Introduction

Research Question:
To what extent are water providers using outreach services as Best Management Practices for water conservation? What are the potential outcomes of such programs?

The Modified Non-Per Capita Conservation Program (MNPCCP) is one of the regulatory programs for large municipal water providers in Active Management Areas. It is an implementation based program that requires participating providers to implement water conservation measures (BMPs) that result in water use efficiency in their service areas. (ADWR)

Outreach BMPs focuses particularly on High Water-Use Notifications and Inquiry Resolution. Why does it matter?

Notification & Resolution of High Water Use has the potential to conserve gallons, while allowing customers to be informed about how to both conserve and use water efficiently.

Methods

Data collected from Conservation Effort Reports 2012-2013 filed to Arizona Department of Water Resources

Data from a Public and Private Provider from each tier. Tiers vary by number of connections Tier 1 (5k) Tier 2 (5k-30k) Tier 3 (30k+)

The notification variable represents the percentage of customers notified. N= # of notifications, C= # of connections, P = percent of customers notified (N/C=P)

Results

High Water Use Notifications

Tier 3 Private
Tier 3 Public
Tier 2 Private
Tier 2 Public
Tier 1 Private
Tier 1 Public

Research shows that Private Providers tend to use Outreach Notifications of High Water Use more than Public Providers.

The City of Chandler effective implementation of BMP 3.7 High Water Use Resolution resulted in them saving of 3 million gallons of water 2 year period!

(See Case Study)

Case Study: Chandler, Arizona a partner of Water Use it Wisely a campaign launched to promote an ethic of water conservation!

Results further research

By studying the implementation of Outreach BMPs and their success with providers from each tier size and Private or Public background. Findings can help determine the best methods of implementation which can then be passed on to providers and policy makers. Better record keeping to track the success of BMP programs and their outcomes, could allow further research to explore why private providers tend to notify a larger portion of customers compared to public utilities.

Conclusion

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