



CALIFORNIA  
AMERICAN WATER

California American Water - Monterey  
511 Forest Lodge Rd, Suite 100  
Pacific Grove, CA 93950  
amwater.com

RECEIVED

OCT 11 2012

*Submitted to Board  
at 10/15/2012 meeting  
Item 16*

Mrs. Jennifer Russo

MPWMD

Dear Mrs. Russo:

Thank you for participating in California American Water's Residential Water Use Audit Program to help you save water and money. Enclosed, please find an audit report with information to help you improve the water use efficiency throughout your home to include:

- Your contact and property information.
- All indoor water usage and recommendations.
- Comments & suggestions regarding outside landscaped areas.
- A Customer Evaluation Survey with a stamped return envelope to send back to the CAW office to provide your input on the quality and benefit of our audit services.

Thank you again for participating in California American Water's residential water audit program and we hope the information provided will help you improve your water use efficiency and save you time and money. Please feel free to contact me via telephone at (831) 646-3225, if you have any questions on the material provided in your audit report or on any of our other incentive programs we offer.

Sincerely,

*Pattie Walton*

Pattie Walton  
Water Conservation Specialist

California American Water  
Pattie Walton  
511 Forest Lodge Road  
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# CAW's Assessment Report 10/1/2012

## CONTACT INFORMATION

Participant I.D. #: 52

Service Area: \_\_\_\_\_ Date: 9:00 AM 09/18/12 Annual Usage: \_\_\_\_\_

First Name: Jennifer Last Name: Russo

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Work #: \_\_\_\_\_

Email: \_\_\_\_\_ Account#: 577489 Premise#: \_\_\_\_\_

Pre-Audit Questions & confirmation	Y	Comment
1. Confirm Name & Contact Info	X	0
2. Review Audit Form & Task List	X	0
3. Other Issues:	0	0

### Vegetation Type & Area

	Area in Square feet (SqFt)		Area in Square feet (SqFt)
Lawn/Turf:	0	Other:	0
Shrubs/Bushes:	0	Total Landscape Area:	-
Groundcover:	0	Total Irrigated Area:	-
Native/Xeriscape:	0		
Slopes / Hillside:	0		
Slope Angle or %:	0.0%	<b>TOTAL PROPERTY SIZE</b>	0

### Irrigation Controllers/Valves

Location	Name	Hydrozoned	Total Stations	Stations in Use
On side wall	Rainbird ESP Modular	0	5	5
0	0	0	0	0
0	0	0	0	0
<b>TOTALS</b>			5	5

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Participant Name: Russo Auditor Name: Pattie Time & Date: 9:00 AM 09/18/12

# CAW's Water Use Assessment Report

## Indoor Water Usage

Total Toilets:				Showers/Tubs:			
				Showers/Tubs	Master Bath	Guest Bath	
Original Flush Volume GPF:	1.28	1.28	-	Original Flow Rate (GPM):	3	3.5	-
Comments:	No leak found	No leak found		Comments:			
Potential Annual Water Savings with HET (Gals):				Potential Annual Water Savings with 1.5gpm Showerheads: 10,106			

Sinks:					Water Using Appliances				
Faucets	Kitchen	Laundry Room	Master Bath	Guest Bath	Appliance	CW	DW	WH	HWA
Original Flow Rate (GPM):	2	4	1.5	3	Energy Star:	NO	NO		
					Loads/Week:	4			
					Make:	Kenmore	Kenmore	State Censible	
					Model/Name:				
Comments:					Comments:				
Potential Annual Water Savings with CAW's Aerators: 1,470					Potential Annual Savings with (Tier 3) HE Clothes Washer: 1,456				

**\* General Comments :**

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**Initial Recommendations**

- Routinely check your fixtures and appliances for leaks. Leaky toilets can waste more water than any other fixture in the house. A slow faucet drip can waste up to 15-20 gallons per day. Most leaks are easy to repair.
- TOILET LEAKS --- A 1/8" toilet leak can lose up to 3,744 gals/day. A 1/4" toilet leak can lose up to 13,248 gals/day. A 1/2" toilet leak can waste up to 38,160 gals/day. Toilet leaks should be repaired ASAP.
- Potential water savings can be realized annually if all water fixtures are replaced with CAW's low-flow devices (.5 gpm bathroom faucet aerators and 1.5 gpm showerheads).

**\*\* Key of Abbreviations**

CW - Clothes Washer      DW - Dishwasher      WH - Water Heater      HWA/RC - Hot Water Adapter / Recirculating System

Participant Name: Russo      Auditor: Pattie      Time & Date: 9:00:00 AM 09/18/12

# CAW's Water Use Assessment Report

## Indoor Water Usage

**Total Toilets:** \_\_\_\_\_

**Showers/Tubs:** \_\_\_\_\_

Toilets					Showers/Tubs				
Original Flush Volume GPF:					Original Flow Rate (GPM):				
Comments:					Comments:				
Potential Annual Water Savings with HET (Gals):					Potential Annual Water Savings with 1.5gpm Showerheads: 12,363				

**Sinks:** \_\_\_\_\_

**Water Using Appliances:** \_\_\_\_\_

Sinks					Water Using Appliances				
Faucets					Appliance				
Original Flow Rate (GPM):					Type:				
					Make:				
					Model/Name:				
Comments:					Comments:				
Potential Annual Water Savings with CAW's Aerators: 15,619									

**Additional Recommendations for Indoor Usage**

- Wash full loads in your washing machine. If you must wash less than a full load, match your washer's water level to your load size whenever possible.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Participant Name: Russo Auditor: Pattie Time & Date: 9:00:00 AM 09/18/12

## CAW's Water Use Assessment Report - Outdoor Usage

Description		Watering Schedule <i>(At the time of the onsite audit)</i>			Problems/Issues: (Rated 1 to 5, with 1 = minor, 5 = severe or major, as applicable)												System Type <i>(Low-volume, rotor, spray)</i>	Comments		
		Valve # or Area	Watering Area	Interval (min)	Intervals/Day	Days/Week	Landscape Condition	Soil type	Over spray	Under spray	Leaking or Broken Valve/head	Obstructed/Clogged Head	Runoff	Low Pressure	High Pressure	Dry Spots			Puddles, pooling, etc.	Head in Ground too far
1	Station1	10	1	1	Poor	Loam												Pop-Up Sprayers		
2	Station 2	10	1	1	Poor	Loam	5		5									Pop-up Sprayers	Leaky Valve. No head to head	
3	Shrubs, Lawn	10	1	1	Good	Loam			5	5								Pop-up Sprayers	Leaky valves, and plant interference	
4	Station 4	10	1	1	Poor	Loam			5							5		Pop-up Sprayers	Leaky valve. Puddles at spray head center	
5	Side Yard	10	1	1	Poor	Loam			5									Pop-up Sprayer	Leaky Valves	

**OBSERVATIONS, COMMENTS & RECOMMENDATIONS:**

- Repair/fix all flagged problem items found during audit to preclude further unnecessary water loss.
- Plants/shrubs with different water requirements should not be on same watering zone. Example - drought tolerant plants should not be on same system as high water using roses.
- Routinely check your outdoor fixtures for leaks. Most irrigation system leaks occur because a valve fails to shut completely. Irrigation system leaks can vary dependig on location and water pressure.
- Recommend utilizing compost and mulching in shrub beds to retain moisture in the soil.

Participant Name: Jennifer Russo

Auditor Name: Pattie

Time & Date: 9:00 AM 9/18/12

## CAW's Water Use Assessment Report - Outdoor Usage

Description		Watering Schedule <i>(At the time of the onsite audit)</i>			Problems/Issues: (Ranked 1 to 5, with 1 = minor, 5 = severe or major, as applicable)											System Type (Drip, Sprinkler, etc.)	Comments	
Valve # or Area	Watering Area	Interval (min)	Intervals/Day	Days/Week	Landscape Condition	Soil type	Over spray	Under spray	Leaking or Broken Valve/head	Obstructed/ Clogged Head	Runoff	Low Pressure	High Pressure	Doughnut Dry Spots	Wet spots, puddles, etc.	Head in Ground too far		

**ADDITIONAL OBSERVATIONS, COMMENTS & RECOMMENDATIONS:**

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Participant Name: Jennifer Russo

Auditor Name: Pattie

Time & Date: 9:00 AM 9/18/12

# Customer Evaluation Form

California American Water (CAW) would appreciate any feedback on our FREE residential water use audit services. Please take a few moments to answer this questionnaire and return it in the pre-stamped envelope provided. Returning the questionnaire will help us learn how we can better serve you. Only this form need be returned.

1. Was the auditor(s) on time, courteous, helpful, and knowledgeable?  Yes  No  
Comments: \_\_\_\_\_
2. Were the on-site tips & water saving adjustments helpful & understandable?  Yes  No  
Comments: \_\_\_\_\_
3. Will you be using the information you learned during the audit?  Yes  No  
Comments: \_\_\_\_\_
4. Are you familiar now with how to read your meter?  Yes  No  
Comments: \_\_\_\_\_
5. Was the information in the report packet easy to understand?  Yes  No  
Comments: \_\_\_\_\_
6. Do you intend to implement the recommendations made in the report?  Yes  No  
Comments: \_\_\_\_\_
7. What part of the service do you think was most beneficial to you?  
 Water use analysis and report packet  Conservation devices/materials  All  
Comments: \_\_\_\_\_
8. Please rate which components of the gift packet (given to you during the water wise house call) and audit packet were the most and least useful to help you save water.
 

	Low				High
Audit Form—Indoor Water Usage (Tables showing water use in your kitchen, bathroom, etc.):	1	2	3	4	5
Audit Form—Outdoor Usage (Table with each landscape area & irrigation efficiencies):	1	2	3	4	5
CAW's Information Brochures (To learn about native plants, water saving devices, etc.):	1	2	3	4	5
Rebate Information and Applications (For info or to sign up for our toilet & washer rebates):	1	2	3	4	5
9. Overall, how do you rate this service?  1  2  3  4  5

Additional comments, including any ways we can improve this service: \_\_\_\_\_

Your option to provide:  
 Your Name: \_\_\_\_\_ Name of Auditor: \_\_\_\_\_  
 Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_