

Meeting Minutes

City of Guelph

Water Conservation and Efficiency Public Advisory Committee (WCEPAC)

September 29, 2016

City Hall, Meeting Room C

From 7:00 to 9:00 p.m.

Meeting Chair: Paul McLennan

Present: Mike Darmon, Paul McLennan, Patty Quackenbush, Hugh Whiteley, Louise Cottreau, Ilya Peskov

Regrets:

Staff: Emily Stahl, Zaryn Golden, Heather Yates

Presenters: Ilya Peskov (Focus21), Sam Lewis (Focus21), Jeff Aramini (Focus21)

Agenda Items

Welcome to all

Item 1

Welcome and Introductions

Item 2

Confirmation of last Meeting Minutes (November 16, 2015) – P. McLennan

Motion: to approve by P. McLennan

Seconded by H. Whiteley

Carried

Item 3

Review updated Committee Terms of Reference and Committee vacancy – E. Stahl

Appendix A – Slide Deck

Appendix B – Final Committee Terms of Reference

There is currently one vacancy on the Committee. We would like to thank Brain Ho-Yan for his service, He has accepted a position with the City of Guelph working on Community Energy Strategy.

The Committee vacancy will be posted during the next round of vacancy postings – Spring 2017

Discussion:

Timing of services 2009 (Master Plan development) to 2018 confirm with Dolores (Terms of Reference speaks to 10 years maximum service on committee); PAC advisory started in 2010; gap between service?

P. McLennan: Opportunity to grandfather since several committee members will be departing at similar time?

E. Stahl: WCEPAC is an open committee, please bring people along. Cannot add new committee members unless there is a vacancy.

Item 4

Update on Water Services organizational structure & interim changes – E. Stahl

The Following staff and organization changes have occurred within Water Services:

- Peter Bussatto permanently appointed to the General Manager, Environmental Services (Water, Wastewater, Solid Waste)
- Wayne Galliher appointed to acting Plant Manager
- Emily Stahl appointed to acting Manager, Technical Services
- Heather Yates competed for Acting Supervisor, Water Efficiency

Wayne will no longer be regularly attending the WCEPAC meetings. However he remains available to answer questions/provide input. Emily and Heather will continue to provide staff support to the WCEPAC meetings.

Item 5

Water application demonstration – J. Aramini and I. Peskov

Demonstration provided of the latest version of the water app. In the next few weeks the water app will be preparing for launch on two device platforms - ios8; lollipop and later. It will be available for testing using Test Flight to those interested. Following feedback from beta testers, the final product will be available through application stores (app store, Google play store)

The app takes the user's residential data retrieved from Guelph Hydro through the magic link and compares to that of all residential usage in Guelph.

- All Guelph residential usage will be divided into thirds to determine (a) efficient, (b) average and (c) heavy household water use in city, paired with the number of member of the household.
- Initially it will compare you to all household data across Guelph. However, the household average will change as more data comes in from app users; more people participating of the same household size.
- News will be live linked to City Water news. Timely dispersal of information.
- Program section is currently linked to individual rebate and conservation pages.
- Achievements/awards program – points and lottery is complex; more testing before available in future phases.
- Profile will collect email and number of members per household; may offer opportunity to enhance profile with program participation in future phases

Discussion:

H. Whitely: Is a year of past information available for comparisons?

I. Peskov: Currently building visuals with comparators – will arrive in about a week. Testflight will be updated.

H. Whiteley: Who owns the copyright to the app?

L. Peskov: Focus21. City of Guelph will have free access. As for subscription to use the app, it is under a fair usage policy so the City only pays for those using consistently.

J. Aramini: Considering open sourcing the product for other developers.

M. Darmon: It is not clear that values in litres/day isn't your household of 4 vs. per person.

P. Quackenbush: Set an alert that can flag if your household use goes up drastically

J. Aramini: Can explore that. Can do monthly comparisons x% more per month.

I. Peskov: Potential opportunity to collaborate with leak detection hardware providers in the future.

E. Stahl: Currently the City's Civic Accelerator Program is working with a product designer to co-develop a home leak detection system (residential) with AlertLabs for closer to real time data (vs. monthly read). "Fitbit for your water meter". Goes through web-based/software platform. Leak and flood detection device approximately \$400. water is free. Collaboration between Focus21 and Alert Labs to possibly feed into the app. There are possibilities of working with insurance companies for discounts.

H. Whiteley: Is the City giving any consideration to reading household meters more often than monthly.

E. Stahl: reading will remain monthly. Exploring study approved in WESU for AMR/AMI technology.

L. Cottreau: Are you considering geographic classification of water users across city? Can we integrate that into the app? Is could be an opportunity for social engagement/behaviour.

E. Stahl: We are exploring the data available through Environics Prizm – type of users/social groups. Zaryn Golden (city staff) will be pursuing this as part of her co-op project.

M. Darmon: Can you view history of water use?

I. Peskov: 12 months.

J. Aramini: currently reads in litres per day, looking for feedback through process.

E. Stahl: should be able to convert back to cubic meters to compare with their hydro bill.

Soft launch anticipated for end of October. Hard launch to occur either mid-November or January 2017 (not to compete with Budget or end of year Holiday season).

UPDATE – beta testing commencing end of December 2016 into January 2017 with a soft launch scheduled for February/March, 2017.

Item 6

Water Efficiency Strategy Update – E. Stahl

Excited to announce that the WESU was approved by council September 26, 2016. Now waiting on budget approval (Oct/Nov).

With budget approval there will be hiring for a Water Smart Business Program Coordinator to take over the ICI capacity buyback program currently facilitated by a consultant.

Discussion:

H. Whiteley: Council was pleased to see 'implementation' included? Council has been interested in this in the past to know what the dollars are paying for.

E. Stahl: \$1.2 million annually to run program.

P. McLennan: What does the projected savings through water loss management reference?

E. Stahl: Projected through DMA. We will be monitoring through data management platforms including alerts through SCADA.

H. Whiteley: Cost recovery should also reflect the inconvenience and loss when major leak/major repairs occur – hours of road closure to be shown to decrease over time to demonstrate additional gains of municipality through DMAs. Track through work orders.

Item 7

Communicating program changes – brainstorm activity – E. Stahl

Conversation overlapped during the activity. A summary of feedback provided regarding the Royal Flush/Smart Wash and Blue Built Home programs is provided.

1. Royal Flush/Smart Wash

Key stakeholders:

- Retailers
- Condominium corporations

Best methods to communicate with key stakeholders:

Retailers:

- Splashy exit display

Condominium corporations:

- Door to door
- Social media posts
- News story
- Retail display with qualifications
- Send store flyers get your rebate before it ends
- Letters targeted to condominium maintenance and property managers
- Link advertisements under “do it now, don’t delay”
- Pilot a toilet recycling program
- Need to communicate that this is a new program

Out of the box methods to get the word out?:

- Old washing machine on the street to promote.
- Put your washers on the curb for free collection
- Leak detection kit bill stuffer
- Instant rebate

How long to honor rebates?:

- Three months

2. Blue Built Home

How should liters per capita be calculated?:

- Not consistent with new home and retrofit – it is based on the home features
- Behaviour based

- Look at the hard stuff for replacement
- Might have a different program for behavior
- Renovation only makes the distinction between two types of programs; do not need to install RWH/GW to qualify with older home renovation
- Phased approach – cost prohibitive
- Available to more homeowners
- Consider results of new AWWA end use study 132Ipd; used to be 150

Item 8

Other business – All

Discussion:

H.Whiteley – Items of interest: The Water Environment Association of Ontario (WEAO) published an article in Influent magazine on water reuse and nutrient trading – it is gaining momentum.

H. Whiteley – Kitchener utility beginning to introduce fixed charge component to its water bill. Consider building conservation into billing to better profile investment and to help the conversation that always comes up about conservation with rate increases. Give some recognition to those using less, rewarded by reducing fixed charge/or only pay fixed charge or only pay volumetric.

As a comparison, the new stormwater utility equivalent is expected to have a 55% fixed charge when introduced. Will be 100% for Kitchener utility. If everyone did onsite stormwater, we would still have 55% because of road run off, etc. One can apply to receive up to a 45% credit based on property storm water infiltration. System benefits everyone, everyone has to pay. Increase in per unit volume rate.

E. Stahl – Preliminary rate review was complete

M. Darmon – Has the City considered motion detector rebate on taps?

E. Stahl – Research has shown that these fixtures are not as efficient because of set-up.

ACTION: E. Stahl Will bring back some more information on motion detector taps and their efficiency.

ACTION: E. Stahl – EIS on water softener report to next meeting.

Item 9

Meeting adjourned

Next Meeting:

TBD