



Citizens’ Water Advisory Committee (CWAC) Agenda

October 12, 2021, 6:00 p.m.

AMENDED

WebEx Link:

<https://auroragov.webex.com/auroragov/j.php?MTID=m8ab81ecdb995f6f3ec185516480d2f1a>

Public Participation through call in number (listen only)

720-650-7664

Access code: 146 245 5086

Members: Janet Marlow - Chair, Angie Binder - Vice Chair, Jay Campbell, Tom Coker, Richard Eason, William Gondrez, David Patterson

- | | | | |
|-----|---|------------------|-----------|
| 1. | Approval of Minutes – August 10, 2021 | Chair | 6:00 p.m. |
| 2. | Introductions/Public Invited to be Heard | Chair | 6:05 p.m. |
| 3. | New/Old Business | Chair | 6:10 p.m. |
| 4. | Communications Update | Greg Baker | 6:15 p.m. |
| 5. | Customer Information System (CIS) overview and proposed new water bill design | Michael Valdiris | 6:20 p.m. |
| 6. | Engage Aurora - Water Conservation: Next Step for Big Savings | Greg Baker | 6:40 p.m. |
| 7. | Water Policy Committee Quarterly Report discussion | Chair | 7:00 p.m. |
| 8. | Review Follow-Up Questions Generated at this Meeting | Chair | 7:05 p.m. |
| 9. | 2020 Application & Interview Process | Greg Baker | 7:10 p.m. |
| 10. | Confirm Next Meeting – Tuesday, November 9, 2021 | Chair | 7:15 p.m. |
| 11. | Adjourn | Chair | 7:20 p.m. |

Aurora Water was ranked #1 in Customer Satisfaction with Midsize Water Utilities in the West of the J.D. Power 2021 Water Utility Residential Customer Satisfaction Study.

For J.D. Power 2021 award information, visit jdpower.com/awards for more details.



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Citizens’ Water Advisory Committee (CWAC) Minutes
August 10, 2021, 6:00 p.m.
AMC 15151 E. Alameda Pkwy – Aspen Conference Room 2nd Floor

WebEx Link:

<https://auroragov.webex.com/auroragov/j.php?MTID=m8ab81ecdb995f6f3ec185516480d2f1a>

Public Participation through call in number (listen only)
720-650-7664
Access code: 146 245 5086

Members Present: Janet Marlow - Chair, Angie Binder -Vice Chair, Tom Coker, Brandy DeLange, Richard Eason, William Gondrez, Mike Spatter

Absent: Jay Campbell, David Patterson

Staff Present: Greg Baker, Leiana Baker, Natalie Brower-Kirton, Jo Ann Giddings, Kristen Lovelace, Rory Franklin, Gail Thrasher, Ted Hartfelder, Greg Hansen, Sonya Gonzalez, Sarah Young, Fernando Aranda, Andrea Long

Visitors Present: None

The meeting was called to order at 6:02 p.m.

1. Approval of Minutes – July 13, 2021

The July 13, 2021, minutes were approved.

2. Introductions/Public Invited to be Heard

None.

3. New/Old Business

None.

4. Communications Update

G. Baker stated, the Water Tour has been cancelled due to road conditions. In lieu of Water Tour there will be a workshop next Tuesday at the Aurora Reservoir. Aurora residents received emergency notifications on their cell phones for boil water. The boil water order was for the City of Englewood only.

5. Quarterly Financial Report – Second Quarter 2021

J. Giddings stated, we are working on some taxable debt refunding, and our financial advisors will be watching this. They think it’s a good time for us to do some debt refunding and is for the water

fund only for water projects that were done. The operating revenue is down a little due to the weather patterns in Colorado, so it's lower than we expected. We still have high revenues from undeveloped fees. We do our debt closing for the SEAM facility. Along with getting the proceeds for that we also repaid the water fund from the wastewater that was \$16M that went back to the water fund. In our operating there are no changes. Last quarter we were getting a bit lower on cash balances, but we did get our debt issued. There are more connections than last year. The revenues are a bit lower and depends on what type connections they are based on the demand. Cash flow there was a big spike in revenue. Water sales were lower. May was lower than the past few years and June was a little bit higher. Capital – we've been able to do some water acquisitions and are over budget so we will be doing a supplemental. Started construction on the SEAM facility site and those costs will be coming in. Project for the quarter was the Arkansas Valley group and are building a shop there to protect and work on machinery.

Questions

What are you using to calculate the costs for an acre foot of water? J. Giddings replied, we look at what we have been actually paying and increasing our water fee. G. Baker added, it's about \$17,000 per acre foot and some include the cost of the land.

6. SEAM Update and Senac Creek Sanitary Sewer Interceptor

S. Young gave a presentation. Aurora Water is currently constructing the first phase of the Southeast Area Maintenance Facility (SEAM), with an anticipated move-in date of mid-2023. The need for sanitary sewer conveyance at the SEAM site aligned with other identified needs in this area including the opportunity to abandon an existing, historically problematic, wastewater lift station. A. Long gave a presentation. The Senac Creek Sanitary Sewer Interceptor project details will be discussed including the unique environmental project challenges.

Questions

Are all the utility staff moving to SEAM? S. Young replied, about 30% of the Operations and Maintenance staff will stay at the Central Facilities to be close to the older parts of infrastructure, and a few administrative staff will stay at the AMC which will also have hotel spaces for staff who need to be there for the day.

7. Sand Creek Programmable Logic Controller (PLC) Replacement

T. Hartfelder gave a presentation. The Sand Creek Water Reuse Facility PLC Conversion Project replaced aging/obsolete electronic process control hardware, including Programmable Logic Controllers (PLCs) used to monitor and control the facility's processes. This system upgrade also required new communications lines and an update to the facility's Control Room, all on a compressed timeframe to avoid seasonal operational needs.

Questions

M. Spatter asked, what kind of PLCs are being used at that facility? T. Hartfelder replied, Rockwell PLC were replaced with Allen Bradley PLC under the project. The firmware associated with the Rockwell PLCs was no longer being supported by Rockwell Automation. This was the driver for the project. M. Spatter asked, what type of SCADA system, is it a remote connectivity to the system. T. Hartfelder replied, the facility processes themselves are interlinked via a looped fiber network routed back to the facility's central control facility. The facility additionally can be

remotely controlled from the City’s Flow Control Center. The project came in approximately \$400,000.00 under budget.

8. Education and Outreach Team – Supporting the Colorado Statewide Water Education Action Plan

N. Brower-Kirton gave a presentation. Aurora Water has provided water education and outreach programs for the community in many forms reaching a wide range of community members for over twenty years. Staff will present highlights of the Education team’s work during the 2020-2021 school year and provide information on how we are leading water education in Colorado by supporting the Statewide Water Education Action Plan.

Questions

How are the people in the basins are doing outreach and how do they measure that? N. Brower-Kirton replied, unfortunately they don’t have a budget to do a statewide survey. They are going to create sample questions that can be used by any utility across the state. We are working with other utilities to do that type of polling and surveys.

What are some of the measurable outcomes for the students that they’ve gathered knowledge from these courses? N. Brower-Kirton replied, for the classroom presentations we have pre and post assessment that the students do. Some of them are online and some are worksheets.

9. CWAC letter for Special Study Session for Boards and Commissions

J. Marlow stated, the letter and presentation will be available for the Committee to review and comment on prior to going to Council.

10. Committee tour in September

G. Baker asked, where would the Committee like to go? No plant tours are available. T. Coker suggested a tour of Rocky Ford. G. Baker will send an email to check availability for tour.

12. Confirm Next Meeting – Tuesday, October 12, 2021

13. Adjourn

The meeting was adjourned at 7:38 p.m.

Janet Marlow, Chair
Citizens’ Water Advisory Committee

Adopted: _____

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To: Citizens' Water Advisory Committee

Through: Marshall P. Brown, General Manager, Aurora Water
Jo Ann Giddings, Deputy Director of Financial Administration, Aurora Water

From: Michael Valdiris, Water Billing & Customer Service Manager, Aurora Water

Date: October 12, 2021

Subject: Customer Information System (CIS) overview and proposed new water bill design

Purpose:

The city of Aurora Water Department (Aurora Water) is undergoing an implementation of a new Customer Information System (CIS), SpryPoint, to replace the existing billing system. There are current processes that have been identified that will be changed with the new CIS. One of the changes will include a new Water bill design. Using best practices outlined in the recent JD Power study and benchmarking other utilities in the United States, Aurora Water will replace the current bill design with an updated more customer-friendly design.

Background:

Aurora Water's current utility billing system is Central Square's NaviLine product, which is a 25-year-old legacy software system. NaviLine is used to store utility customer information, process and schedule utility service requests, maintain meter inventory, post payments, and bill for water, sewer and stormwater services

Based on the challenges within the legacy system regarding maintenance and security, the difficulty of adapting to new business processes available as a result of Advanced metering Infrastructure (AMI), and the desire for greater system flexibility, Aurora Water is replacing the legacy system with a modern cloud-based CIS.

Aurora Water's goal for this CIS implementation project and the supporting objectives are to take advantage of the newest technology and harness efficiencies by reviewing business processes or implementing technology to enhance existing business processes. This includes updating the Aurora Water bill.

Update on Implementation and Water Bill Design Proposal:

Aurora Water is expected go live with SpryPoint in late May or early June 2022. Aurora Water will implement: SpryCIS, SpryEngage, SpryMobile and SpryBackflow. The CIS team has completed the discovery phase in August. We are now in the configuration phase. This will last into January in which we will enter the testing phase.

A Successful implementation of the new CIS system will result in:

- New CIS Solution built on a modern and cloud-based technology platform
- A system that will interface with (or provide replacement solutions for) the Aurora Water's other information systems.
- Implement advanced options for calculating customer bills, and providing customer self-service capabilities, mobile field service, backflow program management and other common functions and features
- Provide a system that is flexible enough to accommodate business changes, requests for new services, and the need for enhanced business information.
- Easy access to information, user friendliness, process automation, real-time system changes, billing flexibility, and 24/7 access
- Provide Customer Service Reps (CSRs) with quicker access to customer information in one centralized location.
- Integrate customer self-service capabilities (that is, account information, payment options, service activities, etc.)
- Increase the efficiency and effectiveness of both employees and business processes to increase and improve employee job satisfaction, resulting in better customer service.
- Generate customer service metrics to satisfy the Aurora Water's emphasis on continuous improvement as well as meet future regulatory requirements.
- Improve data access through reporting & dashboarding tools.
- Ability for customers to sign up for and receive bills via email.
- Ability for customers to sign up for leak alerts, financial alerts and usage alerts.

In order to improve on JD Power Survey scores, an opportunity identified was Water bill presentment and design. The attached is a preliminary mock-up of the proposed bill design. Using JD Power feedback and benchmarking best practices with other utilities, the new bill design will incorporate many of those ideas and principles.

Question:

For information only. No action required.

Attachment: Draft water bill layout

cc: File copy



Aurora Water Department
15151 E Alameda Parkway, Ste. 1200
Aurora, CO 80012

Account Summary

Bill Date	08/13/21
Previous Bill	\$40.22
Total Payments	-\$40.22
Current Bill	\$33.18
Total Amount Due	\$33.18

Total Amount Due
by 09/03/21

\$33.18

Account Information

Account Number 22342701

Customer Name
CITY OF AURORA

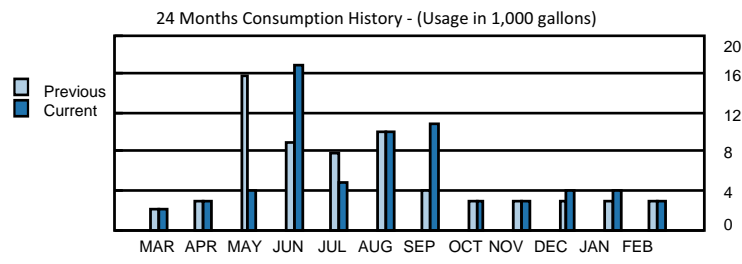
Service Address
15151 E ALAMEDA PKWY, STE 1200

- Customer Service (7:30am - 5pm M-F) 303-739-7388
- All accounts not paid by due date are subject to a 5% late fee
- Email
aurorawater@auroragov.org

- Online
auroragov.org/residents/water
- Twitter
@AuroraWater
- Facebook
AuroraWater

Current Charges	Units	Total
Description		Amount
Water Charge	(1 X \$5.63)	\$5.63
Water Base Charge Storm		\$12.81
Drain Base Charge Sewer		\$10.46
Base Charge		\$4.28
Total Current Charges		\$33.18

Usage Profile		Cycle 10
Last Year	Last Month	This Month
5 tgal	3 tgal	1 tgal



Meter Readings

Meter	Read Dates	Days
1ND85856874	07/13/21 - 08/11/21	29
Previous Read	Current Read	Rate
24723	24724	Residential

Message Board

On Oct. 1, 2021, disconnection and reconnection fees, as well as overdue water bills, will be reinstated. For customers who have difficulty paying their water bills due to medical crisis, job loss or other challenges, assistance may be available through Aurora Water Cares. To determine eligibility, call 1.835.55WATER (92837). For additional information regarding water bill late fees or Aurora Water Cares, visit AuroraWater.org.

Retain this portion for your records.

Please return bottom portion along with your payment to City of Aurora Water Department.



Aurora Water Department
P.O. Box 719117
Denver, CO 80271-9117

Bill Date 08/13/21
Due Date 09/03/21
Account Number 22342701

If paid after due date the account is subjected to a 5% late fee

Donate to Aurora Water Cares program:
 \$1 \$5 \$10 Other _____

Total Amount Due	\$33.18
AUTOMATIC PAYMENT	

0008194 I=000000

CITY OF AURORA
15151 E ALAMEDA PKWY, STE 1200
AURORA, CO 80012

AURORA WATER
P.O. BOX 719117
DENVER, CO 80271-9117

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New Customer Information System and Proposed Water Bill Design

Michael Valdiris – Water Billing & Customer Service Manager

October 12, 2021



Current Billing System: Naviline

- Over 20 years old
- Creating reports difficult
- Security concerns
- Many manual processes

- It was just time!



Solution Map



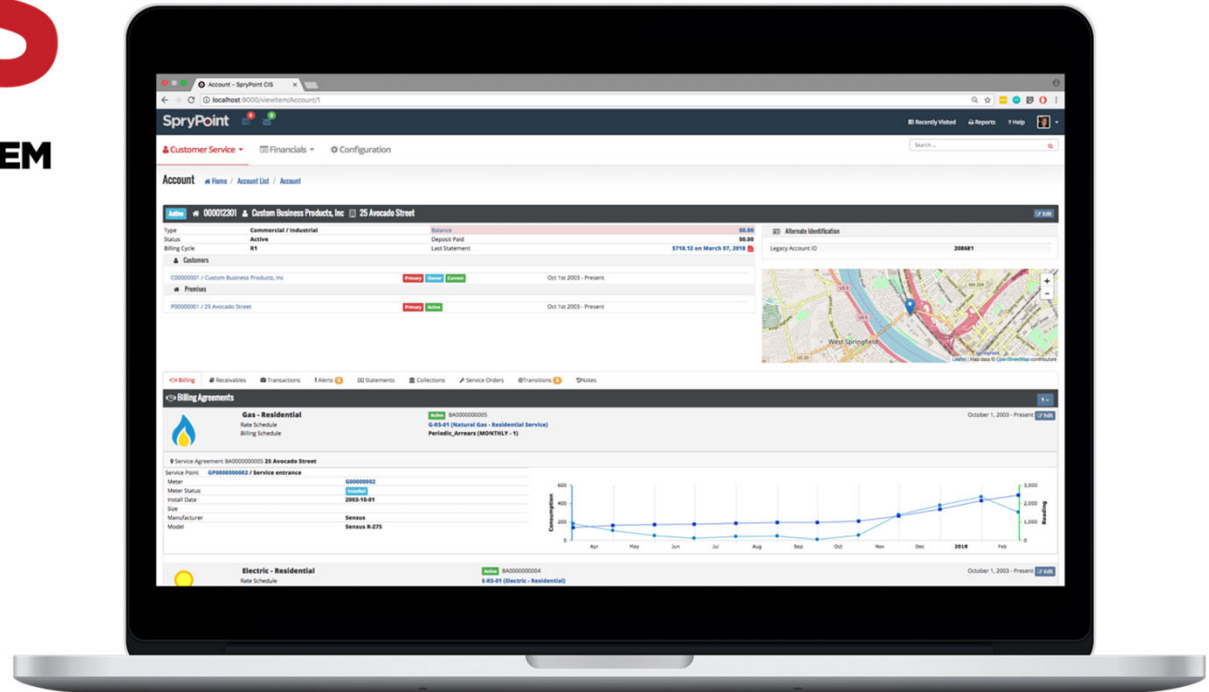
SpryCIS

CUSTOMER INFORMATION SYSTEM

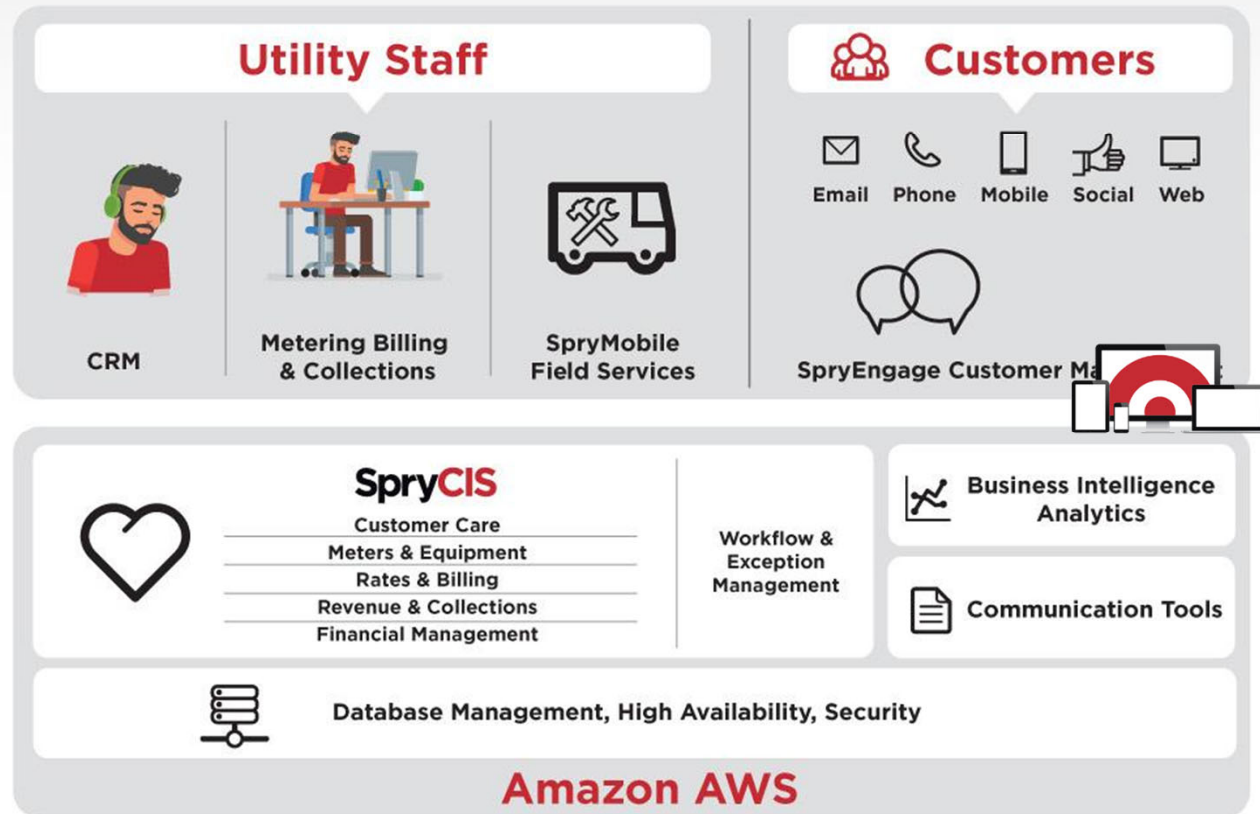


AURORA
WATER

SpryPoint



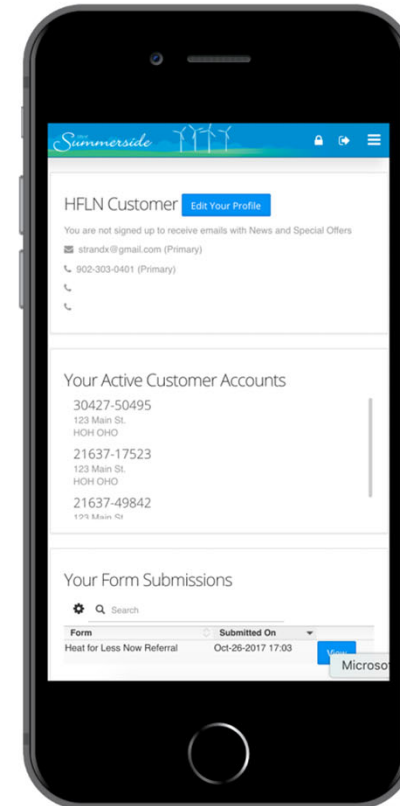
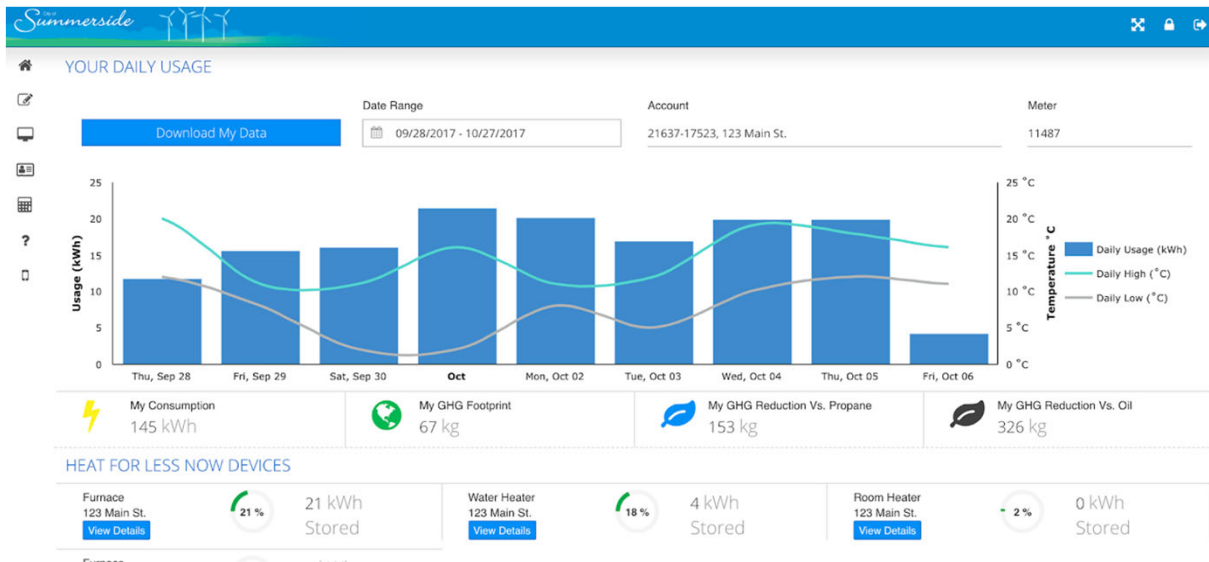
SpryCIS OVERVIEW



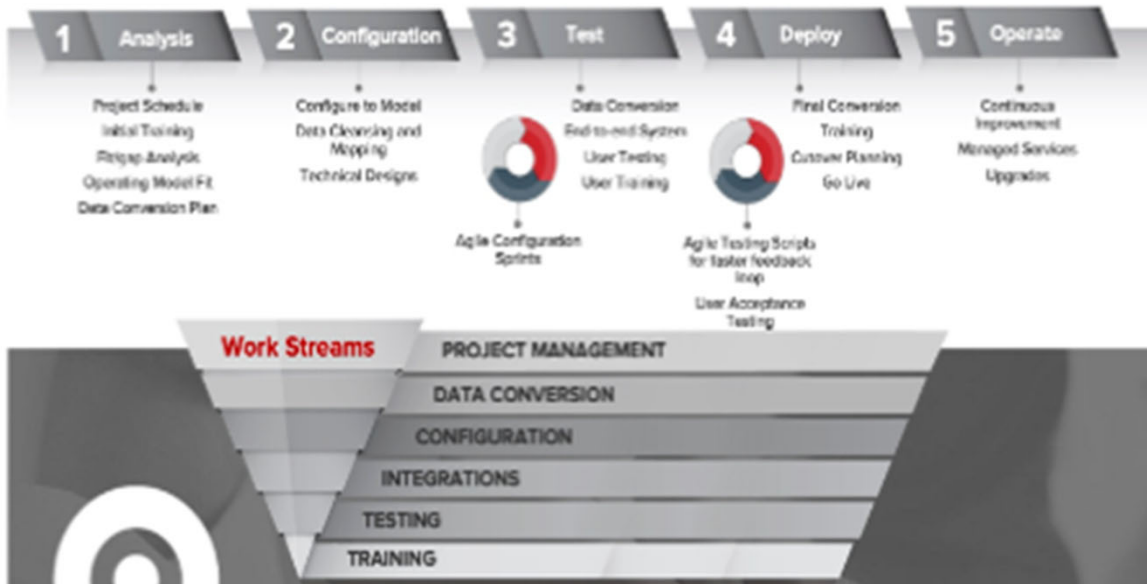
Smart Solutions for Smart Utilities

SpryEngage

CUSTOMER SELF-SERVICE

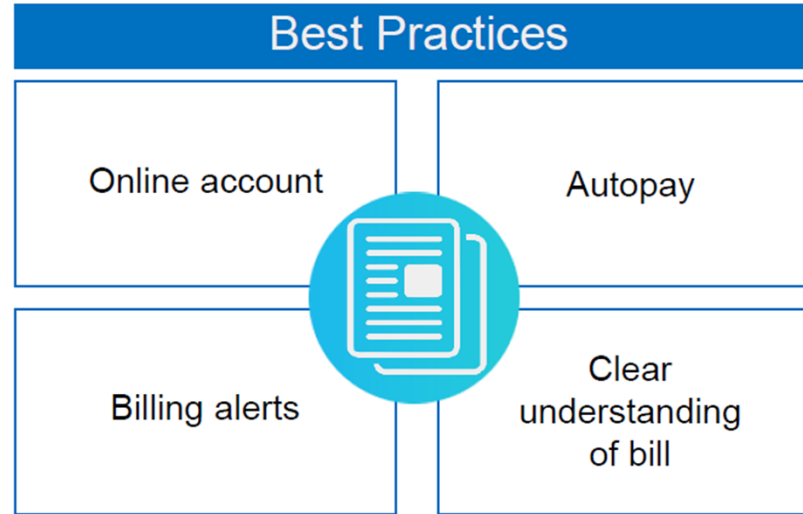
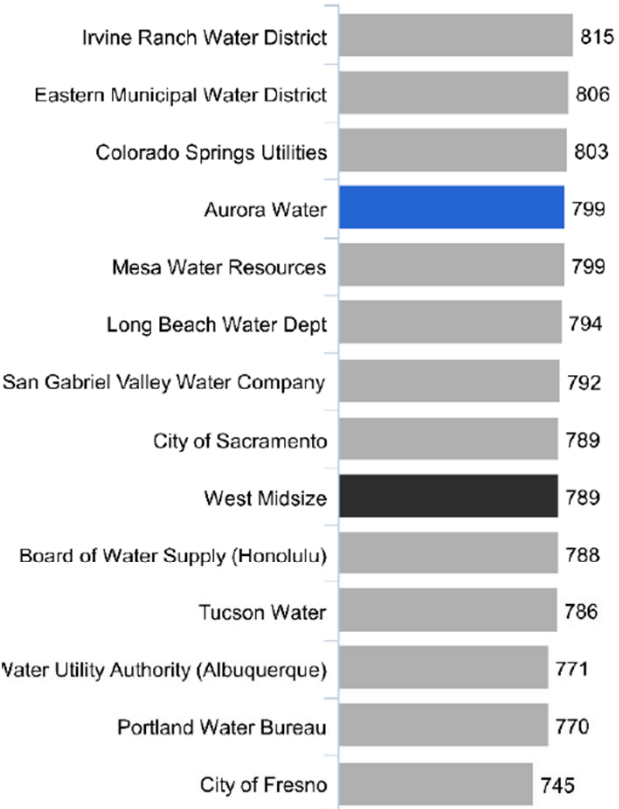


SpryPoint Implementation Methodology

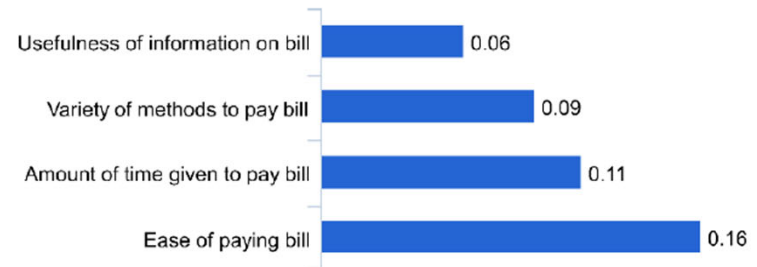


Billing & Payment (14%) - West Midsize

Billing & Payment



Attribute Gap to West Midsize



J.D. POWER





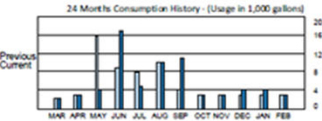
**CITY OF AURORA
WATER DEPARTMENT**
15151 E. Alameda Parkway, Ste. 1200
Aurora, CO 80012

Thank you for being an Aurora Water Customer

ACCOUNT SUMMARY	
PREVIOUS BALANCE:	\$60.87
ADJUSTMENTS:	\$0.00
PAYMENT ON 02/02/21	-\$60.87
CURRENT CHARGES:	\$55.24
TOTAL AMOUNT DUE:	\$55.24
BILL DUE DATE:	09/01/2021

CURRENT CHARGES	UNITS	TOTAL
ST BASE STORM DRAIN:	1	\$10.46
SW MONTHLY SERVICE CHG:		\$4.28
SW SEWER USAGE CHARGE:	2.74	\$10.80
WA MONTHLY SERVICE CHG:		\$12.81
WA FIRST SK GAL @ 5.63:	3	\$16.89
TOTAL CURRENT CHARGES		\$55.24

ACCOUNT INFORMATION	
ACCOUNT NUMBER:	446277-138788
SERVICE ADDRESS:	8200 S WINNIPEG CT
TYPE OF SERVICE:	RESIDENTIAL
DATE OF BILL:	02/08/2021



SERVICE INFORMATION			
Service From:	01/05/21	To:	02/02/21
# Of Days:	28		
Meter Number	Previous Read	Current Read	Usage
19702524	426	429	3
	Total		3

RATE INFORMATION		
RESIDENTIAL RATE		
First 20K	21K - 39K	Over 40K
\$5.63/1,000 gal	\$6.41/1,000 gal	\$8.01/1,000 gal

CONTACT US
Hours: M-F, 7:30 a.m.-5:00 p.m.
Phone: 303.739.7388
Payments: 303.739.7388
Email: AuroraWater@AuroraGov.org
Emergencies After Hours: 303.739.6772

AURORA WATER NEWS
Normally held in March, this year's High Line Canal Cleanup is being moved to April 24. The cleanup involves removing trash from the 11-mile stretch of canal that runs through Aurora. As with anything scheduled during the ongoing pandemic, the event is dependent upon the state's COVID-19 guidance for outdoor events, as well as the city of Aurora's best practices. Check AuroraWater.org at the beginning of March for additional information, as well as registration details if applicable.

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**CITY OF AURORA
WATER DEPARTMENT**
P.O. Box 719117
Denver, CO 80271-9117

AUTO-PAY IS IN EFFECT:
Amount of \$55.24 will be deducted on 03/01/2021

0008194 15000000

KATHY JOY HOUSKA
8200 S WINNIPEG CT
AURORA CO 80016-7162

ACCOUNT NUMBER:	446277-138788
SERVICE ADDRESS:	8200 S WINNIPEG CT
BILL DATE:	02/08/2021
DUE DATE:	09/01/2021

\$55.24

Donate to AuroraWater Cares program:

\$1 \$5 \$10 Other _____



AURORA WATER
P.O. BOX 719117
DENVER, CO 80271-9117

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Aurora Water
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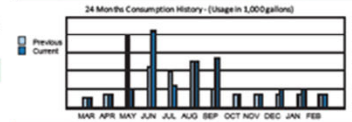
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\$1 \$5 \$10 Other _____

0008194 15000000

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15151 E ALAMEDA PKWY, STE 1200
AURORA, CO 80012



AURORA WATER
P.O. BOX 719117
DENVER, CO 80271-9117

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QUESTIONS?



MEMORANDUM



City of Aurora

Worth Discovering • auroragov.org

To: Citizens' Water Advisory Committee

Through: Marshall P. Brown, Director, Aurora Water

From: Greg Baker, Manager of Public Relations, Aurora Water

Date: October 12, 2021

Subject: Engage Aurora - Water Conservation: Next Step for Big Savings

Purpose:

Aurora's water conservation efforts have resulted in large and quantifiable water savings, yet about half of the city's water use is still used for outdoor irrigation. Water used in irrigation cannot be recaptured by Aurora Water's Prairie Waters potable reuse system. In order to meet future water needs due to climate change and population growth, increasing the amount of reusable water is a primary goal of the utility. Finding that next area for generating substantial water savings will involve community outreach and engagement.

The city recently subscribed to a cloud-based community engagement platform called Bang the Table. This platform has been branded as Engage Aurora and is being used by several departments to educate and discuss on important city issues. The platform is very flexible and includes multiple, customizable tools to engage with the community. Aurora Water will be using this platform to further our discussion on the next steps for water conservation. Due to the complexity of water conservation issues in Colorado, staff is suggesting that there be several community discussions over the upcoming years, with each discussion being focused on single topic.

The proposed topic for our first engagement will be nonfunctional turf, which can be defined as landscape that serves an aesthetic function only and has no recreational value. Recent press coverage heightened an effort in the Las Vegas area by Southern Nevada Water Authority (SNWA). SNWA was recently tasked by the Nevada State Legislature to create a definition for "functional turf" and "nonfunctional turf" and develop a plan to identify and facilitate the removal of nonfunctional turf, including establishing phases for the removal of nonfunctional turf based on categories of water users, as well as create deadlines for the removal of nonfunctional turf. While Aurora is not under a similar mandate, there are many lessons that can be learned from SNWA's implementation of this program.

Aurora Water Public Relations is planning on using the Engage Aurora site to help facilitate a discussion on the acceptability of creating such a definition, and possible actions that could be implemented to limit or remove nonfunctional turf. Aurora Water staff will demonstrate the platform, discuss the information flow and highlight the platform tools. Staff will also provide a preview link to the committee following the meeting. This link is only active for 7 days and does not include access to the discussion tool.

Background:

At the June 8, 2021 CWAC meeting, the committee and staff engaged in discussion on future conservation efforts. Multiple possible scenarios were covered in this discussion, including the SNWA legislation.

Question:

Staff would like input from committee members regarding the following question:

- Is the approach of engaging multiple times with different single topics effective?
- How should we include communities that are less likely to participate in an online platform?
- Should the discussion and acceptance survey be separated over time?

cc: File copy

Water Conservation: Next Step for Big Savings



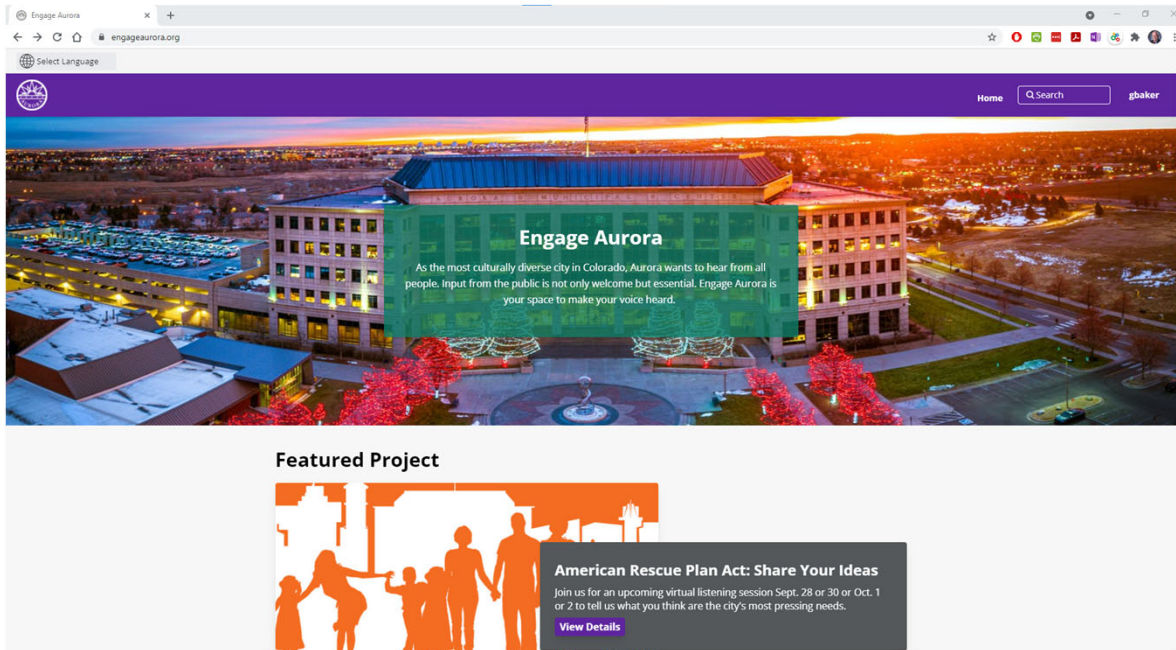
Greg Baker
Manager of Aurora Public Relations

October 12, 2021

#1 in Customer Satisfaction with Midsize Water Utilities in the West
For J.D. Power 2021 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards)



Engage Aurora



- [EngageAurora.org](https://engageaurora.org)
 - Bang the Table community engagement platform
 - Online townhall, discussion boards, Q&A, Document Libraries, quick polls and detailed surveys.




#1 in Customer Satisfaction with Midsize Water Utilities in the West
For J.D. Power 2021 award information, visit jdpower.com/awards



Water Conservation: Next Step for Big Savings

engageaurora.org/waterconservation?preview=true



Home » Water Conservation: Next Step for Big Savings

Water Conservation: Next Step for Big Savings

REGISTER to get involved!

Aurora Water Supporting Documents

- System maps
- Fact Sheets
- Water Conservation

SNWA's Nonfunctional turf proposal

More..

Key Dates

- Nonfunctional Turf Engagement Discussion
October 15 -- December 06 2021
- Nonfunctional Turf Engagement Survey
November 15 -- December 13 2021
- Presentation of results at Citizens' Water Advisory Committee meeting
January 11 2022

Who's Listening

Gregory Baker
Manager of Aurora Water Public Relations and Conservation
Aurora Water Public Relations
Phone 3037397081
Email gbaker@aurora.gov

Discussion Board

Discussions: All (0) Open (0)

All unpublished Forumtopic item are shown as "Draft". Only admins will be able to see it in the preview mode.


Discussion Board - Draft

about 3 hours ago

Home » Water Conservation: Next Step for Big Savings

Water Conservation: Next Step for Big Savings

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Aurora is a fast growing community in an arid environment, with water being a limited resource. Aurora Water is looking on how to meet future water needs and we want your help in determining how we can meet these needs. Our efforts in water conservation have resulted in large water savings over the years, but now we're looking for the next direction the community should take that will result in substantial and permanent water savings. Engage with us to make a difference.

Over the next year, we will discuss innovative water conservation efforts being pursued throughout the western U.S. to see if these can provide a model for Aurora to pursue. This first discussion will be focused on Southern Nevada Water Authority's (SNWA) mandate from the Nevada State Legislature to ban of what's being referred to as nonfunctional turf. Nonfunctional turf is aesthetic only and has no recreational value. SNWA is developing a definition for nonfunctional turf, but is currently targeting these areas:

- Medians
- Roundabouts
- Streetscapes
- Neighborhood entries

From October 15 to Nov. 31, we want to talk about our system and what Aurora Water has accomplished. We'll share what other city's have done and exchange ideas on what the next big step is to achieve big savings. We're talking about substantial water savings - not hundreds or even thousands of gallons per year, rather, we want to find **millions of gallons** we can save. Big ideas for big savings. Join in the discussion!



REGISTER to get involved!

Aurora Water Supporting Documents

- System maps
- Fact Sheets
- Water Conservation

SNWA's Nonfunctional turf proposal

More..


Key Dates

- Nonfunctional Turf Engagement Discussion
October 15 -- December 06 2021

Discussion Board

Water Conservation: Next Step for Big Savings

engageaurora.org/waterconservation?preview=true



Home » Water Conservation: Next Step for Big Savings

Water Conservation: Next Step for Big Savings

REGISTER to get involved!

Aurora Water Supporting Documents

- System maps
- Fact Sheets
- Water Conservation

SNWA's Nonfunctional turf proposal

More..

Key Dates

- Nonfunctional Turf Engagement Discussion: October 15 -- December 06 2021
- Nonfunctional Turf Engagement Survey: November 15 -- December 19 2021
- Presentation of results at Citizens' Water Advisory Committee meeting: January 11 2022

Who's Listening

Gregory Baker
Manager of Aurora Water Public Relations and Conservation
Aurora Water Public Relations
Phone 3037397081
Email gbaker@aurora.gov

Discussion Board

Discussions: All (0) Open (0)


All unpublished Forum topic items are shown as "Draft". Only admins will be able to see it in the preview mode.

Discussion Board - Draft
about 3 hours ago

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Water Conservation: Next Step for Big Savings

f t i e




Aurora is a fast growing community in an arid environment, with water being a limited resource. Aurora Water is looking on how to meet future water needs and we want your help in determining how we can meet these needs. Our efforts in water conservation have resulted in large water savings over the years, but now we're looking for the next direction the community should take that will result in substantial and permanent water savings. Engage with us to make a difference.

Over the next year, we will discuss innovative water conservation efforts being pursued throughout the western U.S. to see if these can provide a model for Aurora to pursue. This first discussion will be focused on Southern Nevada Water Authority's (SNWA) mandate from the Nevada State Legislature to ban of what's being referred to as nonfunctional turf. Nonfunctional turf is aesthetic only and has no recreational value. SNWA is developing a definition for nonfunctional turf, but is currently targeting these areas:

- Medians
- Roundabouts
- Streetscapes
- Neighborhood entries

From October 15 to Nov. 31, we want to talk about our system and what Aurora Water has accomplished. We'll share what other city's have done and exchange ideas on what the next big step is to achieve big savings. We're talking about substantial water savings - not hundreds or even thousands of gallons we can save. Big ideas for big savings. Join in the discussion!



SNWA's Nonfunctional turf proposal

More..

Discussion Board - Draft
about 2 hours ago

f t i e

After you've read the materials in the Support Documents and examples being pursued by Southern Nevada Water Authority (SNWA), let's talk. We want an open dialogue here. Turf uses 50% of Aurora's water every year and most of that water is lost to further use after we irrigate the landscape. What do you think? Should Aurora define areas that should not have turf if the only purpose is for aesthetic appeal? If so, what areas should be included in that definition of nonfunctional turf? Should this include both new development and existing landscape? If not, please detail why you not think this is a good idea.

A couple of ground rules here:

- Keep the discussion civil and respectful. No name calling, demeaning comments or other derogatory responses.
- Please stay on topic. This discussion is about how Aurora can learn from SNWA's proposal and how we can save substantial amounts of water.
- No political comments or attacks.

Aurora Water staff will monitor these discussions and engage as often as possible. It may take us a little bit of time, especially after hours, so please show some patience. **This board will remain active until Monday December 4.**

GO TO DISCUSSION

Quick Reply

Engage Aurora

Nonfunctional Turf Discussion

Questions of committee:

- Is the approach of engaging multiple times with different single topics effective?
- How should we include communities that are less likely to participate in an online platform?
- Should the discussion and acceptance survey be separated over time?



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