



THE CITY OF SAN DIEGO

Water Department

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CONTACT:

Ruby Alejandria

(619) 232-2112

rubya@collaborativeservices.biz

Saving Water Is Just A Phone Call Away

By Luis Generoso, Water Resources Manager

SAN DIEGO – Did you know the answer to reducing your water use and decreasing your utility bills is right at your fingertips? The Water Conservation Hotline, at **(619) 515-3500**, offers information on free City of San Diego Water Department programs that can help you save water at home and at work. The hotline provides callers with several educational and interactive resources that promote water conservation, and also offers assistance with basic customer account information and the reporting of water waste.

“Our trained, professional hotline staff is ready and waiting to give the public resourceful tools to help them use water wisely,” said Chris Robbins, Supervising Management Analyst for the City’s Water Conservation Program. “We’re happy to offer this free service to the community, and hope more people take advantage of it.”

The hotline provides callers with the option to listen to program information in either English or Spanish. Upon selecting the language of choice, the caller can then directly dial 4 to listen to information on the following water conservation and recycled water programs:

- ◆ *Ultra Low-Flush Toilet Voucher Program:* Residential customers can find out if they are eligible to receive a voucher for up to \$75 towards the purchase of an ultra-low flush toilet.
- ◆ *High-Efficiency Clothes Washer Voucher Program:* Residential customers can find out if they are eligible to receive a voucher for up to \$125 towards the purchase of a high-efficiency clothes washing machine.
- ◆ *Residential Water Survey Program:* Qualified residential customers can sign up to have a water conservation representative evaluate their home water usage, inside and outside, to identify leaks, and suggest water-saving opportunities.

- ◆ *Guaranteed Water Program:* This program exempts research and development or industrial manufacturing firms from mandatory water restrictions in times of drought in exchange for their participation in daily water conservation programs, including the use of recycled water.
- ◆ *Commercial, Industrial and Institutional Water Conservation Survey Program:* This program offers assistance to businesses, production plants, hospitals, and non-residential facilities, by analyzing water use and recommending water conservation measures.
- ◆ *Water Conservation Municipal Code:* This policy requires all buildings to be certified under the San Diego Municipal Code (SDMC) 147.04 as having water conserving plumbing fixtures in place prior to change of ownership or bathroom remodeling.
- ◆ *Commercial Landscape Survey Program:* Qualified properties receive an assessment of their irrigation system, practical advice, water saving recommendations, and a water-use budget.
- ◆ *Landscape Watering Calculator:* An online tool that creates a customized watering schedule for your sprinkler system estimating the correct amount and duration of water for your landscape or garden.
- ◆ *Report Water Waste:* Customers who observe water waste are encouraged to report this information to the Water Conservation Hotline. Callers can remain anonymous. Reports are followed-up with notification to property owners regarding where water waste was noticed, and recommendations on programs and tools that can help them save water. With help from a water-conscious community, the Water Department can achieve significant water savings and avoid water lost through wasteful practices.

A wealth of information on saving water is just a phone call away. We look forward to your call!

The Water Conservation Program reduces water demand through promoting or providing incentives for the installation of hardware that provides permanent water savings, and by providing services and information to help San Diegans make better decisions about water use. For more information about Water Conservation, visit www.sandiego.gov/water or call 619.515.3500.