



**Colorado Water Conservation Board**

**Exhibit A - Water Plan Grant – Statement of Work**

**Statement Of Work**

<b>Prepared Date:</b>	<b>April 10, 2023</b>
<b>Name of Grantee:</b>	<b>Alliance for Water Efficiency</b>
<b>Name of Water Project:</b>	<b>Understanding Water Use in Mobile Homes</b>
<b>Funding Source:</b>	<b>Water Plan Conservation Grant</b>

**Water Project Overview:**

The proposed project will improve the understanding of water use in mobile home parks and identify the barriers and opportunities to targeting this segment of Colorado communities.

This grant will provide no-cost service to mobile home park residents to audit the home, replace low-efficiency fixtures with high-efficiency fixtures, detect and repair leaks, and provide resident education. The second part of the grant will conduct research on the potential for water savings in the mobile home park segment across Colorado, research options and costs for submetering systems, and identify opportunities to address equity issues in current metering and billing practices. The proposed effort will further explore and refine the direct-install approach, generate estimates of potential water savings, costs to achieve those water savings, analysis of water- use issues in mobile home parks, lessons learned on how to work with this segment, and other resources that will be helpful to both utility staff and mobile home park owners/managers. This work may also inform future mobile home park policies or regulations.

The partners on this effort are Colorado Springs Utilities, City of Thornton, City of Fountain, and the Alliance for Water Efficiency.



**Project Objectives:**

**Objectives:**

- Improve understanding of water use in mobile homes and how to support this customer segment
- Retrofit and repair mobile homes across the three communities
- Improve awareness of wise water use practices by providing education about efficient water use to mobile home park residents
- Address any language barriers by conducting work/generating materials in Spanish
- Document costs and lessons learned from conducting retrofit and repair services, including any information gained about park distribution system leak management
- Document water use before and after; estimate water savings from the retrofits and repairs
- Research options and costs to implement submetering in mobile home parks
- Document learnings about equity issues from mobile home park billing, and metering, conservation practices
- Estimate potential for water savings in mobile homes across Colorado

**Tasks**

**Task 1 – Conduct Repair and Retrofit services for mobile home units in the three partner communities.**

**Description of Task:**

This task involves all of the sub-tasks necessary to identify target mobile home communities, conduct outreach activities, select a partner vendor to conduct the physical repair and retrofit work, and conduct the preliminary (pre-retrofit) water use analysis. Colorado Springs Utilities, was able to start an initial pilot of this work with one mobile home park in Fall of 2022, paving the way for a broader partnership amongst three water providers.

This task will produce a case study report compiling the findings from the retrofit/repair work as well as the water savings that is available to date. The partner communities intend to follow these projects over time to continue to evaluate the savings.

**Method/Procedure:**



**Sub-tasks include:**

- Secure community partner commitments to the project.
- Conduct water use analysis prior to retrofits and identification of target mobile homes for retrofits and repair.
- Create educational materials for distribution to property manager/owner, and residents.
- Utility staff to conduct outreach and secure participation.
- Identify and select a vendor to perform the audit, retrofit, and repair services.
- Regular meetings with community partner staff and retrofit/repair vendor.
- Execute retrofit and repair services, tracking findings related to state of appliances of fixtures, leaks, insulation, and other observations .
- Develop case study of the retrofit and repair work completed, with economic analyses, and water savings.

**Deliverable:**

Case study report, including:

- Overall potential in each community (number of mobile home park units, water use and potential water savings information)
- Summary of work that was completed including what was replaced and repaired and opportunities that remain
- Water use analysis
- Summary of outreach strategies and engagement between the water utility and the mobile home park(s)
- Summary of costs and costs per acre-foot of savings for the project
- Summary of lessons learned



Tasks
<b>Task 2 – Research and Estimate potential water savings, other benefits, and costs from state-wide efforts</b>
<b>Description of Task:</b>
<p>This task will show the potential for water savings across Colorado.</p> <p>This task will estimate the potential water savings, other benefits, and costs from various scenarios of implementing conservation strategies across Colorado similar to those explored and implemented in Task 1.</p> <p>This information can be used by utilities, municipalities, and the state in evaluating these strategies to both achieve water savings and support more vulnerable residents.</p>
<b>Method/Procedure:</b>
<p>Sub-tasks include:</p> <ul style="list-style-type: none"><li>● Gather information about number of units, population, and other relevant data from publicly available data sources, like those maintained by Department of Local Affairs (DOLA ) and the Colorado Department of Public Health and Environment (CDPHE).</li><li>● Gather information from willing water utilities on water usage level and variation across different types of mobile home parks and different geographies. Ideally this includes some communities with submetering in place.</li><li>● Estimate potential water savings achievable for different levels of programming.</li><li>● Estimate cost-effectiveness for a variety of measures, as possible, based on the information collected during Task 1.</li><li>● Review findings with community partners and other water utilities in Colorado.</li></ul>
<b>Deliverable:</b>
<p>The results from this task will be a section in the final project report. It will include documentation and a narrative of the data sources, assumptions used, methodology, limitations of the analysis, and analysis including water savings and cost-effectiveness measures.</p>



Tasks
<b>Task 3 – Gather information and perspectives on managing and reducing water use in mobile home parks</b>
<b>Description of Task:</b>
This task aims to gather the variety of perspectives and issues surrounding water use in mobile home parks in Colorado and provide qualitative context to the barriers and opportunities to achieving water conservation. This inquiry may include challenges related to regulations, aging infrastructure, leaks, water quality responsibility, and more. This task will help shed light on an under-researched and under-supported residential segment. This task can help illustrate the drivers and barriers to achieving greater water savings in mobile home park communities.
<b>Method/Procedure:</b>
<p>This step will be accomplished largely through means like interviews, surveys, and focus groups as necessary.</p> <ul style="list-style-type: none"><li>● Conduct a survey of retrofit/repair participants</li><li>● Reach out to relevant organizations like the Colorado Coalition of Manufactured Home Owners (CoCoMHO), the Rocky Mountain Home Association, the Partnership for Age-Friendly Communities</li><li>● Interview local government groups who are supporting mobile homes (Fort Collins and Aurora, and counties).</li><li>● Interview DOLA and CDPHE.</li><li>● Synthesize and analyze responses collected, identify themes, opportunities, and barriers. As possible, identify possible solutions to any identified barriers.</li></ul>
<b>Deliverable:</b>
Information gathered from this task will be incorporated into the final project report. Information documented will include outreach conducted, attendance lists, and meeting notes.



Tasks
<b>Task 4 – Research submetering solutions and explore equity issues related to billing</b>
<b>Description of Task:</b>
<p>This task will research submetering solutions, identify the benefits and the costs of the different options, collect existing case studies or evidence from mobile home parks that have invested in submetering, and explore the billing practices and other policies employed at mobile home parks both with and without submeters. The goal of this task will be to provide both utilities and mobile home park owners/managers with information to evaluate the option of investing in submetering. Utilities or municipalities can use this information to compare mobile home park water reduction strategies with other means to achieve water savings and support their community. Some of this task will be informed by conversations occurring as part of Task 3.</p>
<b>Method/Procedure:</b>
<ul style="list-style-type: none"><li>● Research and identify equity issues in metering infrastructure and billing practices for mobile home parks; incorporate any legal, regulatory, or other considerations.</li><li>● Research submetering options for mobile home parks.</li><li>● Research and identify companies that provide mobile home park submetering solutions.</li><li>● Identify pros and cons, costs, physical requirements and more.</li><li>● As possible, identify what submetering solutions are currently in place in any mobile home parks across Colorado; interview managers about how they make the decision, how this affects changes in water use, and changes in billing practices.</li><li>● Research practices or regulation from 2-3 other states that may be useful for Colorado to consider.</li></ul>
<b>Deliverable:</b>
<p>This task will be as a section of the final report. This will include summaries of the research to make it easier to compare across options and identify the pros and cons for each option. The document will include the options for submetering or other strategies that might save water and enable more equitable billing practices, including information about costs and other considerations.</p>



Tasks
<b>Task 5 – Education and Outreach</b>
<b>Description of Task:</b>
<p>This task includes a variety of strategies to conduct education and outreach to share the results of this project, bring perspectives together, and increase awareness of the opportunities to save water and support mobile home park residents. This task will also include sharing project results with staff and community members of each of the partner communities. The Grantee also anticipates sharing project results with other water utilities and other stakeholders, including those that the Grantee meets with as part of Task 4, through a range of methods like one-on-one meetings, conference sessions, presentations, social media, newsletters, and other relevant avenues identified in the course of the project.</p> <p>The Grantee expects to host at least one webinar that anyone could join to learn from. Given the very limited research in this space, the Grantee also expects that stakeholders outside of Colorado will find value in this project.</p>
<b>Method/Procedure:</b>
<ul style="list-style-type: none"><li>• Work with project partners to identify avenues to educate the various parties involved in mobile home parks water usage. The project team expects that the relationships built in Task 3 will generate additional input for potential education and outreach avenues.</li><li>• Provide example materials and communications used in Task 1 for use by others who may be considering a similar program or service.</li><li>• Develop materials and content as needed for the outreach and education, which may include a presentation deck, newsletter and social media content, 1-pages or other fact sheets, and more.</li><li>• This task is expected to be conducted throughout the entire project and may continue beyond the formal project is completed as opportunities arise.</li></ul>
<b>Deliverable:</b>
Education and outreach strategy document with list of outreach activities by the end of the project with any known upcoming/pending activities.



Tasks
<b>Task 6 – Project management, invoicing, and reporting</b>
<b>Description of Task:</b>
<p>The Alliance for Water Efficiency (AWE) will be responsible for ensuring all project work is being completed in an efficient manner and consistent with the project budget. AWE will manage the project team and help coordinate work with partner communities and vendor(s), although each partner entity will be responsible and involved in conducting outreach with their customers to build trust and long-term relationships. The Grantee will work with any vendors and subcontractors on the project team to ensure all project invoicing and reporting (including six-month Progress Reports and a Final Report) are consistent with Colorado Water Conservation Board (CWCB) requirements.</p>
<b>Method/Procedure:</b>
<ul style="list-style-type: none"><li>• AWE will support selection of contractor(s) and manage payments.</li><li>• Contractors will provide invoices to AWE for review and approval, with support from partner cities as to verification of work completed.</li><li>• AWE will develop and submit project invoices to the CWCB and will pay contractors.</li><li>• AWE will provide the CWCB with a Progress Report every six months.</li><li>• AWE will provide the CWCB and each partner city a Final Report at the end of the project, including all deliverables.</li></ul>
<b>Deliverable:</b>
<p>AWE will provide the CWCB with a Progress Report every six months</p> <p>AWE will provide the CWCB and the partner communities with a Final Report at the end of the project, including the various documents created as part of Tasks 1-5.</p>

Budget and Schedule
<p>This Statement of Work shall be accompanied by a combined Budget and Schedule that reflects the Tasks identified in the Statement of Work.</p>





### Reporting Requirements

**Progress Reports:** The applicant shall provide the CWCB a progress report every 6 months, beginning from the date of issuance of a purchase order, or the execution of a contract. The progress report shall describe the status of the tasks identified in the statement of work, including a description of any major issues that have occurred and any corrective action taken to address these issues.

**Final Report:** At completion of the project, the applicant shall provide the CWCB a Final Report on the applicant's letterhead that:

- Summarizes the project and how the project was completed.
- Describes any obstacles encountered, and how these obstacles were overcome.
- Confirms that all matching commitments have been fulfilled.
- Includes photographs, summaries of meetings and engineering reports/designs.

The CWCB will pay out the last 10% of the budget when the Final Report is completed to the satisfaction of CWCB staff. Once the Final Report has been accepted, and final payment has been issued, the purchase order or grant will be closed without any further payment.

### Payment

Payment will be made based on actual expenditures and must include invoices for all work completed. The request for payment must include a description of the work accomplished by task, an estimate of the percent completion for individual tasks and the entire Project in relation to the percentage of budget spent, identification of any major issues, and proposed or implemented corrective actions.

Costs incurred prior to the effective date of this contract are not reimbursable. The last 10% of the entire grant will be paid out when the final deliverable has been received. All products, data and information developed as a result of this contract must be provided to as part of the project documentation.

### Performance Measures

Performance measures for this contract shall include the following:

(a) Performance standards and evaluation: Grantee will produce detailed deliverables for each task as specified. Grantee shall maintain receipts for all project expenses and documentation of the minimum in-kind contributions (if applicable) per the budget in Exhibit B. Per Grant Guidelines, the CWCB will pay out the last 10% of the budget when the Final Report is completed to the satisfaction of CWCB staff. Once the Final Report has been accepted, and final payment has been issued, the purchase order or grant will be closed without any further payment.

(b) Accountability: Per Grant Guidelines full documentation of project progress must be submitted with each invoice for reimbursement. Grantee must confirm that all grant conditions have been complied



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with on each invoice. In addition, per Grant Guidelines, Progress Reports must be submitted at least once every 6 months. A Final Report must be submitted and approved before final project payment.

(c) Monitoring Requirements: Grantee is responsible for ongoing monitoring of project progress per Exhibit A. Progress shall be detailed in each invoice and in each Progress Report, as detailed above.

Additional inspections or field consultations will be arranged as may be necessary.

(d) Noncompliance Resolution: Payment will be withheld if grantee is not current on all grant conditions. Flagrant disregard for grant conditions will result in a stop work order and cancellation of the Grant Agreement.