
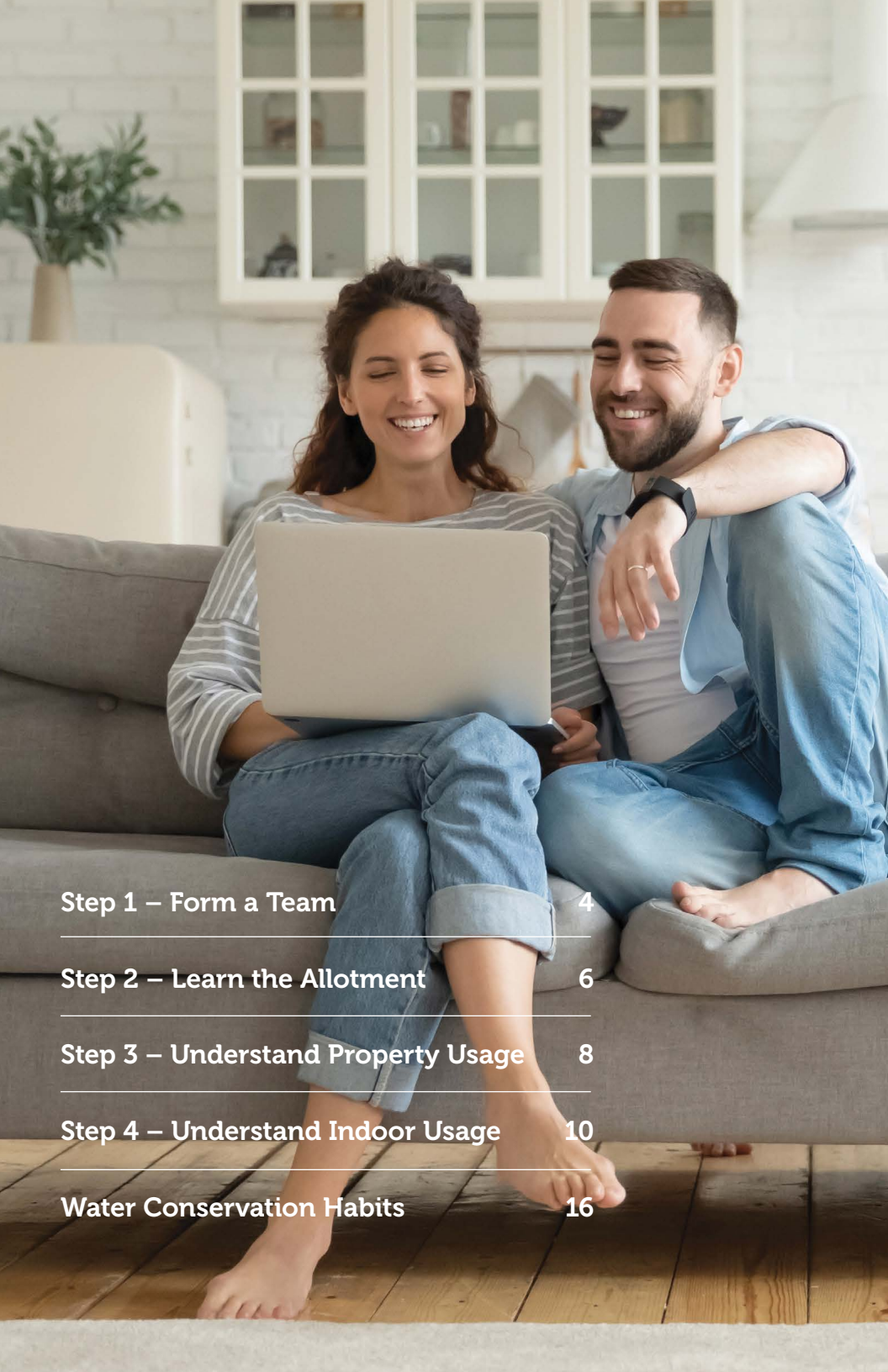


Multi-Family Residential Drought Response Guide



Conserve to Preserve – Our Water, Our Future

 [cityofsantacruz.com/water](https://www.facebook.com/cityofsantacruz.com/water)



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Welcome to your Santa Cruz Water Conservation Guide for Multi-Family Residential Properties!

Multi-family residential properties have a unique set of challenges when it comes to reducing water use during a drought. One of the biggest challenges these properties face is the coordination of water saving efforts between the utility account holder, the property manager, and the residents. In order for a multi-family property to succeed during drought, each of these parties has a role to play, and everyone must work together toward the common goal of water savings.

To that end, this guide is not an informational brochure. This guide is a workbook designed to provide actionable recommendations (read: assignments) to account holders, property managers, and residents to succeed at staying at or below monthly allotment amounts during drought.

NOTE: this guide will save you money.

Not only will it help multi-family properties avoid over-allotment penalties during drought, but it can also result in longer term cost savings from upgraded water efficient fixtures and habits.

This guide is a resource for account holders, property managers, and residents alike. That said, the intended audience for this guide is the account holder: the account holder is in charge of the utility bill, and the bill is where the monthly allotment takes effect.

NOTE: this guide requires teamwork.

While the account holder should lead the effort, the success of this guide depends on the coordinated actions of everyone involved with the property.

Let's get to work. And thank you in advance for playing your part.



STEP 1. FORM A TEAM

Unlike single family homes, multi-family residents live separately under one roof, so coordinating water conservation efforts is a challenge. The bigger the property, the greater the challenge. Form a team before you do anything else.

Required	Recommended	Name	Role/ Responsibility	Contact phone/email
X			Account Holder – this person sees the utility bill, reviews the monthly allotment and charges, and is responsible for payment.	
X			Property Manager – this person coordinates services for the property and is responsible for outreach to residents.	
	X		Plumber/ Handyperson –this person has knowledge of the property's plumbing system and is responsible for diagnosing or fixing it.	
	X		Resident Volunteer(s) –this person or group coordinates with the property manager to engage residents in water conservation efforts	





STEP 2. LEARN THE ALLOTMENT

You can find the allotment under the Water Rationing Information section of the utility bill. Once you know the allotment for the property, you can compare it to the property's historical usage to determine your next course of action.

Water Rationing Information	
Water Consumption this period:	32CCF
Your Monthly Allotment:	75CCF
Excess use:	0CCF

The formula for calculating the monthly allotment is the monthly allotment per dwelling unit (CCF/DU) x total number of dwelling units. The monthly allotment per dwelling unit depends on the stage of declared water shortage.

Stage	Monthly Allotment per Dwelling Unit*	Example of 15 Dwelling Units	Over-use Penalty?
1	5 CCF/DU	75 CCF for property	No
2	5 CCF/DU	75 CCF for property	Yes
3	4 CCF/DU	60 CCF for property	Yes
4	3 CCF/DU	45 CCF for property	Yes
5	3 CCF/DU	45 CCF for property	Yes

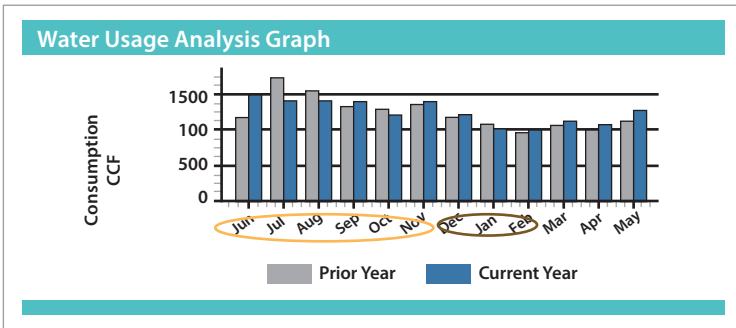
*properties served by a dedicated irrigation meter are allotted 1 CCF less per dwelling unit per stage





STEP 3. UNDERSTAND PROPERTY USAGE

Allotments are in effect during any stage of declared water shortage. Typically this will occur during the June through the November billing periods. Take a look at the Water Usage Analysis Graph on the utility bill to compare historical usage to the allotment.



Summer Months (June – November): If the summer usage exceeds the monthly allotment, then it's likely that the irrigation at the property needs to be reduced or discontinued for the season.

Winter Months (December – February): If the winter usage also exceeds the monthly allotment, then work needs to be done to understand how many residents live at the property and how they use water.



Ejerc. 1.3.3
Escribir un nuevo website design

- Diseñar una interfaz
- Crear un sitio web
- Implementar el diseño
- Desarrollar el código
- Probar el sitio web
- Lanzar el sitio web





STEP 4. UNDERSTAND INDOOR USAGE

The monthly allotment is designed to provide enough water for the basic indoor needs of all the residents at the property—assuming that the total number of residents at the property is not greater than 3 people per dwelling unit and that water is used efficiently inside the home.

If winter usage exceeds the monthly allotment, count the total number of residents at the property and figure out how water is used indoors. Print out the Property Census & Water Efficiency Survey worksheet for each dwelling unit on the property.

- **Property Census** – If the total number of residents is greater than the total dwelling units x 3, then the property is eligible for an allotment increase. Log on to the WaterSmart portal and submit this information via the Multi Family Total Residents form.
- **Water Efficiency Survey** – This data will help you figure out where there is opportunity to save water by fixing leaks, replacing fixtures, and changing water use habits.



HOW WATER-EFFICIENT ARE THE FIXTURES AND APPLIANCES IN YOUR HOME?

Toilets

Water efficiency in toilets is measured by the number of gallons the toilet uses for each flush. Common measurements are 3.5 gallons per flush (gpf), 1.6 gpf, 1.28 gpf, 1.0 gpf or 0.8 gpf. Dual flush toilets flush at two of these measurements.

To find out the gpf for your toilet, check the base of the toilet or the inside of the tank. The measurement is typically represented as both gallons per flush and liters per flush, such as "1.6 gpf/6.0 lpf." Alternatively, some toilets just have the date they were made, printed or stamped on the inside of the tank. If the date is pre-1994, your toilet uses at least 3.5 gpf. If the date is after 1994, your toilet most likely uses 1.6 gpf.

Showerheads

You can figure out how efficient your showerhead is by determining the gallons used per minute. This information is often printed on the showerhead, though it can be small and faint. So make sure to have a good light source available. You may have to remove the showerhead to check for a printed flow rate. If the flow rate can't be found, you can figure out the efficiency by measuring the amount of water that comes out of the showerhead over a set period of time. Here's how:

1. Get a bucket and a timer.
2. Turn your showerhead on.
3. Place the bucket under the water and start your timer at the same time. After 5 seconds remove your bucket and turn off the water.
4. Put the water in a measuring cup to determine the number of cups.
5. Multiply the number of cups by 12. This gives you the number of cups used in one minute. Convert this to gallons by dividing by 16 to determine your estimated flow rate.

Sink Aerators

To measure efficiency for both kitchen and bathroom sink aerators, following the instructions for showerheads.

Clothes Washers

The easiest way to find out if your clothes washer is efficient is to check if it has an Energy Star rating, usually identified with a sticker on the outside of the washer. Generally, front loading machines are more efficient than top loading machines, and newer machines are more efficient than older machines. If you can't find a sticker, or if the sticker might have been removed, here's what to do:

1. Locate the model number, usually found on the inside of the door frame, the door, the bottom corners, the back or on the back control panel.
2. Visit the Energy Star website and enter your model number in the search bar.
3. If your washer appears in the results, it is Energy Star certified. You can click on product details to learn more about your washer. If your washer did not come up in the results, it is not Energy Star rated.

Dishwashers

Like clothes washers, the best way to know if your dishwasher is efficient is to find out if it is Energy Star certified. Some dishwashers will have an Energy Star sticker somewhere on the outside of the washer. If there is no sticker, or you think it might have been removed, follow these steps:

1. Locate the model number, usually found on the inside of the door frame or on the door.
2. Visit the Energy Star website and enter your model number in the search bar.
3. If your dishwasher appears in the results, it is Energy Star certified. You can click on product details to learn more about your dishwasher. If your dishwasher did not come up in the results, it is not Energy Star certified.

Did You Know?



An automatic dishwasher uses 9 to 12 gallons of water while hand washing dishes can use up to 20 gallons.



Multi-Family Census Sheet | s.c.m.u. Form

Property Information	
ACCOUNT NUMBER	SERVICE ADDRESS
CENSUS PERFORMER NAME	CENSUS PERFORMER PHONE NUMBER
DATE CENSUS WAS PERFORMED	NUMBER OF DWELLING UNITS

Unit and Resident Count

	APARTMENT NUMBER	NUMBER OF RESIDENTS		APARTMENT NUMBER	NUMBER OF RESIDENTS
1.			16.		
2.			17.		
3.			18.		
4.			19.		
5.			20.		
6.			21.		
7.			22.		
8.			23.		
9.			24.		
10.			25.		
11.			26.		
12.			27.		
13.			28.		
14.			29.		
15.			30.		

TOTAL NUMBER OF RESIDENTS	
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Multi-Family Water Efficiency Survey

Property Information	
ACCOUNT NUMBER	SERVICE ADDRESS
CENSUS PERFORMER NAME	DATE

Dwelling Unit Information	
APARTMENT NUMBER	HOUSEHOLD SIZE
RESIDENT NAME (OPTIONAL)	RESIDENT CONTACT (OPTIONAL)

Leaks
Are there any known leaks on the property?
<input type="checkbox"/> YES <input type="checkbox"/> NO
Were toilet dye tablets provided to check for toilet leaks?
<input type="checkbox"/> YES <input type="checkbox"/> NO
Was the resident provided a number to call if they notice a leak?
<input type="checkbox"/> YES <input type="checkbox"/> NO

Habits
Are all residents familiar with water saving habits?
<input type="checkbox"/> YES <input type="checkbox"/> NO
Were residents provided with water conservation habit information? (page 14)
<input type="checkbox"/> YES <input type="checkbox"/> NO
Were residents provided with the contact information for the Water Conservation Office?
<input type="checkbox"/> YES <input type="checkbox"/> NO

Fixtures			
Number of showerheads:		Are they all efficient (2.0 gallons per minute or less)?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Number of toilets:		Are they all efficient (1.6 gallons per flush or less)?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Number of aerators:		Are they all (2.0 gallons per minute or less)?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Is there a clothes washer?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN	Is there a dishwasher?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Is the resident able to install showerheads and aerators?		<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN	

Water Conservation Habits

Inside

- Don't leave the faucet running when you are brushing your teeth or doing the dishes.
- Soak pots and pans rather than running hot water over them.
- Choose taking a shower over taking a bath, and reduce your time in the shower.
- Run only full loads in your clothes washer and dishwasher.

Outside

- Check your home often for leaks.
- Water your yard between 5pm and 10am and turn your irrigation off during the winter.
- Check your irrigation timer following a power outage to make sure it is still on schedule.
- Use a broom instead of a hose to clean to clean driveways and sidewalks.
- Turn off the hose when not in use while washing your car.
- Put mulch around your trees and plants.
- Use automatic shutoff nozzles on all outdoor water hoses.

**Free water saving devices available from the Water Conservation Office.
Call 831-420-5230 for more information.**