

TIPS & TRICKS FOR WORKING REMOTELY

Brought to you by



A Chapter of the Alliance *for* Water Efficiency

PART 3: CREATIVE SOLUTIONS TO CONSERVATION PROGRAMS



WELCO

- The webinar
- The audio microphone
- The webinar because w
- Polling is in questions/i
- Let's walk t

You asked:

What happens when I raise my hand?

18:03

Molly Parker answered:

I can take you off of mute.

18:04

Please input your question

☐ Send Anonymously

Send

Time for questions
your computer
(time)
the presentation
our
(n)
our tools.

Audio Settings ^

Chat

Raise Hand

Q&A

Leave Meeting

SPEAKERS



Lisa Maddaus, P.E.
Maddaus Water
Management Inc.



Mary Ann Dickinson
Alliance for Water
Efficiency



Michelle Maddaus, P.E.
Maddaus Water
Management Inc.



Moderated by Tia Lebherz
California Water Efficiency Partnership

WEBINAR AGENDA

WHAT WE'LL COVER

**VIRTUAL
TRAINING AND
AUDITS**

**ADAPTING
CONSERVATION
PROGRAMS**

**“NOT URGENT
BUT IMPORTANT”
BRAINSTORM**

CHECKING IN...

WE WANT TO HEAR
FROM YOU.

VIRTUAL TRAININGS AND AUDITS

***"Luke, you
must learn
the ways of
the force"***



***"I'm ready,
Obi Wan."***



***"Ooooookay. Let's
see here. After
you've logged in,
you're gonna
want to go to the
student portal
and click Jedi...."***



TRAINING TIPS AND TRICKS

Tips for Trainings

- Keep their attention
 - Way more visual
 - Photos and interesting graphics
- Plan for engagement
 - Think through participation needs
 - Quizzes
 - Polling
 - Pausing
- Maintaining attendance
 - Change up speakers
 - Provide breaks

Tricks

- IT support
- Extra attendance
- Log in and out with Plan B
- Understand mute function
- Have support to manage chat box
- Watch for videos (easily can fail due to bandwidth issues)
- Recording (ask permission)
- Slow down verbally and visually due to lag in video sharing

TRAINING TIPS AND TRICKS



Zoom Webinar: Water-Efficient Organic Edible Gardening

Wed Apr 8, 7:00 pm - 9:00 pm - Open to the Public

Registration Closes Wed Apr 8, 4:30 pm

Zoom

Instructor: Suzanne Bontempo

New Format: Zoom

Lecture and Mini Hands-On: Learn how to reduce water needs for seasonal vegetable gardening by learning how to grow vegetables to harvest all summer long. This class will also cover how to incorporate organic maintenance techniques, including how to use compost and cover crops.

- 4x sign up and 3x attendance of in person classes
- Recording will be posted:
<https://bawsca.org/consERVE/programs/eventdetails/>

AUDIT TIPS AND TRICKS

Tips for Audits

- Residential vs. Commercial
 - AWE Home
 - WaterSense Calculator
- Share data/billing history in chart
- Dialogue
 - Focused on leaks/waste
 - Older equipment/practices
- Walk through or provide checklist
- Record video
- Need enough info to do a simple payback

Tricks

- Photo, measure cup/pyrex, marked bucket and timer (phone)
- Extra careful with data and photos
- Release for audits (recording and taking photos)
- Zoom meeting
- Zoom app on phone
- FaceTime function
- Use software to record data
 - Know what to look for in a facility
 - Calculate paybacks

VIRTUAL COOLING TOWER



CREATIVE CONSERVATION PROGRAMS



PANELISTS



Julie Ortiz
San Francisco Public
Utilities Commission



Karen Guz
San Antonio Water
System



Amy McNulty
Irvine Ranch Water
District



Moderated by Tia Lebherz
California Water Efficiency Partnership

“NOT URGENT BUT IMPORTANT” BRAINSTORM



THE FOUR QUADRANTS

	Urgent	Not Urgent							
Important	Quad I	Quad II							
	<table><tr><th>Activities</th><th>Results</th></tr><tr><td><ul style="list-style-type: none">• Crisis• Pressing Problems• Deadline Driven</td><td><ul style="list-style-type: none">• Stress• Burn-out• Crisis management• Always putting out fires</td></tr></table>	Activities	Results	<ul style="list-style-type: none">• Crisis• Pressing Problems• Deadline Driven	<ul style="list-style-type: none">• Stress• Burn-out• Crisis management• Always putting out fires	<table><tr><th>Activities</th><th>Results</th></tr><tr><td><ul style="list-style-type: none">• Prevention, capability improvement• Relationship building• Recognizing new opportunities• Planning, recreation</td><td><ul style="list-style-type: none">• Vision, perspective• Balance• Discipline• Control• Few crisis</td></tr></table>	Activities	Results	<ul style="list-style-type: none">• Prevention, capability improvement• Relationship building• Recognizing new opportunities• Planning, recreation
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Not Important	Quad III	Quad IV							
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Helpful productivity tools and articles: <https://resources.franklincovey.com/>

QUADRANT 2 ACTIVITIES

Tips for Conservation Staff

- Focus on your “Why” priorities
 - Big picture program improvements
- Website/Outreach
 - Customer testimonials
 - Wish lists of changes
 - Opportunities for change like social media
- Programs
 - Analyzing existing programs
 - Looking to targeting programs
 - Set up new programs

Tricks

- New CALWEP Hosted Google Doc
- Brainstorm Ideas List
 - Team members
 - Other departments (depending on availability)
- Make List Dynamic with Program Management Software
 - Treat it like a whiteboard exercise
- Review other agency websites for examples
- Look for available field staff capabilities (growth mindset - data analysis)

QUADRANT 2 ACTIVITIES

Tips for Conservation Staff

- Planning documents
 - Write the text you never get to!
- Research
 - Read technical reports
 - Watch past recorded webinars
 - Professional training
- Data Analysis
 - What water usage patterns?
 - What time periods?
 - Water budget or complex areas you may not have had time to review

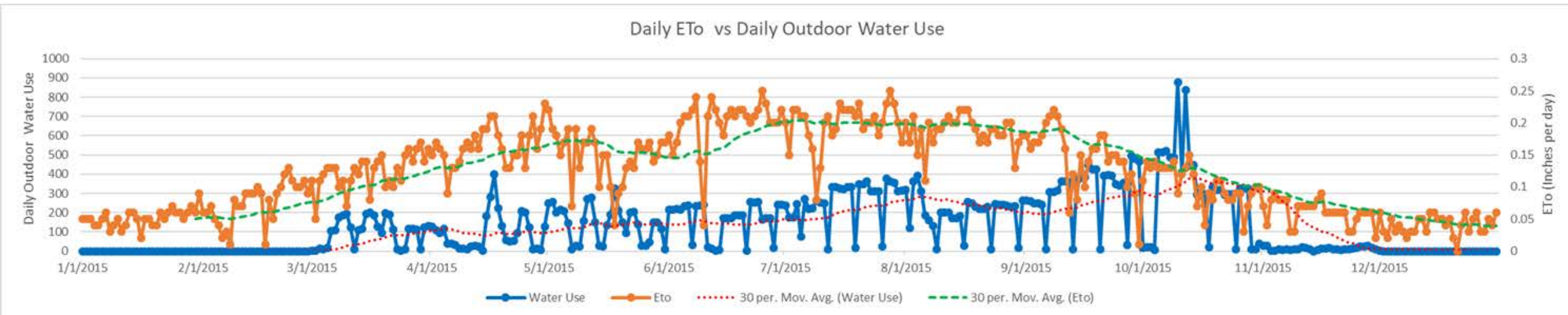
Tricks

- Time to organize data review and analysis approaches (especially CII customers)
 - Peers within neighboring utilities
 - AWE/CalWEP Research Committees
- Review the AWWA G480 Standard for Water Use Efficiency Checklist
- AWE Leader Board examples of programs
 - Program & Plan examples
 - Program Manager Contact Info
- Drought preparedness planning (CA Dry)
 - New AWWA Manual M60
 - New AWE Irrigation Restrictions Study

TIPS ANALYZE WATER USE PATTERNS

Financial, Planning, Reporting, Regulatory
Metered Data, Ideally AMI Water Meter Data

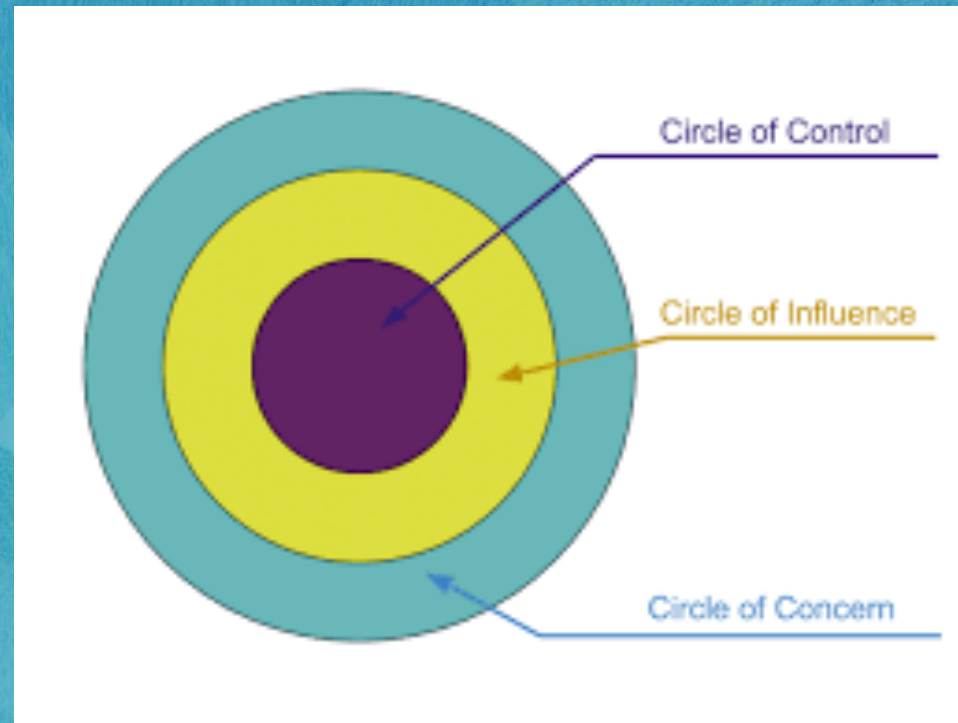
- Shifts by sectors of water demand (SF Res, MF Res, CII, Landscape, Other)
 - Subsector CII demand
- Review indoor/outdoor
- What is your historical watering usage? What policies have been effective?
(example below ETo vs. 2 day per week watering use policy during the drought)



TRICKS ON CII DATA ANALYSIS

Initial Recommended Customer Classification Scheme		
No.	Principal Category	Example Potential Subcategories
1	Single-family Residential	Single-family homes
2	Multifamily Residential	Duplex
		Triplex
		Apartments buildings
		Mobile home parks
3	Dominant End Use	Commercial/industrial laundries
		Laundromats
		Car washes
		City parks and recreation areas
		Public pools and water parks
		Golf courses
		Landscape irrigation—only
4	Lodging	Hotels and motels without irrigation & cooling
		Hotels and motels with irrigation & cooling
		Resort/large convention hotels
5	Office Buildings	Large office with cooling towers
		Office complexes with irrigation
		Small office without cooling towers and irrigation
6	Schools	Pre-schools and daycare
		Primary and secondary schools
		Universities/college campuses

Focus on Our Circle of Influence



7 Habits of Highly Effective People (<4 mins)

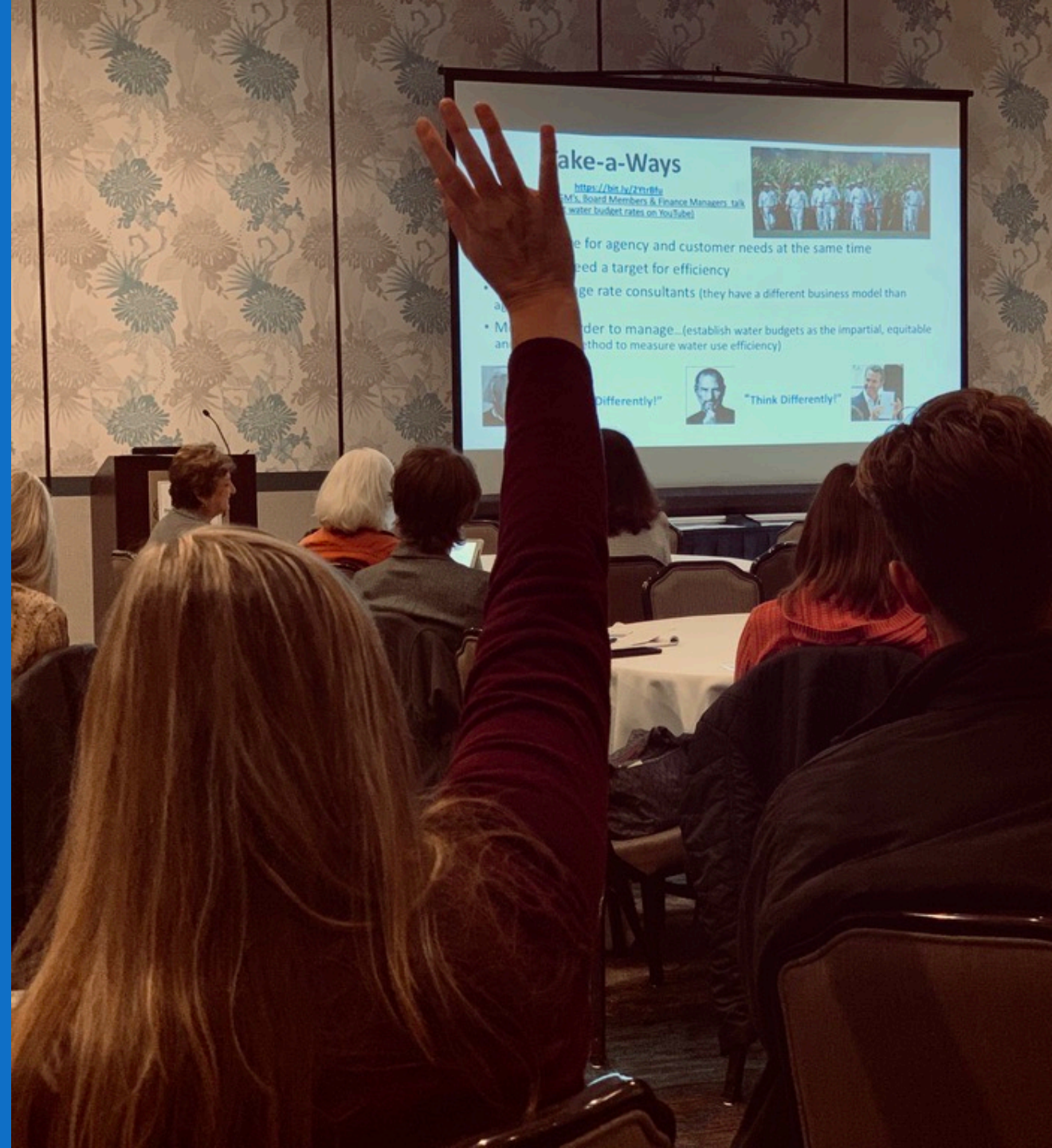
<https://youtu.be/uj8dmSgQa1c>

Mind Tools COVID-19 Support Pack: www.mindtools.com

Trust.
Calm.
Innovate.
Hope.

We're in this together.

OPEN Q&A



Take-a-Ways

<https://bit.ly/2Yr8t8u>
M.S. Board Members & Finance Managers talk
water budget rates on YouTube



...for agency and customer needs at the same time
...a target for efficiency

- ...rate consultants (they have a different business model than
- M...der to manage... (establish water budgets as the impartial, equitable
and... method to measure water use efficiency)



"Think Differently!"



"Think Differently!"



...WHAT'S NEXT?

Visit CalWEP.org/remote for more resources
(including this slide deck and the Quadrant 2
brainstorm!)

Join Basecamp!

Stay in touch!

...COMING EVENTS?

AWE Exemplary Programs Webinar April 16th

CalWEP Program Committee April 16th

Dedicated Irrigation Meter Management Webinar April 23rd

PG&E Commercial Audit Training (Free & Virtual) April 28th

Visit: calwep.org/remote for info

YOUR PARTNER IN WATER
EFFICIENCY

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