="list-style-type: none"> Create quarterly plans to support objectives of the water conservation program related to marketing strategies Quarterly reports on progress on all strategic briefs, including budget allocations, will be created Marketing will be coordinated with other city PR strategies for better alignment | <ul style="list-style-type: none"> Developed quarterly plans with monthly themes to organize marketing strategies | <ul style="list-style-type: none"> Rolled out first few months of the monthly themes including an Urban Forest initiative that came directly from public input collected for the 5-year plan Developed RFP to extend PR work thru next 5 years Increasing utilization of online platforms to accommodate social distancing | <ul style="list-style-type: none"> PO for strategic marketing has lapsed and work is being done under a temporary PO. RFP was stalled due to new procurement training/ process. Participating in weekly Public Relations meeting coordinated by Constituent Services for joint marketing opportunities | <ul style="list-style-type: none"> Completed RFP for public relations/public outreach to continue website, social media and other outreach for next 4 years | | x | |

Goal 2: Customer Service

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|-------------------------|---|--|---|---|--|--|---|--|
| EyeOnWater Optimization | <ul style="list-style-type: none"> Market increased participation with EyeOnWater App with emphasis on threshold setting and alerts Geographic analysis of customer data including water usage by tier, area / neighborhood, rebate utilization, lot size, irrigation practices, etc. Work with legal to determine appropriate levels of aggregation of data to protect privacy and allow for detailed evaluation of water use trends Build a science citizen program demonstrating use of EyeOnWater data in a household/business Build EyeOnWater success stories for website / social media Align EyeOnWater with current leak adjustment requirements | <ul style="list-style-type: none"> Continuing promotion of EyeOnWater through in person, telephonic, radio, and email interactions with customers | <ul style="list-style-type: none"> Working with Utility Billing department to optimize the use of leak data collected through AMI metering and the EyeOnWater App Met with Beacon representatives to collect more information to refine our processes EyeOnWater requirements have been built into leak adjustment credit but hasn't been approved by Council yet 5,136 EyeOnWater accounts as of 6/22/20 | | <ul style="list-style-type: none"> Monthly meeting with customer service on EyeOnWater marketing and improvements to leak detection program and other messaging opportunities | | x | |
| Rebate Program | <ul style="list-style-type: none"> Spatial analysis of rebate distribution Align opportunities with rebates given by PNM and NM Gas Co Maintain alignment with City and Water Division goals Continue to examine Commercial Rebate Opportunities by sector Streamline rebate application and processing Align rebates with federal standards and industry changes | <ul style="list-style-type: none"> Developed a GIS layer to track rebates and tracked all 2020 rebates to date Attended meetings with PNM staff to learn about PNM conservation programs Created a subcommittee of Water Conservation Committee Members to evaluate commercial rebate opportunities | <ul style="list-style-type: none"> Continued tracking and issuance of rebate program while losing critical staff and transitioning to working from home 127 rebate applications processed | <ul style="list-style-type: none"> Working with Parks, Environmental Services and public works to discuss new tree program kicked off from anonymous donor – water conservation would like focus to be on baseline data that would inform the planting of trees in raingardens | <ul style="list-style-type: none"> Processed 231 rebates for 2020 in amount of \$36,199.15 (includes pending). Total rebates issued \$23,251.15. Average turnaround for applications is 66 days. Implemented WCC recommendations for water catchment processing which replaced tiered rebates on size to \$0.25 per gallon of capacity Discussion on using social equity measurement tool to look at current rebate program | | x | |
| Leak Detection | <ul style="list-style-type: none"> Continue to identify continuous flow and send out letters and calls and work in collaboration with customer service Track EyeOnWater adoption rates for recipients of continuous flow letters Spatial tracking of continuous flow program and data tracking for amount of water saved | <ul style="list-style-type: none"> Sent out 250 continuous flow letters to customers with leaks Developed GIS layer for tracking continuous flow Identified leaks over 65 gph and worked with T&D staff to address large leaks | <ul style="list-style-type: none"> Sent out 457 continuous flow letters to customers with leaks Working with billing and T&D to coordinate efforts and measure effectiveness Working with staff and WCC subcommittee members to measure effectiveness of the program – quantify savings | <ul style="list-style-type: none"> Working with customer service on identifying issues with the current leak detection pilot | <ul style="list-style-type: none"> Met with Beacon staff to improve leak alert process Working to train new staff and develop improved SOP | | x | |

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| Enforcement Program | <ul style="list-style-type: none"> Build new outdoor water conservation program including using programs like ABCWUA as a model Spatial tracking analysis of enforcement activities Incorporate new technology into enforcement program such as EyeOnWater Align time of day messaging with the County for joint messaging opportunities | | <ul style="list-style-type: none"> Met with ABCWUA on their enforcement program Research on other utilities (Mario) Enforcement complaints are being researched using EyeOnWater and log kept with follow-up to business/homeowner | <ul style="list-style-type: none"> Working with ABCWUA on learning more about their program – met with landscaping professional staff to discuss their methods of developing water budgets | <ul style="list-style-type: none"> White paper was written on outdoor program with research done on existing programs and efforts of ABCWUA and discussed with 2021 goals identified. | | x | | |
| Goal 3: Partnerships & Pilot Projects | | | | | | | | | |
| Neighborhood Pilot Project | <ul style="list-style-type: none"> LID Pilot Project with Public Works Spatial analysis of rooftop disconnection potential Review of rainwater harvesting rebate opportunities Align the rebate structure with stormwater fees Development of neighborhood education program with HOA of pilot neighborhood | <ul style="list-style-type: none"> Coordinated with Public Works staff to identify an opportunity to work with Nava Ade as a pilot neighborhood Evaluating opportunities for enhanced rebate values based on stormwater reductions | <ul style="list-style-type: none"> Neighborhood pilot continues to move forward Spatial analysis by consultant of rooftop disconnection potential Piloting re-structured rebate values for cisterns and catchment systems per WCC subcommittee | <ul style="list-style-type: none"> Participated in a webinar with HOA board and other residents of Nave Ade to talk about City's water conservation program. | <ul style="list-style-type: none"> Wrote water conservation article for the HOA newsletter with an EyeOnWater ad. Discussion with Reese Baker on rain garden pilot for 2021 that collects baseline data to inform rebate incentive | | x | | |
| Organizational Collaborations | <ul style="list-style-type: none"> NM Water Conservation Alliance (NMWCA) NM Gas PNM Santa Fe County Santa Fe Green Chamber of Commerce Santa Fe Watershed Association Alliance for Water Efficiency Santa Fe Public Schools | <ul style="list-style-type: none"> Held preliminary meetings with the Santa Fe Botanical Garden to explore partnership opportunities Continued coordination with SFCC to offer & promote water conservation training Watershed tours held in collaboration with SFWA Co-Sponsored, and attended, the NM Land and Water Summit | <ul style="list-style-type: none"> Worked with SFGCC and local partners to apply for BOR Water-wise grant Restaurant Pilot with all partners Met with AWE and ABCWUA Webinar opportunity with AWE LEED Gold certification for City of Santa Fe from USGBC – 2nd City to have certification | <ul style="list-style-type: none"> Helped public works promote the CoCoRAS program | <ul style="list-style-type: none"> Provided information for inclusion in a Babbit Center water study Supported work of an UCLA student in water conservation in restaurants Assisting the WaterNow Alliance in identifying policy priorities for 2021 Working on helping the NMWCA becoming a partner organization with the AWE Met with NM Gas on commercial kitchens rebate Worked with the Interstate stream Commission on video promoting the state water plan | | | | x |
| Cooling Tower Pilot | <ul style="list-style-type: none"> Continue work with AWE to look at water savings potential with cooling towers and to look at potential rebate opportunities | <ul style="list-style-type: none"> Project on hold by AWE for lack of funding | | | <ul style="list-style-type: none"> Cooling Tower Estimating Model developed and the Best Practices Guide for Identifying Cooling Towers completed in draft form. City of Santa Fe is a pilot partner on project. | | x | | |

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| Hotel Pilot | <ul style="list-style-type: none"> Continue to train staff on auditing hotel facilities Research opportunities to develop a hotel pilot | | <ul style="list-style-type: none"> Hotel auditing class being developed – to be completed by December 2020 Badging process being created by SFCC | | <ul style="list-style-type: none"> Applying for a WaterWise grant to fund the hotel pilot | | x | | |
| Restaurant Pilot Project | <ul style="list-style-type: none"> Continue Pilot with Uponor/Phyn Continue to work with SFCC to train workforce to do restaurant audits Continue with SFCC to develop online training in coordination with Lane Community College and the National Science Foundation grant Work with Green Chamber of Commerce to coordinate work with restaurants Develop administrative procedures for restaurant rebates | <ul style="list-style-type: none"> Developed process for data requests from Green Chamber of Commerce Expanded restaurant participation | <ul style="list-style-type: none"> 26 Phyn units have been installed Prepared and submitted grant application for BOR funding of 75K to assist with restaurant pilot City staff began training on dashboard and smartphone applications for Phyn units Restaurant Audit online class completed and being offered nationally | <ul style="list-style-type: none"> Presented pilot to a webinar hosted by the Alliance for Water Efficiency – 131 participants Applied for a BOR grant to help fund technology for restaurant pilot Water Budgets pulled for Terra Cotta and Santa Cafe | <ul style="list-style-type: none"> Water Budgets pulled for Pantry Rio Met with FLUME technologies as potential partner for the restaurant pilot | | | x | |
| Goal 4: Effective Program Management | | | | | | | | | |
| Human Resources | <ul style="list-style-type: none"> PADP assessments with improved feedback from staff on program management Training Work load alignment with individual programs | <ul style="list-style-type: none"> PADP goals identified with each employee based on 5-year conservation goals | <ul style="list-style-type: none"> Transitioned the office into working from home per Covid-19 Prepared, advertised, received applications, and then withdrew position as education coordinator per budget crisis. SFCC training on COVID safety | <ul style="list-style-type: none"> Two employees were transferred from parking to the water conservation section as part of the City's COVID closures | <ul style="list-style-type: none"> PADP's completed for all staff Anonymous supervisor feedback survey administered | | | | x |
| Financial Resources & Budget | <ul style="list-style-type: none"> Submit conservation budget by February 2020 Track budget for each project/program for FY19/20-FY20/21 Track deposits from rebates into waterbank | <ul style="list-style-type: none"> Conservation Budget submitted on time Water Bank deposits tracked for conservation programs | <ul style="list-style-type: none"> Fiscal crisis – staff levels reduced from 5 to 3 Furloughs (10%) for all staff | | <ul style="list-style-type: none"> Worked on FY 22 Budget templates | | x | | |

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| Organizational Development | <ul style="list-style-type: none"> Staff cross-trained on all programs Staff certified as relevant to program (QWEL, WERS, CLIA, ARCSA, Backflow, etc.) | | <ul style="list-style-type: none"> Staff cross training Vacancies and absence of specific focus on programming et al education | <ul style="list-style-type: none"> New staff training on all current programming Monthly safety meetings based off water division topics Andrew Erdmann participated in the City's pilot Social Equity training program Assisting with the water division scorecard and related section scorecards | <ul style="list-style-type: none"> Development of new staff work load assignments Monthly safety meetings based off water division topics Time allocated for staff professional development in ArcGIS Survey 123, a GIS tool that will be used to track WCO programs QWEL dashboard training for work done as Partner Certifying Organization Alignment with the water division scorecard for 2021 All staff attended WaterSmart Training and other related webinars as assigned my supervisor Attended weekly water operations and water division meetings and monthly expanded water division meetings were attended by all staff | | | x |
| Facility Management | <ul style="list-style-type: none"> Maintenance of 2 demonstration gardens including weeding, irrigation system repair, pruning, and plant care Building maintenance Installation of charging station for electric vehicle Installation of security barrier for water conservation office | <ul style="list-style-type: none"> Purchasing process initiated for electric vehicle and charging station | <ul style="list-style-type: none"> Purchase of electric vehicle cancelled Maintenance of gardens ongoing with regular watering, pruning, etc. Maintenance of rooftop irrigation system on hold pending purchases of new materials | | <ul style="list-style-type: none"> Safety assessment after break-in Additional security measures established and extra security added to windows | | x | |
| Water Conservation Committee | <ul style="list-style-type: none"> Water Conservation Manager to be liaison to Water Conservation Committee Coordinate committee and subcommittee work with WCO Assist with joint city/county work as it relates to water conservation Develop better succession plan for vacancies | <ul style="list-style-type: none"> Succession plan under development with WCC input Subcommittee work coordinated with WCO efforts | <ul style="list-style-type: none"> Succession plan being approved by governing body Committee meetings postponed 2 subcommittees formed and meeting | <ul style="list-style-type: none"> Term limits for members were reinstated in alignment with recently passed WCC resolution | <ul style="list-style-type: none"> Subcommittee work in place to assist with 2020 scorecard review and 2021 scorecard goals Work with Jesse Roach and Councilor Romero-Wirth to discuss expanded scope of work for the committee Committee began meeting again in October and again in December | | x | |

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|----------------------------------|--|---|---|--|---|--|--|---|--|
| Reporting & Accountability | <ul style="list-style-type: none"> Report quarterly work against the scorecard to governing body and to the WCC End of FY reports to Stormwater division as it relates to MS4 permit End of FY reports to Sustainability department as it relates to goals in the sustainability plan Public input gathered in July of 2020 with public meetings and website to develop 2021 scorecard | <ul style="list-style-type: none"> Developed Q1 scorecard | <ul style="list-style-type: none"> Completed Q2 Scorecard Reports to groups Developing process | | <ul style="list-style-type: none"> No reports given to governing Body End of year reports given to Stormwater division for MS4 permit End of year reports completed against the sustainability plan for WCO and water division | | | x | |
| Integration with Water Resources | <ul style="list-style-type: none"> Annual Water report AWWA non-revenue water audit GPCD analysis Assist with Domestic Wells | <ul style="list-style-type: none"> Coordinated with water resources to assist with transition of new water resources analyst | <ul style="list-style-type: none"> Completed annual water report Completed and released and awarded AWWA audit rfp-pending Completed GPCD calculations | | <ul style="list-style-type: none"> Assisted with Water Division strategic planning process –moderated sessions and entered over 1500 survey cards into database for further analysis | | | x | |
| | | | | | | | | | |