Pioneering Partnership

Do not go where the path may lead, go instead where there is no path and leave a trail. -Ralph Waldo Emerson

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Southern California Edison

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West Basin Municipal Water District

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Irvine Ranch Water District

RECLAMATION
Managing Water in the West

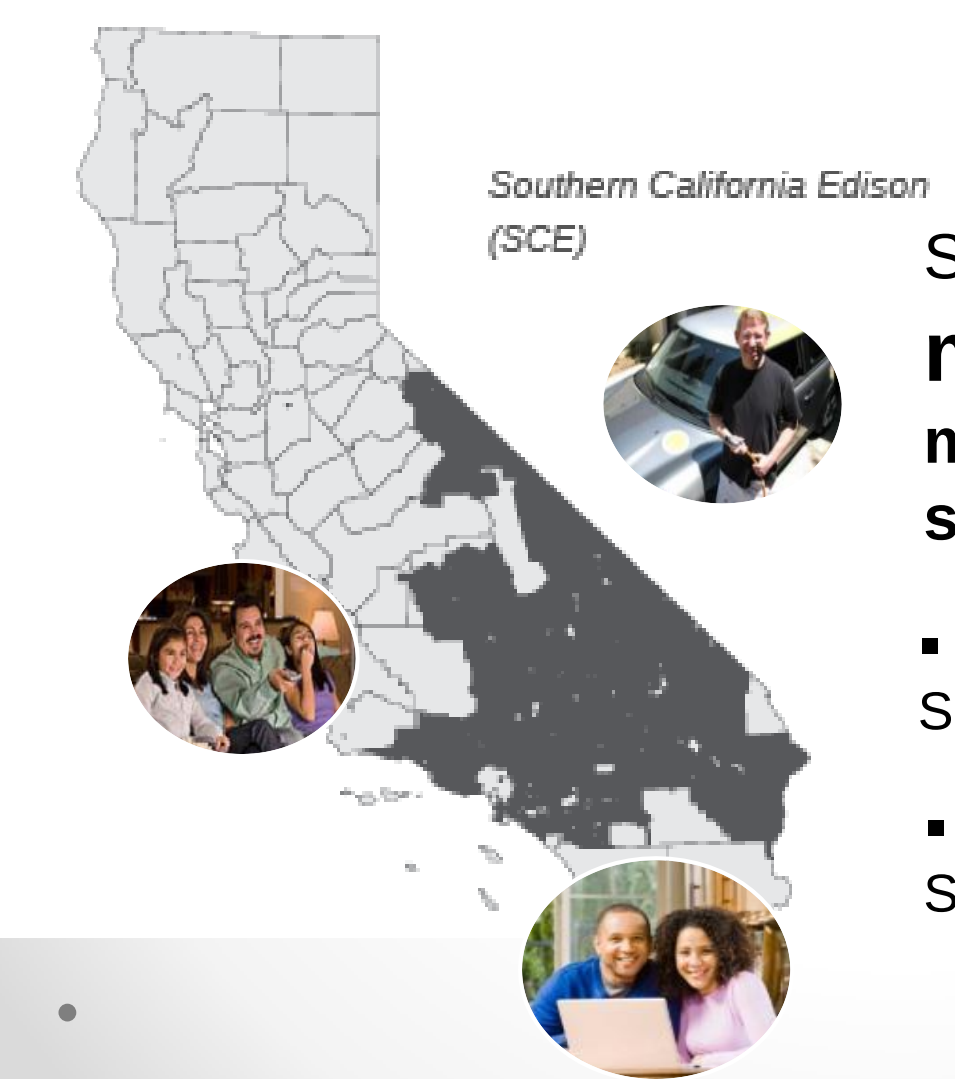
Outline for Today

A Journey of a thousand miles must begin with a single step. *- Lao Tzu*

I. The Partnership
II. Partners: The Drivers
III. Water and Energy (Do Mix)
IV. Challenges
V. Solutions
VI. Benefits
VII. Next Steps

The Partners

Southern California Edison



SCE provides power to **13.5 million people** in **180 municipalities** within **50,000 square miles**

- 684,014 SCE Business Service Accounts
- 4,233,699 SCE Residential Service Accounts

The Partners

Irvine Ranch Water District

Water, Wastewater, Water Recycling, Urban Runoff

California Special District governed by a publicly-elected Board

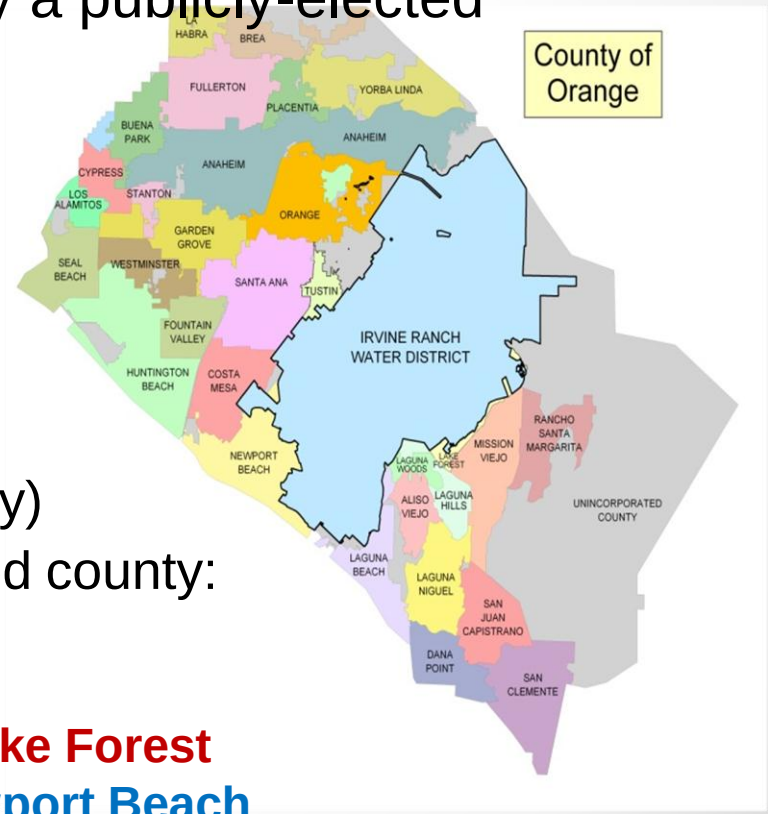
IRWD customer base:

- Residential population: 340,000
- Daily commuters: over 500,000
- Service connections: 101,600

IRWD service area:

181 square miles (20% of Orange County)

All or part of **six** cities and unincorporated county:



Irvine **Lake Forest**
Tustin **Newport Beach**
Orange **Costa Mesa**

The Partners

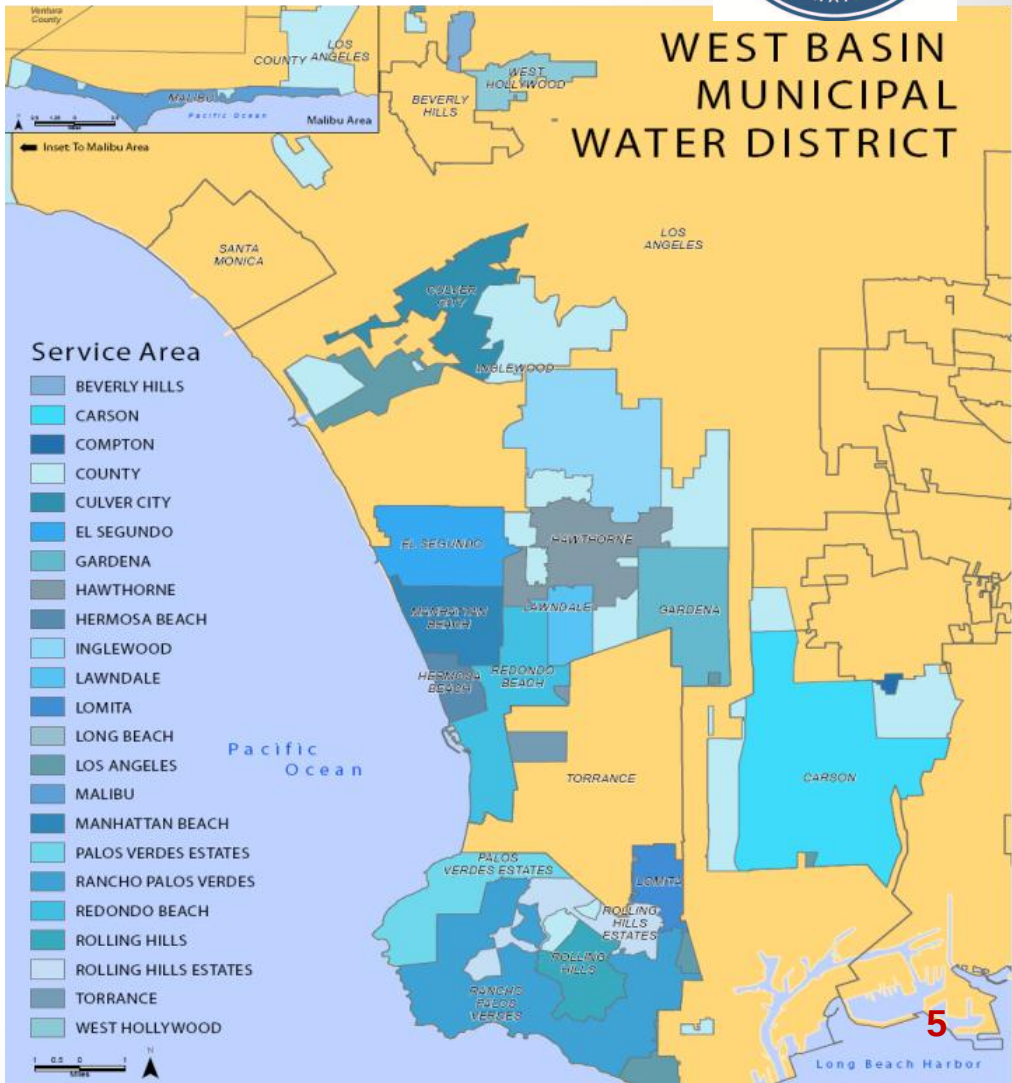
West Basin Municipal Water District

Governed by a 5-member publically elected Board

Water wholesale agency
- 8 retail agencies & companies

Represents nearly 1 million people in 17 cities across 185 square miles

Provides imported water, recycled water, water efficiency and education programs to businesses and residents



Partners: The Drivers

- California Public Utilities Commission (PUC)
  - Encouraged focus on Water/Energy integration efforts
  - Validation of Integrated comprehensive audits
- Continued focus on water issues for the transition period: Energy Efficiency proceeding R09-11-014
- Supports Water Agency Objectives
- No cost water fixtures may enable customers to apply water cost savings to energy efficiency upgrades
  - Help overcome customer implementation hurdles so auditor receives credit toward energy savings goals.
- More eyes on the ground to find old plumbing fixtures

Partners: The Drivers

Create a Regional Model for Combined Water & Energy Commercial Audits

Benefits

- Combined audits reduce costs for utilities
- Improve installation of energy and water efficiency products

Partners

- United States Bureau of Reclamation – Grantor
- Southern California Edison
- Irvine Ranch Water District – Lead Agency
- West Basin Municipal Water District- Partnering Agency (wholesaler)
    - Golden State Water Company (retailer)
    - California Water Company (retailer)

Water & Energy (Do Mix)

SCE Audit Program

Business **E**nergy **A**udit **T**eam

- Small & Medium Businesses (0 - 200 kwh)
- Energy Efficiency
  - Lighting
  - HVAC
- Rebate Assistance

Measurement and Evaluation

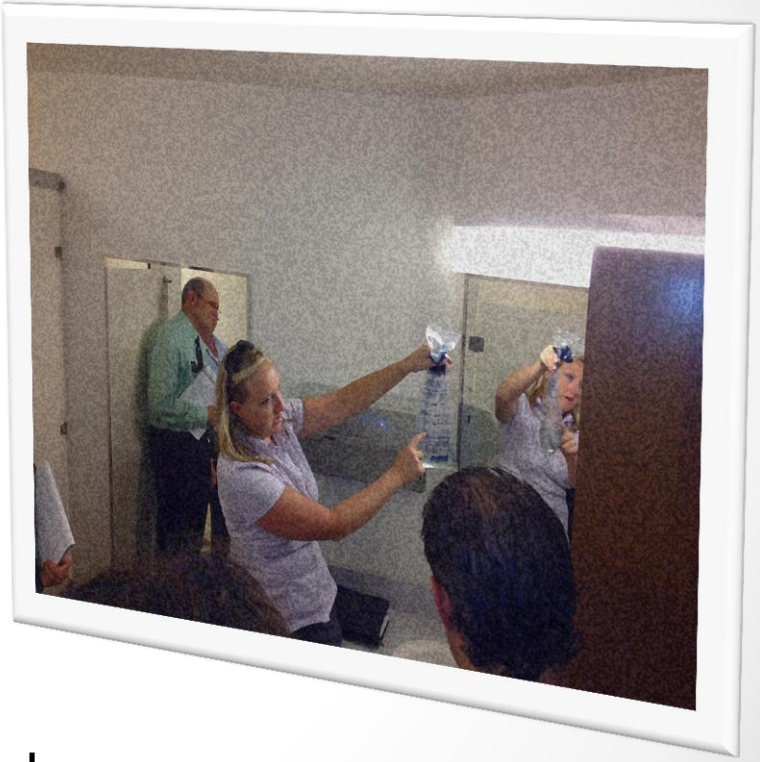
- Process Improvements
- Customer Response
- Cost-Effectiveness

We got the BEAT!

Water & Energy

Water Audit Programs

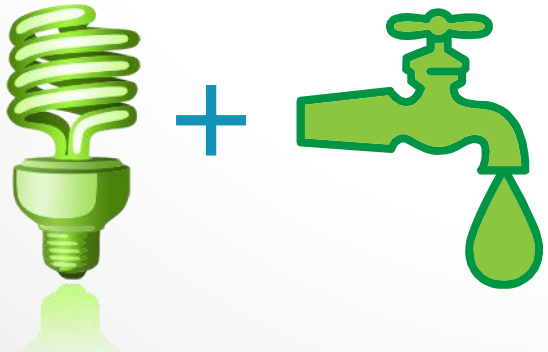
- Water Audits
- Water efficiency measures
  - Plumbing fixtures
  - Process equipment
  - Irrigation
  - Leaks
- Provide customers information
  - Rebates
- Often grant funded
- Often offered at a regional level due to limited staffing of individual water utilities



Water &Energy

Audit Program Objectives

- Add the water component to existing auditing tool
- Develop water report and marketing materials
- Hire plumbing fixture installation company
- Cross train SCE auditors on fixture identification
- Complete 400 Audits
- Install up to 500 toilets, 50 urinals, 300 aerators and flow restrictors



+ = Efficient businesses with reduced operating costs

Challenges

Commercial Customers

- Staff of one for all commercial, industrial & institutional customers
- Rebates available but ... “If it ain’t broke, don’t fix it”
- Water is cheap and undervalued - Return On Investment is longer for water projects than energy projects

- IRWD has an allocation based rate structure with aggressive tiers to promote efficiency, but customers may never call us if they are part of a master metered account
  - Retail centers
  - Office complexes

Challenges

Paddling Upstream …

- Policy Challenges
- Customer data sharing

- Customer Interaction: Advocacy concerns
  - *How do you market a program if you can't talk directly to the customer ?*

Irvine Ranch

- Retailer can contact individual customers
- Can access customer data

West Basin

- Wholesaler does not have direct customer contact
- Cannot easily obtain customer data

Challenges

- Confidentiality of customer data ✓
- Modification of hand-held audit tool ✓
- Training of auditors ✓

Key to Success…

Cooperative, collaborative and unrelenting supportive relationship

Solutions

Advocacy Concerns

- Flyer to introduce program highlighting benefits to customers
- Will direct customer to call SCE to request the water/energy audit
- Provided to customers by water agencies
- Customer initiated request avoids advocacy concern

Solutions

Joint Energy & Water Commercial Audit Pilot Program (CAPP)

The following is a document to assist EnerPath with incorporating measure information gathering into the PDA tool and customer r Audit Program. The report presentation should mirror the pres with some adjustments.

Confirmation that we can also access this information from s following information to follow up with customers.)

1) Company Name
2) Contact person and Title
3) Phone
4) Address (service address and mailing address
5) Number of employees

*Customer water account number (from custo

Zip codes and city should be used to determine if th pilot program (unless the customer information is

Water agency will provide:

1) Zip codes and cities participating in
2) Stock language and recommendati
3) Stock photos for inclusion in the
4) Rate data, city and zip code infor seems to be a viable addition to

Water Equipment Data to Collect:

[If Tank Toilet is selected]
1a) QTY of 1.6 gpf toilets?
1b) QTY of 3.5 gpf and greater tank

[If Valve Toilet is selected]
2a) QTY of 1.6 gpf valve toilets?
2b) QTY of 3.5 gpf and greater

If answer to 1a) or 2a) is 1 or
Current plumbing code in the
flush (gpf) or less. Your facili
efficiency toilets!

...ment

FREE devices and installation for you. THIS WILL SAVE YOU WATER AND MONEY! A representative will contact you within the next two weeks to schedule an appointment for further inspection and installation.

[If Sink Faucet is selected]
4) QTY of non-sensor faucets with no aerator or an aerator of 2.0 gpm or greater?

[If Water Drop is selected]
Noticeable leak detected: Yes or No
Drop down: Toilet, Urinal, Faucet, Large pipe, Other
Language on report: Leaks can waste both water and energy and can be costly. Check for leaks on a regular basis. (If the answer is yes, the highlighted information will be printed on the report) *We have indicated that you have leaks that may need some attention.* The average leak can cost anywhere from $X to $X and waste up to XX per month/year.

Additional water using equipment possibilities:
Drop down list equipment: Landscape Irrigation, Cooling Towers, Ice machine, Other

The following text box will print on the bottom of the survey report if any of the following questions contain a quantity of 1 or more: **1b), 2b), or 3)**

> You have qualified for high-efficiency device installation!
> THERE IS NO COST TO YOU
> THIS WILL SAVE YOU WATER AND SAVE YOU MONEY!
>
> Your water retailer or a contracted representative will contact you within the next two weeks to schedule an appointment installation of high-efficiency device(s). Please call (XXX) XXX-XXXX
>
> LOGOS TRIGGERED BY ZIP CODE

Customer Report

SOUTHERN CALIFORNIA EDISON®
An EDISON INTERNATIONAL® Company

Solutions

For the love of policy…

Customer Data Sharing

- Allows SCE to share the following information with water agency:
  - Customer name
  - Address
  - Phone number
  - Water equipment
  - Number of employees

Customer of record must sign the release form

- Name must match SCE records

SOUTHERN CALIFORNIA EDISON
An EDISON INTERNATIONAL® Company

Authorization to Release Customer Information to (check one):

☐ IRVINE RANCH WATER DISTRICT

☐WEST BASIN MUNICIPAL WATER DISTRICT
☐ California Water Company
☐ Golden State Water Company

Your business has been selected to participate in a pilot program being implemented in partnership between Southern California Edison (SCE), Irvine Ranch Water District and West Basin Municipal Water District. This program is funded in part by a grant from the United States Bureau of Reclamation. This water & energy partnership offers you the opportunity to receive both water & energy efficiency recommendations. You may also qualify for equipment upgrades at **NO COST TO YOU**.

I, _____
NAME TITLE (IF APPLICABLE)

of _____ **(Customer) at the following address:**
NAME OF CUSTOMER OF RECORD

_____.
ADDRESS CITY, STATE ZIP

As a convenience to you, the Customer, SCE is working with the water agency listed above to coordinate CPUC funded programs with water agency-funded programs. With your approval as the Customer, SCE will provide your water agency and its representatives and contractors only with the customer information described below. Your water agency will determine if you are eligible for water efficiency funds that may be available. If this Authorization form is signed by you, your Customer information listed below will no longer remain confidential. This Authorization is not required to participate in this Commercial Audit or any other SCE funded program. **THIS RELEASE IS COMPLETELY OPTIONAL.**

I, _____ (print name of Customer), hereby authorize ("Authorization") SCE to release the following information on a one time only basis (limited to a one-time release to your water agency of the information specified below). The information provided shall only be used for purposes of participating in water efficiency programs.

1. Select customer information, including:
   a. Business name
   b. Address
   c. Phone number
   d. Contact name
2. My data regarding existing water using equipment, and
3. My data regarding the number of employees on site.

I hereby release, hold harmless, and indemnify SCE from any liability, claims, demands, causes of action, damages or expenses resulting from: 1) any release of information pursuant to this Authorization; 2) the unauthorized use of this information; and 3) any actions taken pursuant to this Authorization.

X_____ _____
Authorized Customer Signature Date (month/day/year)

RECLAMATION Managing Water in the West

Golden State Water Company

SOUTHERN CALIFORNIA EDISON
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IRVINE RANCH WATER DISTRICT

WEST BASIN MUNICIPAL WATER DISTRICT

Benefits

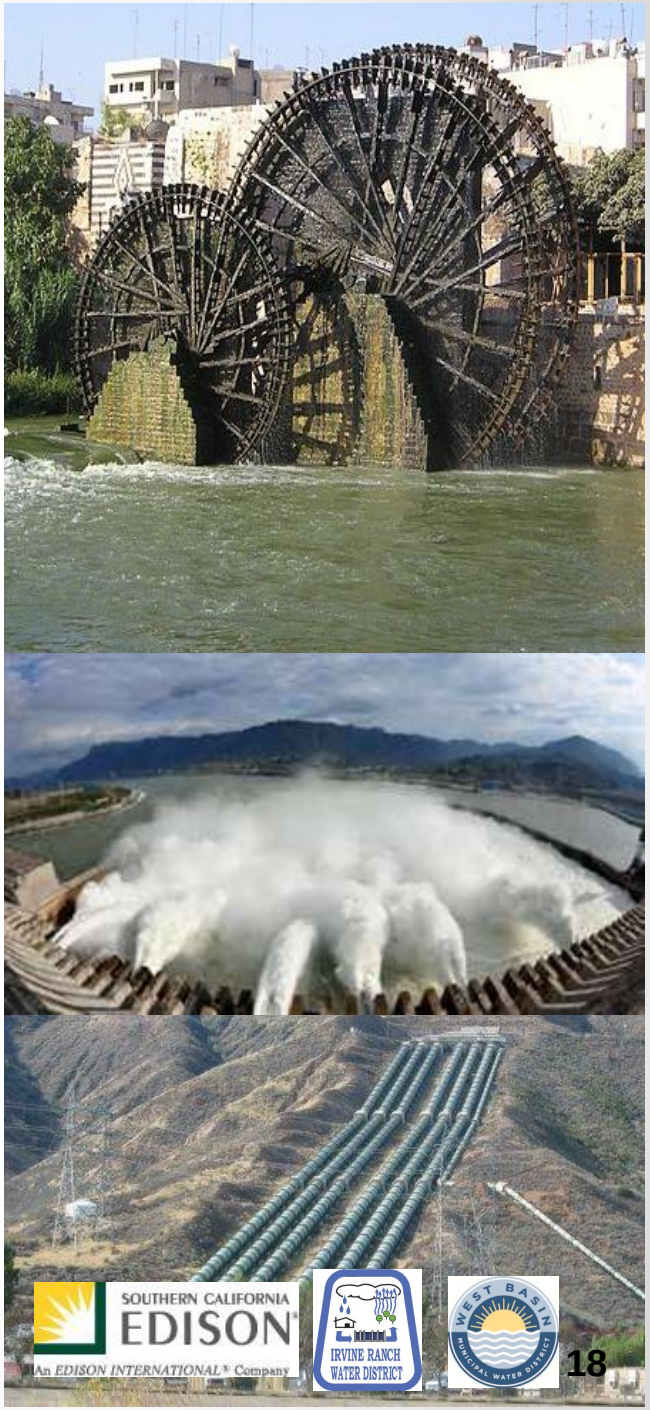
Win-Win-Win

- Customer
  - Water savings fixtures at no cost
  - Opportunity to save water, energy and money
  - One stop shop – less interruption to business
- Water Utilities
  - 20x2020 water savings target
  - Reduced reliance on imported water
  - Expand influence into hard to reach customer sector
- SCE
  - PUC Recommendation to partner with water utilities
  - Enhances existing offering to customers
  - Reduce Embedded Energy
  - Expanded customer offering

Next Steps

Water and energy - together forever

- Policy changes that would help with customer data sharing
- Promote collaborative process
  - Require public and investor owned utilities to partner together for common customer programs
  - Give credit for working collaboratively
- Long-term benefits



Next Steps (con't)

- Provides great customer service
- Improves payback
- Helps meet statewide water and energy goals more efficiently
- Promotion of region-wide water and energy rebates and direct installs where available
- Future credit for embedded energy and GHG savings?

Blaze your Trail

Do not go where the path may lead, go instead where there is no path and leave a trail.
- Ralph Waldo Emerson

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