

2025 ADDENDUM



W A L N U T V A L L E Y W A T E R D I S T R I C T

# WATER USE EFFICIENCY STRATEGIC PLAN

## 2020-2024

(909) 595-7554

271 SOUTH BREA CANYON ROAD

WALNUT, CA 91789

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## EXECUTIVE SUMMARY

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The COVID-19 pandemic presented an opportunity for Walnut Valley Water District (District) to rethink how community engagement with restricted interaction shapes water use efficiency efforts. The District pivoted from the in-person conservation programs outlined in the original Water Use Efficiency Strategic Plan (WUE Plan) to online programming.

The District quickly adapted by offering a variety of online water efficiency educational opportunities. These virtual platforms allowed us to continue delivering valuable water conservation knowledge to our community, ensuring that residents still had access to resources to help reduce water consumption. Additionally, the District introduced a virtual indoor and outdoor water use survey, enabling customers to receive personalized recommendations for improving water use efficiency from the safety and convenience of their homes.

It is important to note that throughout the COVID-19 shutdown, our customers did not experience any reduction in water availability. The District's water supply remained safe and secure, and our operations continued to function effectively without disruption. The mission of Walnut Valley Water District— to meet the water supply needs of the communities we serve—remained steadfast and unaffected by the challenges posed by the pandemic.

As we move forward, the District remains committed to fulfilling its water conservation goals and ensuring that our customers have the tools and knowledge to use water more efficiently, whether through in-person interactions or virtual platforms. We appreciate the continued support of our community as we navigate these challenges together.

Since the adoption of the Water Use Efficiency Plan (WUE Plan) in 2020, the District has continued to explore new and innovative ways to support our customers' water use efficiency efforts. These initiatives have been designed to provide valuable resources, reduce water consumption, and promote sustainable practices throughout our community. Examples of these efforts include:

- Installation of Hydrant Guard Devices
- Launch of new Customer Portal
- Leak Repair Programs for residential customers
- Irrigation retrofit assistance
- Residential Pool Cover Rebate
- Commercial Urinal Rebate
- Metropolitan Water District Device rebates and programs
- How-To guides and webinars for water-saving Tips
- School programs and other educational resources

## PROGRAM HIGHLIGHTS

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Over the past five years, we have undertaken several key initiatives to improve water conservation and customer service. We want to highlight a few of these efforts, including the installation of Hydrant Guards, the Customer Portal, and the Leak Repair Program.

## **Hydrant Guard: Enhancing Public Safety, Infrastructure Resilience and Emergency Preparedness**

The installation of Hydrant Guards is a crucial initiative aimed at conserving water and improving public safety. These devices are designed to automatically restrict water flow when a fire hydrant is sheared from its connection, significantly reducing water loss and associated hazards.

Our analysis shows that each sheared fire hydrant results in an estimated water loss of 0.313 acre-feet (AF), approximately 102,000 gallons. This amount equates to the daily water usage of about 340 average U.S. households, assuming each household uses 300 gallons per day.

By equipping targeted hydrants with Hydrant Guards, we can substantially reduce incidents of excessive water loss. We estimate at least 10 sheared fire hydrant events annually where Hydrant Guards would be in service, preventing the loss of approximately 3.13 AF of water per year. Over a 20-year period, this would amount to a reduction of about 63 AF of wasted water.

The cost savings from reduced water loss are substantial. In 2026 alone, the District would save approximately \$5,700.47 due to decreased water waste. This savings increases annually, reaching an estimated \$10,959.16 by 2045, accounting for inflation and rising water costs. Over the projected period, the installation of Hydrant Guards could result in cumulative savings of over \$150,000 for the community.

## **Customer Portal: Empowering Customers for Water Efficiency**

The District's new Customer Portal is a powerful tool designed to enhance customer engagement and promote water efficiency. Through this platform, customers receive real-time leak alerts, conservation messaging, turn-off notifications, and more. These proactive communications empower customers to make informed decisions about their water usage, helping them detect and address issues early, reduce waste, and manage their bills more effectively.

By providing easy access to critical water use data, the Customer Portal fosters greater awareness and accountability. This initiative reflects our ongoing commitment to supporting customers in their water conservation efforts and ensuring a more sustainable water future for our community.

## **Leak Repair Program**

Water conservation is a top priority for the District, and we recognize that even small leaks can lead to significant water waste and higher utility bills for our customers. To support our community in reducing unnecessary water loss, we are proud to offer a leak repair assistance program designed to help residential customers quickly and efficiently address water leaks on their property.

Through this program, the District proactively identifies customers experiencing continuous water flow above a certain threshold and refers them to a trusted contractor for a professional leak assessment. Once the assessment is complete, the contractor performs necessary repairs to stop the leak, ensuring water is used efficiently. Depending on the specific issue, repairs may include fixing or replacing leaking sprinkler heads, irrigation lines, or broken pipes. In some cases, the contractor may install a pressure-reducing valve or replace a faulty house valve to prevent future leaks and improve water pressure management.



By launching this program, the District is not only helping customers save water but also reducing their monthly water bills and promoting sustainable water use in our community. We understand that leak repairs can be costly and inconvenient, and we are committed to making the process as easy and effective as possible for our customers.

## PROGRAM FUNDING

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The District is committed to promoting water use efficiency and ensuring that public funds are spent responsibly. To maximize the impact of its conservation programs while minimizing the financial burden on local ratepayers, the District actively seeks external funding sources. A significant portion of the District's water use efficiency programs are funded through the Metropolitan Water District (MWD), with support from our regional water wholesaler, Three Valleys Municipal Water District.

Over the past five years, the District has been awarded a total of \$277,340 from MWD to implement various conservation initiatives. (See Appendix A) These funds have helped provide rebates, educational programs, and other water-saving resources to our community. By leveraging these external funds, the District is able to expand its conservation efforts while maintaining a fiscally responsible approach to managing public resources.

Recognizing the importance of water conservation, the District continually explores additional funding opportunities to diversify and enhance the programs offered to residents and businesses. By securing alternate sources of funding, the District remains committed to providing a wide range of conservation programs that help protect our water supply for future generations.

## NEXT STEPS

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The District is committed to helping our community use water wisely and efficiently, ensuring a sustainable water future for everyone. As part of California's statewide effort to make water conservation a way of life, we are implementing long-term measures to meet state requirements. These efforts are based on the *Making Water Conservation a California Way of Life* framework, which sets stricter guidelines for water use in homes, businesses, and outdoor spaces.

Under this initiative, we are working to reduce water waste by improving efficiency in indoor residential use, outdoor irrigation, and commercial and industrial operations. These measures follow state laws (SB 606 and AB 1668) designed to set fair and achievable water use targets while protecting our local water supply for generations to come.

## APPENDIX A – MWD 5-YEAR FUNDING HISTORY

WVWD		FY 2024-25		
Program	MWD Project #	Amount	Expensed	Remaining
Leak Repair/Retrofit Program	MET-83	\$25,000.00	\$16,258.00	\$8,742.00
Firescape Workshop	MET-98	\$900.00	\$900.00	\$-
Leak Repair/Retrofit Program (DAC)	MET-103	\$25,000.00		\$25,000.00
G3 Customer Learning Workshops	MET-116	\$8,950.00		\$8,950.00
Firescape Workshops (2)	PENDING	\$1,800.00		\$1,800.00
				\$-
				\$
<b>Totals</b>		<b>\$61,650.00</b>	<b>\$17,158.00</b>	<b>\$44,492.00</b>

WVWD		FY 2022-24		
Program	MWD Project #	Amount	Expensed	Remaining
WVWD - Customer Learning Workshops	MET-36	\$23,000.00	\$16,423.55	\$6,576.45
WVWD - ERIP Grant Project - Ecotech-1a	MET-39	\$12,200.00	\$8,526.82	\$3,673.18
WVWD - ERIP Grant Project - Ecotech-1b	MET-119	\$23,800.00	\$23,800.00	\$-
WVWD AMI Meter Customer Portal	MET-58	\$31,900.00	\$31,900.00	\$-
WVWD - RES Conservation Outreach/Canvassing - GMC	MET-167	\$12,500.00	\$10,247.79	\$2,252.21
WVWD - CII Conservation Outreach/Canvassing - GMC	MET-166	\$12,500.00	\$4,456.74	\$8,043.26
WVWD - Indoor Leak Repair Program-EcoTech	MET-231	\$8,900.00	\$480.00	\$8,420.00
<b>Totals</b>		<b>\$124,800.00</b>	<b>\$95,834.90</b>	<b>\$28,965.10</b>

WVWD		FY 2020-22		
Program	MWD Project #	Amount	Expensed	Remaining
WVWD Firescaping Webinars	MET 158	\$3,450.00	2,750.00	\$700.00
WVWD Res. Irrigation Survey Program Postcards	MET 210	\$850.00	817.75	\$32.25
WVWD Edible Gardening for Beginners Workshop	MET 236	\$1,250.00	1,250.00	\$-
WVWD Residential Leak Detection Workshops	MET 240	\$2,500.00	2,500.00	\$-
WVWD "On Demand" Remote Learning Workshops	MET 241	\$1,750.00	1,750.00	\$-
WVWD Greywater Education Workshops	MET 265	\$750.00	750.00	\$-
WVWD "On Demand" Remote Learning Workshops	MET 282	\$500.00	500.00	\$-
WVWD Educational Learning Workshops	MET 303	\$14,900.00	14,900.00	\$-
WVWD RES Educational Learning Workshops	MET 310	\$500.00	500.00	\$-

WVWD RES Educational Learning Workshops	MET 333	\$800.00	750.00	\$50.00
WVWD RES Firescaping Workshop	MET 338	\$900.00	900.00	\$-
WVWD RES Succulent Planting Workshops	MET 337	\$4,500.00	3,956.46	\$543.54
<b>Totals</b>		<b>\$32,650.00</b>	<b>\$31,324.21</b>	<b>\$1,325.79</b>

WVWD		FY 2019-20		
<b>Program</b>	<b>MWD Project #</b>	<b>Amount</b>	<b>Expensed</b>	<b>Remaining</b>
WVWD High Residential Water Users	MET 385	\$58,240.00	21,618.44	\$36,621.56
<b>Totals</b>		<b>\$58,240.00</b>	<b>\$21,618.44</b>	<b>\$36,621.56</b>

	<b>Amount</b>	<b>Expensed</b>	<b>Remaining</b>
WVWD Total 2020-2024	<b>\$277,340.00</b>	<b>\$165,935.55</b>	<b>\$111,404.45</b>

APPENDIX B – SAMPLES OF EVENTS AND PROGRAM COLLATERAL



# Fire-Resistant Landscaping Workshop


FREE WORKSHOP! SCAN TO REGISTER

Join WWVD, LA County Fire's Forestry Division, and Douglas Kent, author of *Firescaping*, for a workshop on creating fire-resistant landscapes to protect homes in Diamond Bar, Walnut, and Rowland Heights.

**Saturday, October 12 @ 10:00 AM**

**Diamond Bar Center**  
1600 Diamond Bar Blvd



Register at [walnutvalleywater.gov/events](http://walnutvalleywater.gov/events)

## Our New Customer Portal is Live!

Sign in or register for the new Customer Portal!  
Use your existing "My Account" login to register.

[myaccount.walnutvalleywater.gov](http://myaccount.walnutvalleywater.gov)

## Stay Alert: Walnut Valley Water District's Leak Notification Service

WWVD keeps you informed about potential water leaks with automatic notifications through our "My Account" portal. If you're not yet signed up, create an account to receive text and email alerts whenever a leak is detected, helping you prevent potential damage. To ensure you get these notifications, keep your contact information up to date by logging in at:

[myaccount.walnutvalleywater.gov](http://myaccount.walnutvalleywater.gov)

SCAN QR CODE FOR MORE INFO



Sample "Leak Alert" Text Message

**New Message!**

This is Walnut Valley Water District. We've detected a leak at your property, due to the severity your water will be shut off. More info: <https://bit.ly/3PvZqts>



WALNUT VALLEY WATER DISTRICT



## EXTERIOR RETROFIT IRRIGATION PROGRAM (E-RIP)

**ABOUT E-RIP**

**PROGRAM DESCRIPTION**

The Exterior Retrofit Irrigation Program (E-RIP) offers customers FREE landscape surveys and FREE landscape irrigation repairs by a professional.

E-RIP aims to reduce water loss through advanced technology and education.

**EcoTechServices, Inc.**

**ELIGIBILITY**

- Working Outdoor Irrigation System
- Customer of Walnut Valley Water District

*Only irrigation systems WITHOUT major irrigation issues will qualify for E-RIP.*

**WHAT YOU'LL BE GETTING**

As an E-RIP participant you will be able to maintain your landscape more efficiently and increase your water conservation efforts through smart technology products.

The **FREE** irrigation system retrofits include:

- New smart weather-based irrigation controller (timer)
- High-efficiency sprinkler nozzles
- Minor irrigation system repairs
- Water-wise gardening recommendations

**SCHEDULE YOUR RETROFIT**

Please contact EcoTech Services, Inc.  
 Phone: (866) 308-8391  
 Email: [programs@ecotechservices.net](mailto:programs@ecotechservices.net)

**\*\*E-RIP is by INVITATION ONLY and is NON-TRANSFERABLE to customers.\*\***

WALNUT VALLEY WATER DISTRICT | (909) 595-7554 | [www.walnutvalleywater.gov](http://www.walnutvalleywater.gov) | 271 S. BRECA CANYON RD., WALNUT, CA 91789

WALNUT VALLEY WATER DISTRICT



# Greywater Online Workshops

TWO PART VIRTUAL EDUCATION SERIES

**Part 1: Greywater 101**  
**Wednesday, April 6<sup>th</sup> @ 1:00PM**

Greywater, gently used water generated from sinks, showers, and washing machines, can be safely and simply reused for irrigation in your landscape. Learn the basics in this introductory class and get ideas for your own future greywater system.

**Part 2: Greywater Design & Application**  
**Wednesday, April 13<sup>th</sup> @ 1:00PM**

Learn more about greywater systems. We'll talk about how to design a successful system, regulations to consider, and how to maintain your system.

**REGISTER AT [WWW.WVWD.COM/EVENTS](http://WWW.WVWD.COM/EVENTS)**



(909) 595-7554 | [www.wvwd.com](http://www.wvwd.com) | [outreach@wvwd.com](mailto:outreach@wvwd.com)

Walnut Valley Water District | EcoTechServices, Inc.

# LEAK ASSESSMENT & REPAIR PROGRAM

Exclusively for WVWD Affordable Rate Program Customers & by Invitation Only.

**LIMITED AVAILABILITY**  
 This program has limited funding, register early to secure your spot.

**What's Included?**

- FREE Indoor & Outdoor Assessment by EcoTech Services, Inc.
- Leak repair\* assistance at no cost to you

\*Leak repair eligibility will be assessed by EcoTech Services, Inc., a certified WVWD partner.

**Why Participate?**

- Prevent water waste
- Avoid costly repairs and high water bills
- Get expert assistance for common household leaks

**Reserve Your Spot Today!**  
 Contact WVWD Customer Service | **(909) 595 7554**