TIPS & TRICKS FOR WORKING REMOTELY
PART 3:  
CREATIVE SOLUTIONS TO CONSERVATION PROGRAMS
The webinar will be 60 minutes in length, with time for questions.
The audio is through your telephone or through your computer microphone & speakers (not both at the same time).
The webinar phone line will be muted during the presentation because we are recording it for future use.
Polling is included for your input and we want your questions/ideas via chat (All Panelists vs. Admin).
Let's walk through how you can use the webinar tools.
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

ALLIANCE for WATER EFFICIENCY and CALIFORNIA WATER EFFICIENCY PARTNERSHIP
WHAT WE’LL COVER

WEBINAR AGENDA

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.”

“Oooookay. 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

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

<table>
<thead>
<tr>
<th>Important</th>
<th>Urgent</th>
<th>Not Important</th>
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<tbody>
<tr>
<td><strong>Quad I</strong></td>
<td>Activities</td>
<td>Results</td>
</tr>
<tr>
<td>• Crisis</td>
<td>• Stress</td>
<td>• Prevention, capability improvement</td>
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<tr>
<td>• Pressing Problems</td>
<td>• Burn-out</td>
<td>• Relationship building</td>
</tr>
<tr>
<td>• Deadline Driven</td>
<td>• Crisis management</td>
<td>• Recognizing new opportunities</td>
</tr>
<tr>
<td></td>
<td>• Always putting out fires</td>
<td>• Planning, recreation</td>
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</table>

<table>
<thead>
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<tbody>
<tr>
<td><strong>Quad II</strong></td>
<td>Activities</td>
</tr>
<tr>
<td></td>
<td>• Vision, perspective</td>
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<tr>
<td></td>
<td>• Balance</td>
</tr>
<tr>
<td></td>
<td>• Discipline</td>
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</table>

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</thead>
<tbody>
<tr>
<td><strong>Quad III</strong></td>
<td>Activities</td>
</tr>
<tr>
<td></td>
<td>• Interruptions, some callers</td>
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<tr>
<td></td>
<td>• Some email, some reports</td>
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<tr>
<td></td>
<td>• Some meetings</td>
</tr>
<tr>
<td></td>
<td>• Proximate, pressing matters</td>
</tr>
<tr>
<td></td>
<td>• Popular activities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Important</th>
<th>Not Important</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quad IV</strong></td>
<td>Activities</td>
</tr>
<tr>
<td></td>
<td>• Trivia, busy work</td>
</tr>
<tr>
<td></td>
<td>• Some email</td>
</tr>
<tr>
<td></td>
<td>• Personal social media</td>
</tr>
<tr>
<td></td>
<td>• Some phone calls</td>
</tr>
<tr>
<td></td>
<td>• Pleasant activities</td>
</tr>
</tbody>
</table>

Helpful productivity tools and articles: https://resources.franklincovey.com/
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

<table>
<thead>
<tr>
<th>No.</th>
<th>Principal Category</th>
<th>Example Potential Subcategories</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Single-family Residential</td>
<td>Single-family homes</td>
</tr>
<tr>
<td>2</td>
<td>Multifamily Residential</td>
<td>Duplex, Triplex, Apartments buildings, Mobile home parks</td>
</tr>
<tr>
<td>3</td>
<td>Dominant End Use</td>
<td>Commercial/industrial laundries, Laundromats, Car washes, City parks and recreation areas, Public pools and water parks, Golf courses, Landscape irrigation—only</td>
</tr>
<tr>
<td>4</td>
<td>Lodging</td>
<td>Hotels and motels without irrigation &amp; cooling, Resort/large convention hotels</td>
</tr>
<tr>
<td>5</td>
<td>Office Buildings</td>
<td>Large office with cooling towers, Office complexes with irrigation, Small office without cooling towers and irrigation</td>
</tr>
<tr>
<td>6</td>
<td>Schools</td>
<td>Pre-schools and daycare, Primary and secondary schools, Universities/college campuses</td>
</tr>
<tr>
<td>7</td>
<td>Health Care</td>
<td>Hospitals and sanitariums, Medical centers, doctor offices, and labs</td>
</tr>
<tr>
<td>8</td>
<td>Eating Places</td>
<td>Full service restaurants, Fast food outlets, Bakeries &amp; cafeterias</td>
</tr>
<tr>
<td>9</td>
<td>Retail Stores</td>
<td>Shopping centers and malls, Grocery stores and supermarkets, Convenience stores</td>
</tr>
<tr>
<td>10</td>
<td>Warehouses</td>
<td>Warehousing cold storage, Other warehouses</td>
</tr>
<tr>
<td>11</td>
<td>Auto Service</td>
<td>Auto service</td>
</tr>
<tr>
<td>12</td>
<td>Religious Buildings</td>
<td>Religious buildings</td>
</tr>
<tr>
<td>13</td>
<td>Retirement Homes</td>
<td>Long-term nursing homes, Retirement homes</td>
</tr>
<tr>
<td>14</td>
<td>Manufacturing</td>
<td>Heavy industry plants, Light industry plants, Food and beverage processing plants, Other manufacturing establishments</td>
</tr>
<tr>
<td>15</td>
<td>Largest CII Customers</td>
<td>Top quantity customers</td>
</tr>
<tr>
<td>16</td>
<td>Other Commercial</td>
<td>Personal services (beauty shops, health spas), Miscellaneous commercial</td>
</tr>
<tr>
<td>17</td>
<td>Other Institutional</td>
<td>Correctional facilities, Group live-in shelters, Miscellaneous institutional</td>
</tr>
</tbody>
</table>

Focus on Our Circle of Influence

7 Habits of Highly Effective People (<4 mins)
https://youtu.be/uj8dmSgQa1c
Trust.
Calm.
Innovate.
Hope.

We’re in this together.
...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
CONTACT US

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