<table>
<thead>
<tr>
<th>Location</th>
<th>October - May</th>
<th>June - September</th>
</tr>
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<tbody>
<tr>
<td>North of Santa Monica BL</td>
<td>Monday &amp; Friday</td>
<td>Monday, Wednesday &amp; Friday</td>
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<td>South of Santa Monica BL</td>
<td>Tuesday &amp; Thursday</td>
<td>Tuesday, Thursday &amp; Saturday</td>
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October Stats

- Worked with 169 different customers
- Connected with them 438 times (calls, emails, texts, letters, etc.)
- 229 residential customers
- 44 commercial customers
- 16 on site audits
- 16.33% reduction
## "Flow List" - Top 100 List

### Gallons Per Minute

<table>
<thead>
<tr>
<th>Priority</th>
<th>Name</th>
<th>Acct</th>
<th>Address</th>
<th>GPM</th>
<th># of Days</th>
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</table>
Driving Your AMR
Like A Tesla
In The City of
Beverly Hills
AMR Information

- Aclara Program
- MTU reads every hour
- Uploads data every 6+ hours
- Valve flowed 230,000 gallons!
I went there Monday night

Found pipe

Found shut off

If they knew sooner... Flowed 140,000 gallons!
Contacting customers
Calls from Utility Bill from higher bills
Assist and educate
Water Tracker pusher

How can I help?

Conservation through love!
Water Tracker Information

- Customer portal
- 33% of customers signed up
- Helps customers use water efficiently
WATER TRACKER

This FREE program will notify Beverly Hills water customers of water flow issues (such as leaks) soon after they start. Sign up for the City of Beverly Hills’ Water Tracker program and save water, money and future headaches!

A leaky toilet can waste up to 200 gallons of water an hour!

How to Sign Up:

1. Visit water.beverlyhills.org and click on “Sign Up Here”.

2. Enter your e-mail address and hit “submit”. Now check your email (possibly junk mail) for a link to create a password.

3. Sign-in to Water Tracker using your login email address and newly created password. You will then need your 6 digit customer number (check your water bill) to link up your account. Note: If your customer number is less than 6 digits, add “0” to the beginning of your customer number.

4. Re-enter your login and password to finalize set up. Click “My Water Use” to start exploring water usage statistics by year, month, week, day, or hour (on left side of screen). You can also view your water usage summary per billing cycle on the tab labeled “Consumption Summary”.

Most importantly, set your notifications by going to “Account Settings” (top bar):

1. Type in your email and/or phone numbers and hit “Save”.
2. Go to “Water Settings” (side bar) and set your “Usage Budget” at 10% above your typical outdoor watering clay usage (ex: if you use 600 gallons on days you water, set it for 660 gallons “daily”).
3. Set “Continuous Flow Threshold” at “0” in order to be notified of potential leaks and hit “Save”.
4. Go back to “Account Profile” and set the “How Often to be Notified” to “Daily”.
5. Select “How To Be Notified” to receive leak or excessive water use alerts: Email, Sms (text) or Voice (home phone) and hit “Save”.

6. Save this site under your favorites.

For Water Conservation info, please visit BHSaves.org or call (310) 285-2492

06/2018
Current Usage Vs 2013

**Announcement: ** **ALERT!** **Starting October 1st, Outdoor Watering is Allowed 2 Days Per Week (Per BH City Code). NORTH of Santa Monica BL = Monday & Friday. SOUTH of Santa Monica BL = Tuesday & Saturday. TALK TO YOUR GARDENER! Use Water Efficiently!**

**Current Usage vs. 2013 Usage**

**2018 - 2019 Billing Cycles**

- **2013 USAGE:** 41,826 Gallons
- **2018 USAGE GOAL:** 29,278 Gallons

**Estimated Total Usage:**

Based on your current Average Daily Use, your estimated consumption for this billing cycle will be **38,882 Gallons.**

Your current average daily usage is **648 gallons.** This is a **5%** savings from your 2013 billing usage. Your target average daily usage is **479 gallons.**
Allowance Vs Actual

2018 Allowance Budgets

TOTAL USAGE THIS MONTH
3,503.0 Gallons

There are 22 days left this month and you have 12,765 gallons (78%) remaining from your budget.

Water Allowances are an educational tool to help our residential customers use water efficiently.

The water allowance for this property is based on:
Outdoor water use: The square footage of the landscape (including water features) for this specific property.
Indoor water use: 55 gallons per person per day, defaulting to 4 people per home.

For questions regarding allowances, please contact Debby Figoni at dfigoni@beverlyhills.org or 310-285-2492.
#1 Water Flow Issue?
Really, My Toilet?
Remember...

Watering Efficiently Makes Everyone Happy
Questions?

Vanna Water
Water Conservation Administrator
310-285-2492
dfigoni@beverlyhills.org
Questions?

Debby Figoni
Water Conservation Administrator
310-285-2492
dfigoni@beverlyhills.org
How winter and summer temperatures will shift nationwide by 2050

2036-2050
AVERAGE
WINTER LOW

2036-2050
AVERAGE
SUMMER HIGH

So much of a city's culture and economy depends on the particulars of the local climate. How high will temperatures rise by 2050?
How winter and summer temperatures will shift nationwide by 2050

1986–2015
AVERAGE WINTER LOW

1986–2015
AVERAGE SUMMER HIGH
High Water Bill?
Reading the Charts

Interval Consumption, 09/02/2018 to 09/25/2018

Gallons
What Could It Be?
Successful Education

- Calling
- Clear guidance
- Support
- Tips & Flyers
- Follow through

Tough Love!
Light blue bars show monthly water use in 2013
Dark blue bars show monthly water use in 2016-17
High Water Bill?

**MTU 46184703, Port 1 Consumption**

<table>
<thead>
<tr>
<th>Units</th>
<th>Gals.</th>
<th>Interval Consumption Summary (Gals.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Total: 529091.15 High: 1392.12</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Average: 503.01 Low: -11.97</td>
</tr>
</tbody>
</table>

**Interval Consumption, 07/01/2018 to 09/11/2018**

![Graph showing water consumption over time]
High Water Bill?
Reading the Charts

Interval Consumption, 09/02/2018 to 09/25/2018
## Pros & Cons

<table>
<thead>
<tr>
<th>Pro</th>
<th>Con</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gives the information needed to save water</td>
<td>Need to get people to sign up and read their email alerts</td>
</tr>
<tr>
<td>Customer gets alerted when they go over their daily budget or have a continuous flow</td>
<td>Customer calls me when they get alerted</td>
</tr>
<tr>
<td>You can learn to read the data and it does not lie</td>
<td>Getting the customer to buy into the real issue is a skill</td>
</tr>
</tbody>
</table>
## Pros & Cons

<table>
<thead>
<tr>
<th>Pro</th>
<th>Con</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will alert every time or day</td>
<td>I have a lot of BFF’s</td>
</tr>
<tr>
<td>Customer knows there’s an issue</td>
<td>They don’t always do what to do (plumber vs. leak detector)</td>
</tr>
<tr>
<td>You can “recommend”, but...</td>
<td>What I said was... What you heard/did was! ?...</td>
</tr>
</tbody>
</table>

It's tough to make predictions, especially about the future
But AMI helps you!
High Water Bill?

Announcement: **ALERT** **WARNING** June 1st: Outdoor Watering Can Be Done 3 Days Per Week (Per City Code!). TALK TO YOUR GARDENER! NORTH of Santa Monica Bl = Monday, Wednesday & Friday. SOUTH of Santa Monica Bl = Tuesday, Thursday & Saturday. 20% REDUCTION GOAL!

Contribution Summary

Conservation Information

Current
2018 - 2019 Billing Cycles

Usage Snapshot

Billing cycle summary for Jul 31, 2018 - Sep 30, 2018

- **2013 USAGE**
- **2,319 Gallons**

- **2018 USAGE GOAL**
- **Level 2**
- **2,087 Gallons**

Estimated Total Usage
Based on your current average daily usage, your estimated consumption for this billing cycle online:

- **354,630 Gallons**

Gallons
Your current average daily usage is **5,813 gallons**. This is a **-35.443%** savings from your 2013 billing usage. Your target average daily usage is **3,352 gallons**.

Remaining Usage
REM Nerating usage before Level 2 surcharge is **242,096 Gallons**.

Conservation Information

SMART Tip: Make sure your sprinkler controller is watering a maximum of 3 days per week and 8 minutes per station. Check your sprinklers for leaks and efficiency!

Water Conservation Stage C is active as of April 20, 2017:

1. 20% water reduction goal citywide
2. Three day per week watering June to September
   - North of Santa Monica - Monday, Wednesday & Friday
   - South of Santa Monica - Tuesday, Thursday & Saturday
3. Three day per week watering October to May
   - Above Santa Monica - Monday & Friday
   - Below Santa Monica - Tuesday & Saturday
4. Do not slow sprinkler water to run off the landscape
### High Water Bill?

#### MTU 46184703, Port 1 Consumption

<table>
<thead>
<tr>
<th>Units</th>
<th>Daily Consumption Summary (Gals.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total: 528901.15</td>
</tr>
<tr>
<td></td>
<td>Average: 7345.85</td>
</tr>
</tbody>
</table>

#### Daily Consumption, 07/01/2018 to 09/11/2018

A graph showing daily consumption with data points from 07/08/2018 to 09/22/2018.