

HIT AND MISS

Lessons Learned from 25 Years in Water Conservation: Neal Klassen, November 13, 2023



HIT

The Water Spotters

- High School Environmental Club Volunteers
- Patrol Kelowna neighborhoods on weekends
- Distribute “Observation Cards”
- Received province-wide coverage
- Asked to present to City Council



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Lesson Learned: Youth get attention



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Toilet Retrofit Program

- Pilot Study: 15 Buildings
- Plumbers received payment on submission of invoice
- Consumption investigated in 2017 – Little change
- Suspect extensive fraud



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Lesson Learned: Oversight/Follow Up



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Rural Outreach

- Small town; high consumption
- Regional government considered water metering
- Surveyed customers before proceeding
- Discovered extreme high water pressure



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Lesson Learned: Talk to Customers



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Drought Tolerant Grass Experiment

- Replaced lawn at downtown library with Zoysia grass
- Central location, signage, highly visible
- Grass did not take
- Public complaints to Council



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Lesson Learned: Fail Small



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Water Conservation Hats

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- When the hats arrived they had a slight spelling error



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Lesson Learned: Adapt/Roll With the Punches

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Staggered Irrigation Start Times

- Affluent subdivision with high daily peak
- City Council reluctant to implement watering restrictions
- Implemented staggered irrigation start times
- Zero compliance



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Lesson Learned: KISS & Bylaws need teeth

HIT & MISS

Water Regulations

- Wanted compliance without enforcement
- Implemented lawn flag program
- Worked TOO well
- Watering restrictions did not match system needs



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Lesson Learned: Don't Blindly Copy Others

HIT & MISS

Summary

- Youth get attention
- Oversight/Follow up
- Talk to customers
- Fail small
- Adapt/Roll with the punches
- Keep it simple/Bylaws need teeth
- Don't blindly copy others



QUESTIONS

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