

CITY OF FRESNO WATER CONSERVATION PROGRAM SERVICES

Water-wise landscape consultation
Irrigation efficiency audit
Help setting irrigation controllers
Interior/exterior water leak surveys
Meter use information
Rebates
Public outreach and education
Enforcement of Fresno City Water regulations
Water Conservation Hotlines

Service Detail:

Water-wise landscape consultation Landscape specialists provide a Free water-wise landscape consultation and design service at customer sites. The service includes recommendations for water-wise plants suitable for the Fresno area, irrigation installation, and turf removal. A simple design may be drawn onsite to give the customer ideas of water-wise landscape possibilities. The value of conversion by stages is explained if the customer is intimidated or has limited means. Customers are encouraged to call at a later time with questions. Customers also are provided landscape and irrigation literature as well as a hose nozzle.

Irrigation efficiency audit With this Free service, a landscape specialist will check the water meter, inspect irrigation systems, and suggest maintenance, improvements and adjustments. Irrigation products and installation are discussed. Drip irrigation information is available and an irrigation demonstration site available for the individual customer or to use during a workshop. The City of Fresno water schedule is reviewed and adjustments made to timer if needed. Customers also are provided landscape and irrigation literature as well as a hose nozzle.

Help setting irrigation controllers Customers often request this Free service so that they can more easily follow the City water schedule. Existing timer is discussed as well as maintenance and future replacement. Customers are shown how to set controllers so that they can make proper future adjustments. A few customers are unable to grasp the information so staff may return to help if requested. A report may be left with the customer as well as landscape and irrigation literature and a hose nozzle.

Interior/exterior water leak surveys Customers suspecting a leak or receiving a high water bill often request this Free service. They may also have been notified by staff via a door hanger or personal contact that their property could have a leak based on their address listed in a weekly high leak report. Prior to the appointment, staff prepares a report of the customer's water usage which is discussed with the customer during the survey. At the site, the water meter is checked. All water connections and items connected to water are checked inside and outside the

property. The representative discusses the findings and recommendations to the customer. A report is left with the customer. Customers also receive Water Sense shower heads, kitchen and bath aerators, hose nozzle and conservation literature.

Meter use information At the customer's request, information about their automatic meter read water usage is provided by discussion and/or sent. The data report shows amount of use and day/time of use. This allows the customers to make proper adjustments to meet the City of Fresno's water schedule or to request an appointment of a water efficiency survey.

Rebates The City of Fresno currently provides rebates for qualifying water-efficient toilets and clothes washers. Up to three toilets per account can qualify for the City of Fresno rebate when replacing pre-1992 toilets with water efficient models. Water Sense is specified because the EPA has endorsed these particular toilets as meeting performance standards to be most water efficient. One front loading new qualifying clothes washer rebate is available for each account.

Public outreach and education The Water Conservation program is responsible to educate the public about the importance of water and methods to conserve this precious resource. The program was developed to be pro-active, and the staff trained to provide positive outreach and market the program principals as often as possible during public contact. Bilingual opportunities are available through Conservation staff, media and literature. Some of the activities include: information booths; literature development and distribution; media outreach; newsletters and billing inserts; partnerships; school presentations; social media; speakers bureau; tours; workshops.

Enforcement of Fresno City Water regulations The Water Conservation staff enforces Fresno Municipal Code Chapter 6, Section 520: Wastage of Water through action and education. The FMC includes an outdoor day and time water schedule which Water Division has enforced since the 1991. Staff responds in some way to each of the contacts received related to customers not following watering regulations. Methods of customer notification range from letter to field visit. The field visit could result in a simple customer check and advise contact to fees issued or water shut off. Shut off is a rare occurrence. Fees are \$45 per incident. The first notification often results in compliance. More steps and contact is necessary should customers refuse to comply.

Water Conservation Hotlines The Conservation Program functions 7 days a week. Methods to reach the Water Conservation Program by the public are available at all hours. Telephone calls will be answered by staff during office hours 8am to 5pm or by an answering service after hours. An on-call supervisor is notified by the answering service of urgent matters. Email or online forms are answered all hours on all days. Communication Methods:

Telephone: 621-5480 Hotline or 621-CITY

Email: waterconservation@fresno.gov

Online forms: www.fresno.gov

