

# HOAs and H<sub>2</sub>O – Challenges and Successes of Working with HOAs





# Speakers



**Debby Dunn**  
**City of Beverly Hills**



**Julie Ortiz**  
**San Francisco Public Utilities**  
**Commission**



**Justin Finch (*moderator*)**  
**Luis Genis**  
**Moulton Niguel Water**  
**District**



**Megan Chery**  
**Environmental**  
**Incentives**





# H2O @ HOA's in 2022



**By: Debby Dunn** (Figoni)

Water Conservation Administrator  
City of Beverly Hills





# HOA Focus & Facts

- 💧 2-10 Units
- 💧 1 meter
- 💧 Likely no property manager
- 💧 HOA Board of 1







# HOA Size & Style







# What Works

- ☺ Find active owner
- ☺ Phone and email
- ☺ Read AMI data for issue
- ☺ Provide “Leak Flyer”
- ☺ Check all toilets







# What Works

- ☺ Check all toilets
- ☺ Listen to the walls
- ☺ Check stacks
- ☺ Meeting with all involved
- ☺ No blaming, just helping







# What If...

- ☹ Not neighborly
- ☹ One difficult person
- ☹ Don't enter
- ☹ Can't find issue
- ☹ Can't agree







# HOA









# Who Has The Running Toilet



How Do You Prove It?  
AMI, Noise in the Wall or Stacks



# Running Toilets



200 Gallons An Hour!





**Water Savings Tip #1**

**This Running Toilet  
Wastes Enough  
Water to Fill a  
Pool in 4 Days!**

*Debby*





# One Innocent Toilet

2☹☹ gallons an hour

5,☹☹☹ gallons a day

or

305,☹☹☹ gallons in 2 months/  
billing cycle!

Does anyone even look at the bill?

AND, what if it's auto pay?





# One Toilet/One Billing Cycle



That's equivalent  
to 18 Pools





9 heads x  
1 gpmph x  
20 minutes =  
180 gallons







- 💧 Leak Flyer
- 💧 Tips for
- 💧 Site Audits
- 💧 AMI Customers
- 💧 Kind Customers
- 💧 Water & Sewer

## Finding a Leak

🎵 Where, Oh Where, Could Your Water Leak Be? 🎵

It is not uncommon for continuous water flow issues to occur in a home or business. Most of the time, they are easy to find and easy to repair. The City of Beverly Hills has a helpful tool called "Water Tracker" that shows the customer their daily water use. Plus, it notifies the customer of continuous flow issues (such as a leak or the irrigation being stuck on). To sign up for Water Tracker, visit: <http://water.beverlyhills.org/>

BASIC AREAS TO LOOK FOR LEAKS		
Area	Leak (gallons/hr)	How to Detect It
Toilet	Up to 200	Put a few drops of food coloring in the toilet tank and wait 15 minutes. If food color leaks to toilet bowl, you have a leak. To avoid staining the toilet, flush after test is completed.
Irrigation	Up to hundreds	<ol style="list-style-type: none"> <li>1. Check each head and riser for leaks.</li> <li>2. Check the valve to see if it is leaking.</li> <li>3. If there are no leaks here, turn off the valve that moves water to your irrigation system (not all homes have this) – Note that this has nothing to do with your irrigation controller. Underground irrigation leaks are more common in older, galvanized pipes.</li> </ol>
Water Heater	Up to hundreds	Check your heater water leaking into a nearby drain. (Note: This can also cause an increase to your gas bill.)
Pool, Pond or Jacuzzi	Up to hundreds	<ol style="list-style-type: none"> <li>1. Check float valve to see if it's functioning properly.</li> <li>2. Check auto fill to see if it's running. Check the water feature for leaks.</li> </ol>
Pipes	Up to hundreds	<ol style="list-style-type: none"> <li>1. Check pipes to house, especially older, galvanized steel.</li> <li>2. It may take a leak detection company to detect more challenging leaks.</li> </ol>

If you cannot find the issue, try to isolate it. Check your water meter (see "How To Read Your Meter" flyer) to see the flow rate. Shut off the valve that supplies water to the irrigation (your gardener may have to help) and check the meter again. If the short read on the meter shows "0", the issue is in your irrigation. If the meter is still registering a flow, turn off the water to the house and check the meter again. If the meter read does not change, the issue may be in the service line (the pipe going from the house to the meter). For leaks you cannot locate or fix yourself, contact a plumber or leak detection company. FYI - A leak of 1 gallon per minute could cost you \$600 to \$1,800 a billing cycle!





- 💧 Water
- 💧 Water
- 💧 Land
- 💧 Help



A showerhead and  
sprinkler head use the  
same amount of water



**Please irrigate  
2 days a week**



**We're in Drought,  
Please Help Out**  
Visit [BHSaves.org](http://BHSaves.org)







# My Goal & Passion

**Teaching people to use water efficiently**





# Questions?

**Debby Dunn** (Figoni)

Water Conservation  
Administrator

310-285-2492 –w

818-815-8735 - c

[DDunn@Beverlyhills.org](mailto:DDunn@Beverlyhills.org)







**1 RUNNING TOILET**  
can waste enough water  
to fill a pool in 4 days



**We're in Drought, Please Help Out**  
Visit [BHSaves.org](http://BHSaves.org)



**WE'RE IN DROUGHT  
PLEASE HELP OUT**



Visit [BHSaves.org](https://BHSaves.org)





A showerhead and sprinkler head  
use the same amount of water

**Please irrigate 2 days a week**



**We're in Drought, Please Help Out**  
Visit [BHSaves.org](http://BHSaves.org)

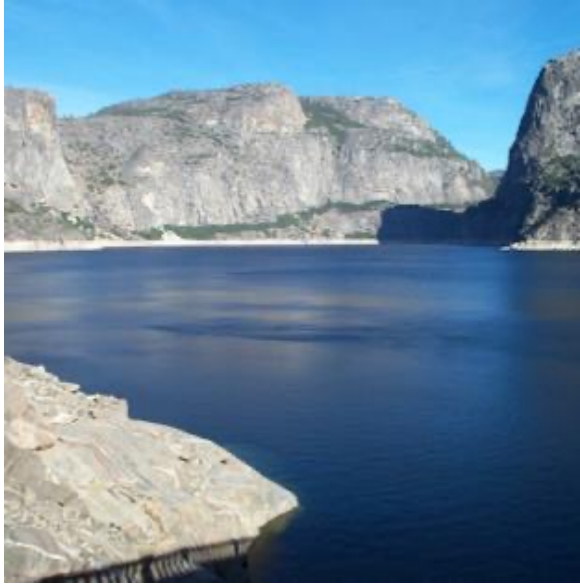
# Strategies for Working with Large HOAs

Julie Ortiz, Water Conservation Manager  
San Francisco Public Utilities Commission

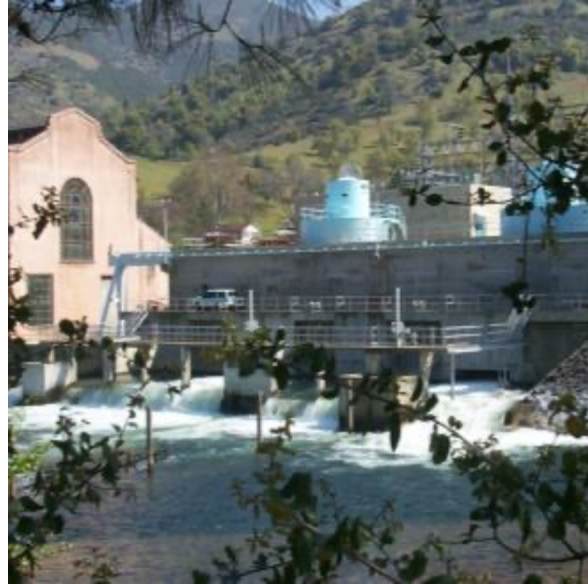




# San Francisco Public Utilities Commission (SFPUC)



Water: delivering high quality water every day



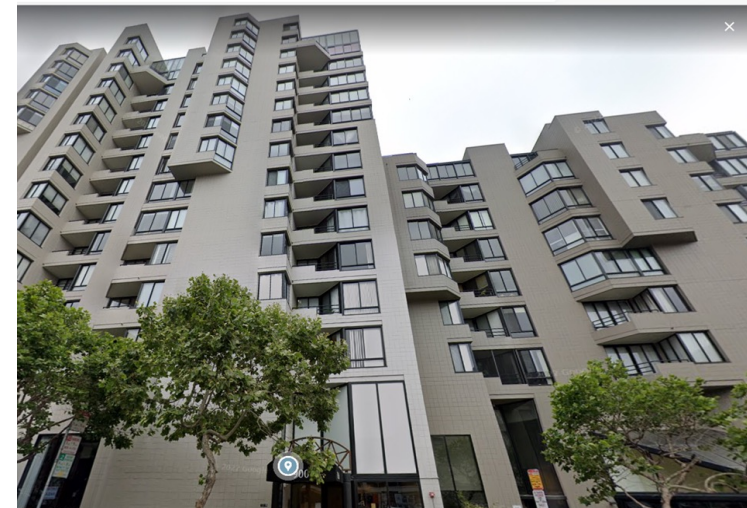
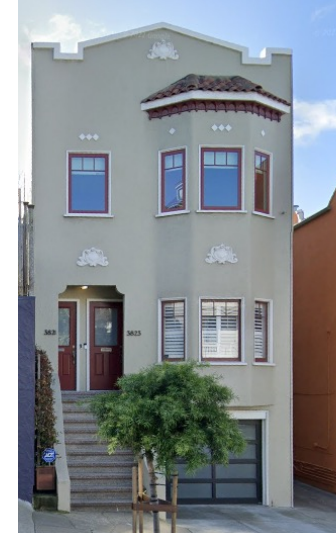
Power: generating clean energy for vital City services



Wastewater: protecting public health and the environment

# San Francisco HOA Characteristics

- Over 600 HOAs: 2 to 500 dwelling units
  - 111 buildings with 100 to 500 units
  - 20-plus unit HOAs are 1/3 of housing stock; 47% increase in last 20 years
- Large HOAs include a mix:
  - Modest, decades old to new luxury with gyms, pools, more amenities
  - Mid to high-rise
  - Owner occupied & rented
  - No to extensive landscape
  - Most have property managers & boards





# Top Ways Large HOAs Can Save

- Individual owners:
  - Maintain plumbing fixtures & fix leaks promptly
  - Replace old toilets, clothes washers, showerheads
- Property management:
  - Monitor property water use & share info with owners
  - Check irrigation for inefficient watering and leaks
  - Coordinate owner participation in SFPUC conservation services



# Challenges

- Engaging property manager and HOA board
- Convincing enough owners to participate
- Coordinating contact & access into dwelling units
- Substandard site conditions require extra work
- Compliance with efficient fixture ordinances





# Successful Strategies

- Broad periodic outreach
- Automated alerts/notices
- For specific sites:
  - Meet with board, property manager and residents
  - Find a champion
  - Prepare for lots of consultation and assistance

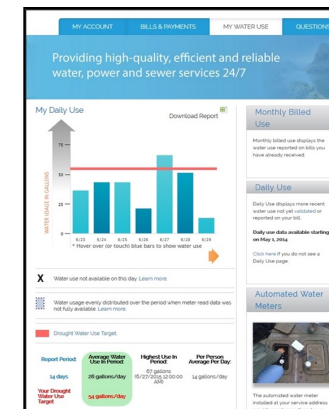
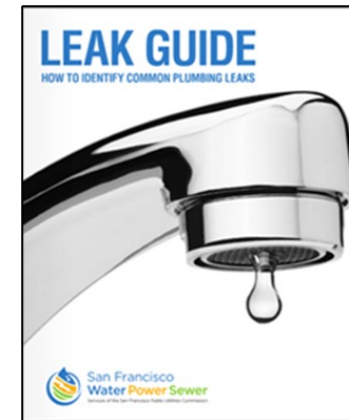
Dear Candlestick HOA,

Our data shows nonstop water usage at your property that started as early as 02/22/2022 associated with a minimum usage was 49 gallons per hour, which may mean you have a plumbing leak. While nonstop water use much higher than recent nightly average use. This may indicate problematic water use to review your property's hourly and daily water use and check for unusual increases. If you are interested in more information, please contact us at [redacted] or [redacted].



# SFPUC Tools & Services for HOAs

- MyAccount web platform shows hourly & daily usage
- Leak and water waste alerts and info
- Presentations, signage, and outreach
- Water-wise evaluations in dwelling units
- Landscape evaluations
- Free water-saving devices
- Free toilet replacement program
- Clothes washer rebates
- Large landscape grants





# Case Study: Benefits of Highly Engaged Resident & Contractor

- 150-unit HOA replaced 118 uncommon flushometer toilets, abnormal site conditions:
  - Resident “champion” coordinated with owners
  - SFPUC contractor coordinated with building plumbers to do installs at same time as site work
- 20% annual water use reduction 1.5 mill gal/yr)
- Saved \$34,000 first year



## For More Information

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Visit: [www.sfpuc.org/savewater](http://www.sfpuc.org/savewater)

Email: [jnortiz@sfgwater.org](mailto:jnortiz@sfgwater.org)



@SFWATER



Peer to Peer: HOAs  
H2O for HOAs  
H2O Pro  
Water Management Pilot  
Program



**Luis Genis**  
**Water Efficiency Specialist**





moulton niguel water district



Drinking-Water, Recycled Water, and Wastewater Treatment



Serve 170,000+ Customers in 6 Cities in South Orange County



7-Member Board of Directors



167 Employees



AAA Credit Rating from Fitch and S&P Global



Top Workplace OC & USA



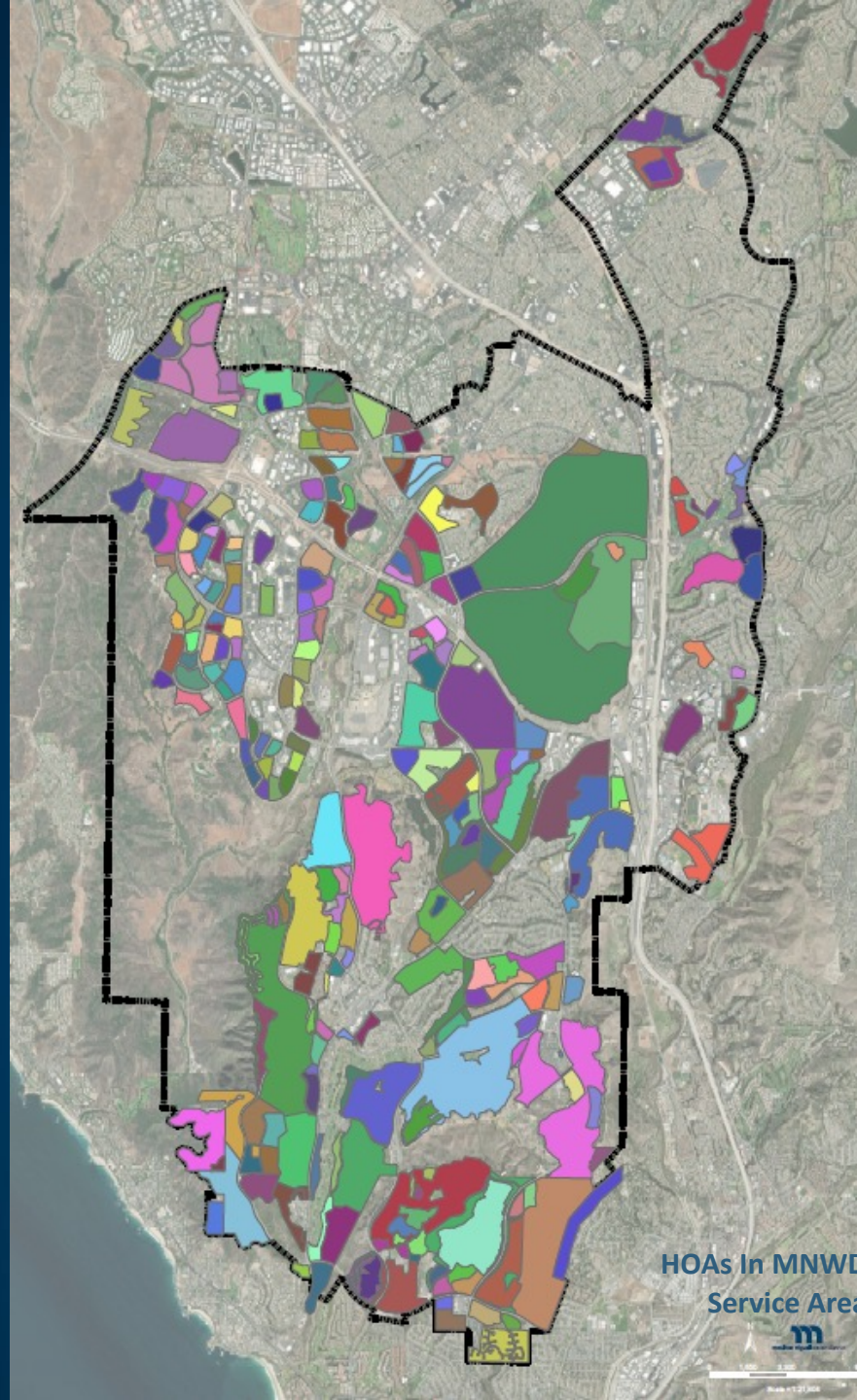
Recognized Statewide and Nationally for Innovation, Environmental Stewardship, and Customer Service



THE ORANGE COUNTY  
**REGISTER**  
Moulton Niguel Water District  
is a 2021 Top Workplace!  
5 Years Running



- 400 HOAs within the service area
- 3 out of 4 customers live in a Master/ Sub association
- 99% of our service area is built out.



# CUSTOMER ENGAGEMENT



CUSTOMER PORTAL



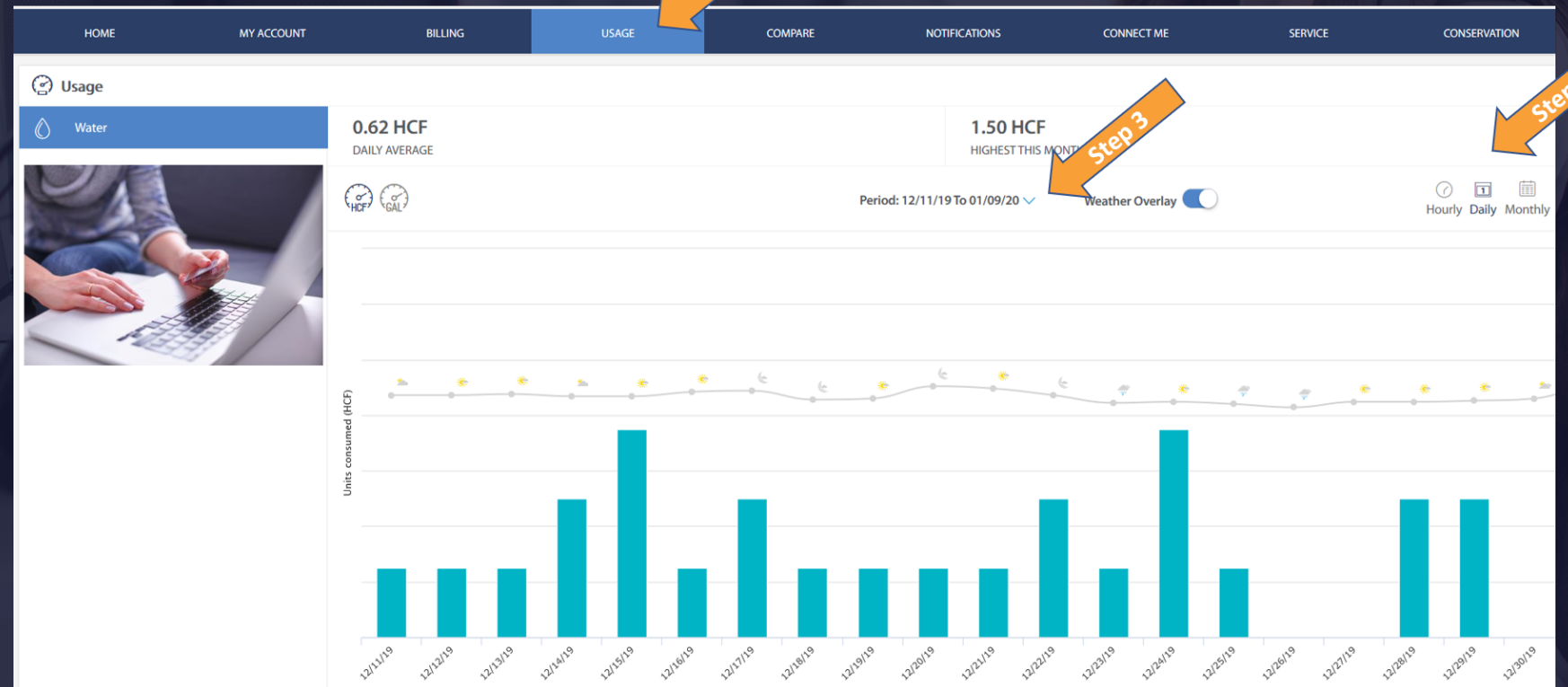
SMART METERS



COMMERCIAL  
ENTERPRISE VIEW

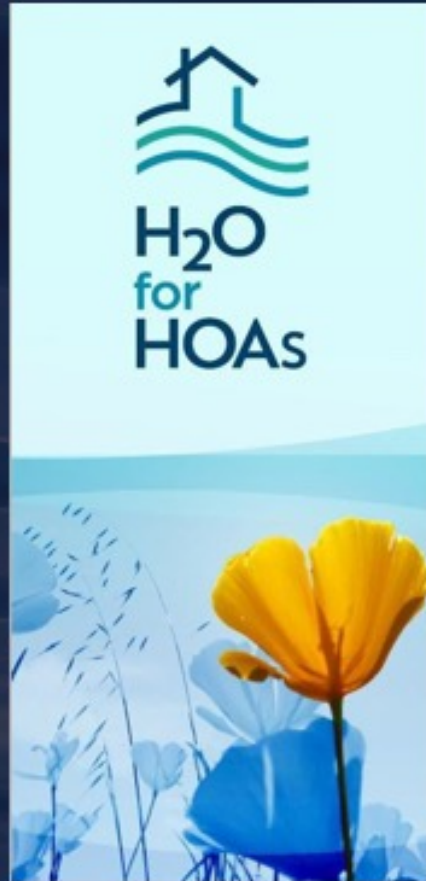


LEAK ALERTS





# MNWD HOA RESOURCES





H<sub>2</sub>O  
for  
HOAs



# HOA Assistance Pilot Program

Landscape Sq. Footage Source: MNWD \$2.10 per billing unit, Usage based on average water use from January 2017-January 2019 Account: <b>66004</b> / Meter: <b>1000000</b> Report History: Initial Water Usage Report			
Association:	Encantamar HOA	Water District:	MNWD
Landscape Area (sf):	68,436	Prepared by:	Monarch Environmental, Inc.
Acres:	2	Date Prepared:	06.12.2019
LTM HCF Units:	1,489	Signature:	Matt Davenport

HOA Water Usage Grade:	
<b>C</b>	
<b>16</b>	gals/sq.ft.

Water Usage Classifications Table	
Grade	Ideal Water Usage
<b>A</b>	<= 12 gals/sq.ft/year
<b>B</b>	13-19 gals/sq.ft/year
<b>C</b>	20-25 gals/sq.ft/year
<b>D</b>	26-31+ gals/sq.ft/year

Current Water Costs and Savings Potential	
Annual Total Costs	Water Costs Classifications Table
<b>\$4,541</b>	Grade Ideal Water Usage
Costs Per Acre	<b>A</b> \$1,706 Dollars/Acre
<b>\$2,890</b>	<b>B</b> \$2,047 Dollars/Acre
Estimated Savings*	<b>C</b> \$2,388 Dollars/Acre
<b>\$1,861</b>	<b>D</b> \$2,559 Dollars/Acre

\*Based upon achieving ideal water efficiency with an HOA water usage Grade "A" when compared to the actual Annual Total Cost. MNWD is a tiered rate system and there are fixed costs associated with each water meter. Decreasing water usage may not result in net reduced water costs due to anticipated rate increases. However, reductions in water use will result in avoided future costs.



Landscape Sq. Footage Source: MNWD \$2.10 per billing unit, Usage based on average water use from January 2017-January 2019 Account: <b>66004</b> / Meter: <b>1000000</b> Report History: Initial Water Usage Report			
Association:	Colinas de Capistrano HOA	Water District:	MNWD
Landscape Area (sf):	34,500	Prepared by:	Monarch Environmental, Inc.
Acres:	1	Date Prepared:	06.26.2019
LTM HCF Units:	728	Signature:	Matt Davenport

HOA Water Usage Grade:	
<b>C-</b>	
<b>16</b>	gals/sq.ft.

Water Usage Classifications Table	
Grade	Ideal Water Usage
<b>A</b>	<= 12 gals/sq.ft/year
<b>B</b>	13-19 gals/sq.ft/year
<b>C</b>	20-25 gals/sq.ft/year
<b>D</b>	26-31+ gals/sq.ft/year

Current Water Costs and Savings Potential	
Annual Total Costs	Water Costs Classifications Table
<b>\$1,924</b>	Grade Ideal Water Usage
Costs Per Acre	<b>A</b> \$853 Dollars/Acre
<b>\$2,429</b>	<b>B</b> \$1,024 Dollars/Acre
Estimated Savings*	<b>C</b> \$1,194 Dollars/Acre
<b>\$1,248</b>	<b>D</b> \$1,280 Dollars/Acre

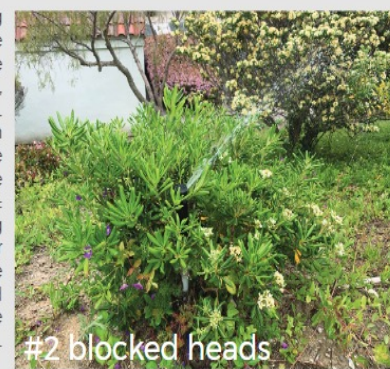
\*Based upon achieving ideal water efficiency with an HOA water usage Grade "A" when compared to the actual Annual Total Cost. MNWD is a tiered rate system and there are fixed costs associated with each water meter. Decreasing water usage may not result in net reduced water costs due to anticipated rate increases. However, reductions in water use will result in avoided future costs.



#1 Broken irrigation equipment is common in an HOA landscape and is often the cause of high water bills. The landscape contractor is doing a relatively good job maintaining the HOA irrigation system at Encantamar. Broken equipment was only found on less than 5% of the irrigation zones checked. Since the inspection, contractor has reported that all issues found have been repaired. Monarch recommends that at least one entire controller be pro-actively checked every month. Contractor should report findings and repairs made on a monthly basis.



#2 When plants are directly blocking sprinkler heads water collects at the base of the plant. This water will become runoff which can cause soil erosion, algae buildup, and asphalt damage. Additionally, plant health is reduced in the area due the lack of water where the sprinkler was intended to irrigate. There are two very simple solutions to this issue: 1. Remove plant material that is blocking sprinklers or 2. Relocate/raise sprinkler heads so that they are not blocked by the plant material. This condition was found primarily on slopes and the landscape spaces in between and behind the units.



## Irrigation Observations and Key Solutions

Based on the field assessment, Monarch has identified the top five strategies for increasing the efficiency of the irrigation system throughout the community. These key solutions are specific to the conditions at Laguna Heights and can be applied community wide.

## Water Meter Report Cards

This section assigns a letter grade to each of the community's landscape water meters and identifies the potential savings associated with each one. This is the information that was used to prioritize the landscape areas that should be addressed first.

## Overall Savings Potential and Prioritization Schedule

Monarch has analyzed 3 years of water use data from MNWD and put together a prioritization schedule indicating the order in which the HOA can implement our solutions community wide. An estimated return on investment is provided for the cost of implementing the key irrigation solutions.

## 2022 Recommended Steps

This section outlines the initial steps that Monarch is recommending the HOA take in order to work towards a more water efficient landscape. These proposals have been developed working with the board of directors, landscape liaison, and the landscape contractor.

## Equipment Installation Details

Typical field installation details for some of the equipment we are recommending are found here and can be used as a tool by the contractor and board of directors to ensure that the enhancements are executed according to industry standards. These installation details will help ensure savings are maximized and plants are irrigated properly.

## Field Assessment Notes

Monarch worked with the landscape contractor to inspect the HOA's irrigation system in order to get a good picture of where the needs are. This report is mainly intended as instruction to the contractor to implement solutions at each irrigation zone in the community. This is a valuable reference for all future landscape enhancement efforts.







### Get free expert assistance from Moulton Niguel Water District!

There is always room to be more water-efficient and to reduce urban runoff. The Moulton Niguel Water District's H2O Pro program connects businesses, community and landscape managers, and Homeowners Associations with experts who:

- Assess Water Usage
- Identify Landscape Irrigation Needs
- Help prioritize improvements to provide cost-effective solutions

To learn more and sign up for the H2O Pro Program visit [mnwd.com/H2Opro](http://mnwd.com/H2Opro)



# Thank You!

- Luis Genis – (949) 448 - 4033
- Email: [lgenis@mnwd.com](mailto:lgenis@mnwd.com)
- Website: [mnwd.com](http://mnwd.com)
- Social Media: [@MNWDWater](https://www.facebook.com/MNWDWater)

- Facebook
- Nextdoor
- Twitter
- LinkedIn
- YouTube



**moulton niguel** water district



# BREAKING THROUGH BARRIERS TO TURF REPLACEMENT ON HOA LANDSCAPES

CALWEP PEER TO PEER  
JUNE 1-2, 2022

Megan Chery  
[mchery@enviroincentives.com](mailto:mchery@enviroincentives.com)

Environmental  
Incentives 



  
**San Diego County  
Water Authority**  
Our Region's Trusted  
Water Leader



# WHY ARE WE HERE?

Deliver insights from a San Diego program breaking down barriers to HOA turf replacement that can be applied in your own communities

## **Session Outline**

- Introduce the stacked incentive concept and large landscape opportunity
- Describe Landscape Optimization Service results
- Share insights from experience working with HOAs




## **Session Bottomline**

1. Technical assistance is the key ingredient
2. 5 simple numbers drive the Go / No-Go Decision
3. “Prototype, test, and adjust” rather than “design it right the first time”



# COUNTY OF SAN DIEGO WATERSCAPE REBATE PROGRAM

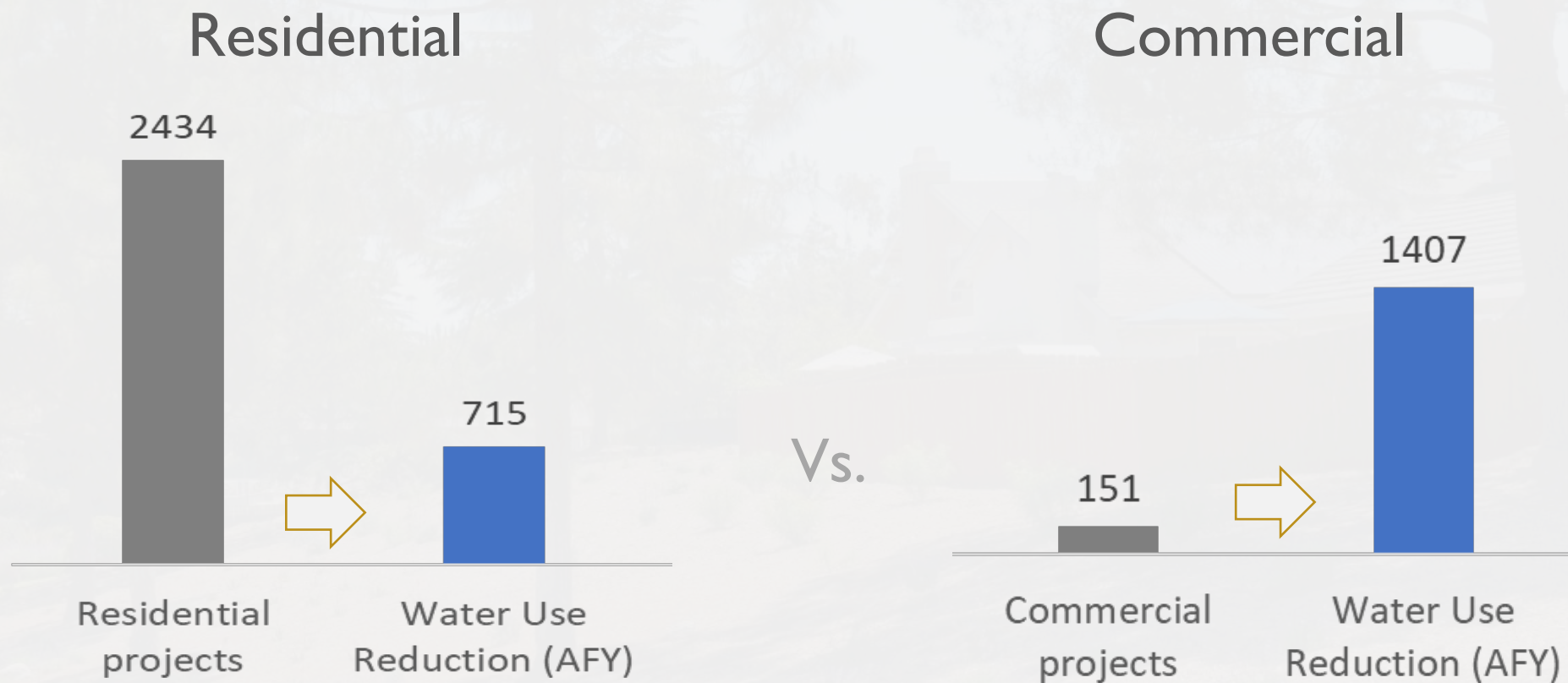
Stacked Incentives in SD County for Residential, Commercial, and Agricultural Customers

Program				TOTAL
Turf Replacement	\$2/ sq. ft	\$1/ sq. ft.	\$1/ sq. ft.	\$4/sq. ft.*
Weather-Based Irrigation Controllers	\$35/station		\$25/station	\$60/station
Drip Irrigation		\$0.40/sq. ft		\$0.40/sq. ft
Rain-Saving Landscape Features and Containers	\$35/rain barrel & \$250-\$350/cistern		\$0.75 - \$2.25/gallon stored	Up to \$2,100/property

\*Additional \$1/sq ft available for native plants



# LARGE LANDSCAPES ARE THE NEXT FRONTIER



Implemented Projects in San Diego County: 2012 - 2020



TECHNICAL ASSISTANCE  
TO IDENTIFY AND  
COMPLETE TURF  
REPLACEMENT AND  
LANDSCAPE IMPROVEMENT  
PROJECTS

UP TO \$4/SQ FT OF TURF  
GRASS REPLACED

50% OFF STORMWATER  
FEATURE COSTS

HELP OBTAINING  
ADDITIONAL REBATES FOR  
WATER EFFICIENCY  
DEVICES

# LANDSCAPE OPTIMIZATION SERVICE

ELIGIBLE  
PROPERTIES MUST  
REPLACE AT LEAST  
10,000 SQ. FT OF  
TURF

## Funding Partners



## Implementing Partners





# PILOT PROJECT RESULTS

800 home HOA replaced turf grass and upgraded controllers

*As of May 2022: More than 240k square feet removed or planned across 9 projects*



37,000 sq. ft.  
transformed

91% of project  
costs covered  
by rebates

75% estimated  
reduction in  
water use

Estimated HOA cost  
savings of \$200,000  
over 10 years

Nearly 1 AF dry  
weather flow  
reduced



# I. TECHNICAL ASSISTANCE IS THE KEY INGREDIENT



Build understanding of value and create forward motion



Seamlessly deliver programs and integrate incentives for customers



Reduce risk for landscapers and build their capacity



## 2. 5 SIMPLE NUMBERS DRIVE THE DECISION

**91%**

Percent of project covered by rebates

**\$13,200**

Owner cost AFTER rebates

**1.75 years**

Average payback period

**\$200,000**

Estimated irrigation cost savings over 10 years

**2.2 million**

Estimated number of gallons saved annually





### 3. PROTOTYPE, TEST, AND ADJUST



Prototype quickly to avoid overplanning



Get feedback from users and adapt in real-time



Scale up successful elements through incremental expansion.





# THE FUTURE OF THE SAN DIEGO PROGRAM

- Refine offering and costs through 15-20 projects
- Expand geographically and enhance (more offerings, training, maintenance)
- Boost supply chain capability through education and performance-based incentives

Environmental  
Incentives



  
**San Diego County  
Water Authority**  
Our Region's Trusted  
Water Leader

Megan Chery  
[mchery@enviroincentives.com](mailto:mchery@enviroincentives.com)  
(631) 335-3728



# Q&A





**Thank you!**

