Orange County Utilities
Water Conservation Program

Presented by
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Orange County Utilities
Water Division

- 140,000 accounts
- 493,500 people
- 21.9 billion gallons/year
- 3 water supply facilities
- 1,846 miles of pipe
- 451 square mile service area
Where our water comes from

- Floridan Aquifer
- South Carolina, Georgia, Alabama, Florida
- Limestone
Why conserve?
We conserve to maintain our quality of life

- Drinking water
- Homes and businesses
- Fire fighting
- Tourism
- Economy
Water Conservation Programs

- Education
- Incentives
- Regulatory Enforcement
Education Programs
Education Programs

School Programs

* **Blue Thumb Junior Detective Program** for elementary school students since 1993
* **Touring the Water Facts Program** for middle school students since 2003
  * Partnership with the Orlando Science Center
* **The Wonder of Water Program** for high school students since 2007
School Programs

* Waterwise Resource Action Program
  * Uses a school-based method that builds
    * student knowledge
    * provides high efficiency devices to families
    * serves as an effective community outreach program
Education Programs

* Water Conservation Calendar
  * Partnership with Orange County Public Schools.
  * K-12th grade students – artwork
  * 6-12th grade students – paint rain barrels
Education Programs

- Thousands of residents reached through traditional and social media
  - Orange TV programming
  - OCFL.net
  - Facebook
  - Twitter
Citizen Education Programs

* Thousands of residents reached through local outreach programs
  * Homeowners Associations and civic group presentations
  * Florida Friendly landscaping seminars
  * ‘How-To-Clinics’ at home improvement centers
  * Displays and presentations at local libraries
Citizen Education Programs

* Florida Friendly Landscape Gardens
  * Orange County Administration Building Florida Friendly Demonstration Garden
  * West Orange Trail Butterfly garden
  * Elementary and middle school demonstration gardens
Citizen Education Programs

* Brochures and Reports
  * Drinking Water Report
  * Bill Inserts
  * Public Information Campaigns
  * Published Research
**Smart Irrigation Technology Controllers**

- Orange County Utilities research project
- 2009 through 2014
- SIT Controllers reduced irrigation by 18% - 42% in 2 predominant soil types in Orange County
- Results published by the Water Research Foundation in 2016
Regulatory Programs

- **Water Watch Enforcement Program**
  - Patrol day and evening, 7 days a week
  - 5 dedicated Water Watch staff
  - Door hangers and written notifications to customers violating the ordinance
  - 70% compliance after 1st warning
  - Additional 15% compliance after 1st fine
  - Appeal Cases heard by Special Master

- **Service Components**
  - Timer Resets
  - Sod/Landscaping Exceptions, Information on Bill Adjustment
# Regulatory Programs

<table>
<thead>
<tr>
<th>Time of Year</th>
<th>Odd-number Address</th>
<th>Even-numbered Address</th>
<th>Nonresidential Properties</th>
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<tbody>
<tr>
<td>Daylight Savings Time</td>
<td>Wednesday Saturday</td>
<td>Thursday Sunday</td>
<td>Tuesday Friday</td>
</tr>
<tr>
<td>Eastern Standard Time</td>
<td>Saturday</td>
<td>Sunday</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>
Regulatory Programs

- Sod/New Landscape Exception
- Bill Adjustment
- Timer Reset
- Irrigation Inspection
- Mobile Irrigation Labs
Regulatory Programs

- Mobile Irrigation Lab
  - Evaluation of customer irrigation systems
  - Approximately 95 audits per year
  - Recommendations for improving system efficiency
Reclaimed Water

- 100% beneficial reuse since 1985 for irrigation, industrial, wetlands and recharge
- Largest reuse program in Florida
- Reclaimed water used for irrigation is a direct off-set of potable water use
Incentive Programs

- Water Wise Neighbor Program
- Best Management Practices to help our customers become as water efficient as possible
- 3 Levels of Voluntary Participation
  - Basic, Advanced and Ambassador
  - Recognition during April Water Conservation Month
Incentive Programs

- Current Incentives included in Water Wise Neighbor Program
  - Toilet Replacement Credit Program
  - Showerhead and Aerator Replacement
  - Efficient Irrigation Nozzles
  - Rain Sensors
  - Rain Sensor Media Replacement
  - Hose Bib Timers
  - Smart Irrigation Technology Controllers
In Conclusion

- Education Programs
- Regulatory Enforcement Programs
- Incentive Programs
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