

# Introduction



**Prepared for:**

**California Water Efficiency Partnership  
Peer to Peer 2020**


**Virtual Residential Water Surveys**



# Poll Questions

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## Questions

1. Do you offer residential water surveys?
  2. Are you currently offering virtual surveys?
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# Experience & Certifications

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## History

- Over 19 years in business
- Over 100 combined years of staff experience
- Over 100 water agencies and municipalities
- Service area includes: California, Arizona, Texas, Nevada, Washington

## Licenses and Certifications

- CSLB C-27 (978574)
  - Certified Landscape Irrigation Auditor (CLIA)
  - Certified Landscape Irrigation Auditor - DRIP
  - Qualified Water Efficient Landscaper (QWEL)
  - Certified Irrigation Technician (CIT)
  - D1 (Distribution) Certified
  - Certified Water Manager (CLCA)
  - Certified Contractor for Department of Industrial Relations (DIR)
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# Experience & Certifications

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## Service Offerings

Service	Experience
Residential Water Surveys	60,000 +
Large Landscape Surveys (LL)	4,000 +
Commercial Surveys (CII)	5,000 +
Rebates Processed	5,000 +
Weather Based Irrigation Controllers or Smart Controllers	3,500 +
High Efficient Sprinkler Nozzles	100,000 +
Drip Installation	150,000 ft.



# Marketing

## Outreach Methods:

- High Consumption Letters
- Bill Inserts
- Webpage
- Social Media - Facebook, Twitter, NextDoor, etc.
- Email Blast



LOOKING TO SAVE WATER, BUT AREN'T SURE WHERE TO START?

**NO-COST WATER AUDIT**

**CONTACT US**

2700 Woodlawn Road  
Elkridge, CA 95041

360-935-7471

[www.libertyutilities.com](http://www.libertyutilities.com)

Liberty Utilities

### Virtual Water Audit

Looking to save water, but aren't sure where to start? Let Liberty Utilities help you for free!

In order to continue assisting our customers during this time, Water Wise Consulting Inc. will provide virtual water audits through Zoom. Please download the app prior to your appointment. During the appointment, WaterWise Inc. will assist customer to read the water meter, show how to determine if there is a leak on their property, and inform you of any rebates or programs available to you.

Contact WaterWise Consulting to schedule your NO-COST consultation today:  
888-987-9473  
[info@waterwise-consulting.com](mailto:info@waterwise-consulting.com)

[Learn More ▶](#)

# Marketing

## Key Words:

- “Virtual”
- Web Application (Zoom, Teams, etc.)
- Conservation Kits (dye tablets)
- Free!!!



The flyer is for SCV Water's "FREE Residential Virtual Home Check-ups". It features a header with the SCV Water logo and the offer title. Below the header are two images: a technician inspecting a washing machine and a lawn being watered. The main text explains the partnership with WaterWise Consulting and describes the virtual check-up process. A call to action encourages scheduling the check-up today. The bottom section lists the four components of the check-up: evaluating indoor water use, irrigation systems, outdoor water efficiency, and a leak inspection.

**SCV WATER**

**FREE Residential Virtual Home Check-ups**

SCV Water has partnered with WaterWise Consulting, Inc. to provide Santa Clarita residents with **FREE Residential Virtual Home Check-ups** that will look at outdoor and indoor water use. Virtual check-ups are conducted by professional representatives trained in water conservation and irrigation smart practices.

**SCHEDULE YOUR FREE VIRTUAL CHECK-UP TODAY**  
Call WaterWise Consulting at **888-987-9473**

The virtual check-up will take about one hour and includes:


- An evaluation of how water is being used in your home.
- An evaluation of your irrigation system.
- FREE water efficiency kit with high-efficiency faucet aerators, showerheads, and submersible stuff!
- A leak inspection.





# Scheduling

## Keys to Successful Scheduling


- Customer contact info;
  - Why is the customer calling (high bill, continuous leak, rebate inquiry, etc.)?;
  - Go over virtual survey process;
  - Conservation kits - dye tablets or food coloring for toilet leaks;
  - Scheduling time frame;
  - Refer customer to helpful websites, video conferencing applications, etc;
  - **Play WaterWise Video.**
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# Virtual Survey Process

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## Water Meter

- Ask customer to locate and open water meter box;
  - Verify meter reading;
  - Take note if leak indicator is moving;
  - Compare water use trends from water history, AML data or previous bill;
  - If leak is detected, ask customer to shut-off indoor, outdoor or main line gate valve at the house to isolate the leak.
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# Virtual Survey Process

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## Indoor Verification


- Check water using devices;
  - Toilets (use provided dye tablets or food coloring);
  - Showerheads and diverter(s);
  - Faucets;
  - Dishwashers;
  - Clothes Washer;
  - Water heater(s);
  - Water Softeners;
  - Reverse Osmosis (RO systems).
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# Virtual Survey Process

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## Outdoor Verification

- Check sprinkler timer (record watering schedule and check for multiple programs and start times);
  - Run each zone to locate problems with irrigation system;
  - Check irrigation valves for leaks;
  - Check hose bibs for leaks;
  - Pool, Spa, or Fountain? If so check auto-fill or signs of leaks;
  - Measure landscape with GIS software, if necessary.
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# Virtual Survey Experience

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- We have conducted nearly 100 virtual surveys with 4 different water agencies;
  - We have conducted virtual surveys in Northern and Southern CA;
  - We have conducted virtual surveys in AZ and TX;
  - Great way to perform rebate verification;
  - *Most surveys have gone well!* We have been able to determine the cause of high usage;
  - *Don't give up!* There will be some technical difficulties with Internet or operating the irrigation system;
  - *Phone Surveys are an alternative!*
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# Thank You For Your Time!

Ajay Dhawan

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