



March 10, 2014

Mr. Ben Wade
Water Supply Planning Section/Office of Water Conservation & Drought Planning
Colorado Water Conservation Board
Department of Natural Resources
1313 Sherman Street, Room 721
Denver, CO 80203

Re: Water Audit Kit Program 75% Complete Progress Report

Dear Mr. Wade,

This letter has been prepared to provide the status of the Residential Water Audit Kit distribution and related conservation efforts for the Town of Windsor. The Water Audit Kits were funded by a Water Efficiency Grant awarded by the CWCB. This document serves as our 75 percent progress report.

The Town of Windsor has been progressing with the Water Conservation Plan that was adopted in February, 2009 which established a conservation goal of 12 percent over a 10-year period from 2008-2017. Residential water users account for 55 percent of all water used and was targeted for the largest water savings. An update to the Plan was provided in 2011 which identified programs that could help Windsor reach the goal of conserving 12 percent of total water use by 2017. One of the programs identified was the use of Residential Audit Kits.

Project Status

The Town of Windsor has distributed 341 residential audit kits. The Audit Kits were available beginning in April, 2013. The Kits were first offered to the top 1,000 water users; letters were mailed and notice of the Kits and their contents was provided for one week before the offer was opened up to all Windsor utility customers. Outreach was then provided through inserts in utility bills, press releases, and on the Town of Windsor website. Additional outreach was provided at the Windsor Middle School Water Fair that was held in May, 2013. The Audit Kits were available for pick up at the Windsor Town Hall or at the Community Recreation Center which has expanded hours. Utility Customers completed an authorization form when picking up the

Kits which authorized the Town of Windsor to monitor their monthly usage through July, 2014 for purposes of evaluating the Residential Audit Kit Program.

Preliminary Accomplishments

The project was well received, particularly early in the summer months when there was concern of drought conditions. To date, 341 Residential Audit Kits were checked out by Windsor utility customers. Using the water consumption information from the accounts that received water audit kits, preliminary reports show a decrease of approximately 22% in water usage from April-December, 2013 compared to the same time period in 2012. A contributing factor to the report is the rainfall that this portion of the state received late summer and early fall. A review of water consumption by all customers during the same time period indicates a 15% decrease in water usage from April-December 2013 compared to 2012.

Obstacles Encountered

The project requires monitoring the water usage for each customer that received an Audit Kit. The current software being used for utility billing does not allow for the Town to produce overall reporting of water savings for the individual accounts. This effort requires outsourcing to the software company. An additional obstacle encountered was employee related; the utility billing specialist who was working on the project resigned in August, 2013 and her replacement wasn't hired until mid-October, 2013 so individual account reporting has been delayed but will be completed.

Scope and Timeline Revisions

The original timeline indicates that the Water Audit Kits would be available for pick up in August, 2012. The Audit Kits were not distributed until April, 2013 so the timeline has been adjusted to reflect that change. Below is the proposed timeline for program completion:

Revised Timeline- Town of Windsor Water Audit Kit Program

Date	Action
9/7/2012	Purchase Audit Kits from AM Conservation Group (2 week delivery)
10/8/2012	Compile residential water use data to determine the highest 1000 home addresses

3/25/2013	Send out Water Audit Kit flyers with the targeted customers' water bills
4/5/2013	Last day for targeted customers to reserve an audit kit
4/8/2013	Advertise program to all Windsor residents- the unreserved remaining kits will be available on a first come first serve basis.
4/8/2013-4/30/2013	Kits available for pick up at Town Hall and Community Recreation Center
5/13/2013	Send out reminders to the customers who picked up a kit to install the water saving appliances and test their toilets & lawns.
5/2013-5/2014	Track monthly water use for participating customers
9/2013	Send 50% progress report
3/2014	Send 75% progress report
9/2014	Final Evaluation of Program. Follow up with participants. Report to CWCB.

Thank you for CWCB's support. Please let me know if you have any questions or if you would like additional information,

Respectfully,



Patti Garcia, Town Clerk/Assistant to Town Manager