



Services of the San Francisco Public Utilities Commission

# SFPUC Water Conservation Program

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**San Francisco Public Utilities Commission**

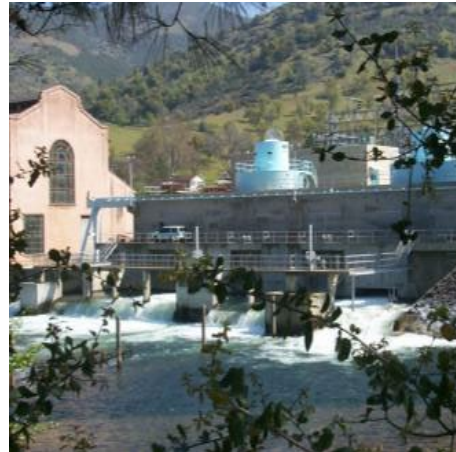




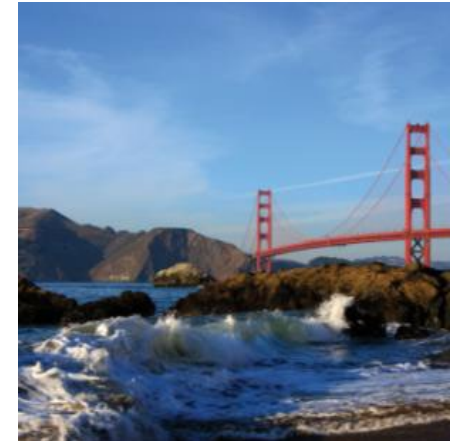
# About the San Francisco Public Utilities Commission



Water: deliver high quality water every day to 2.7 million people



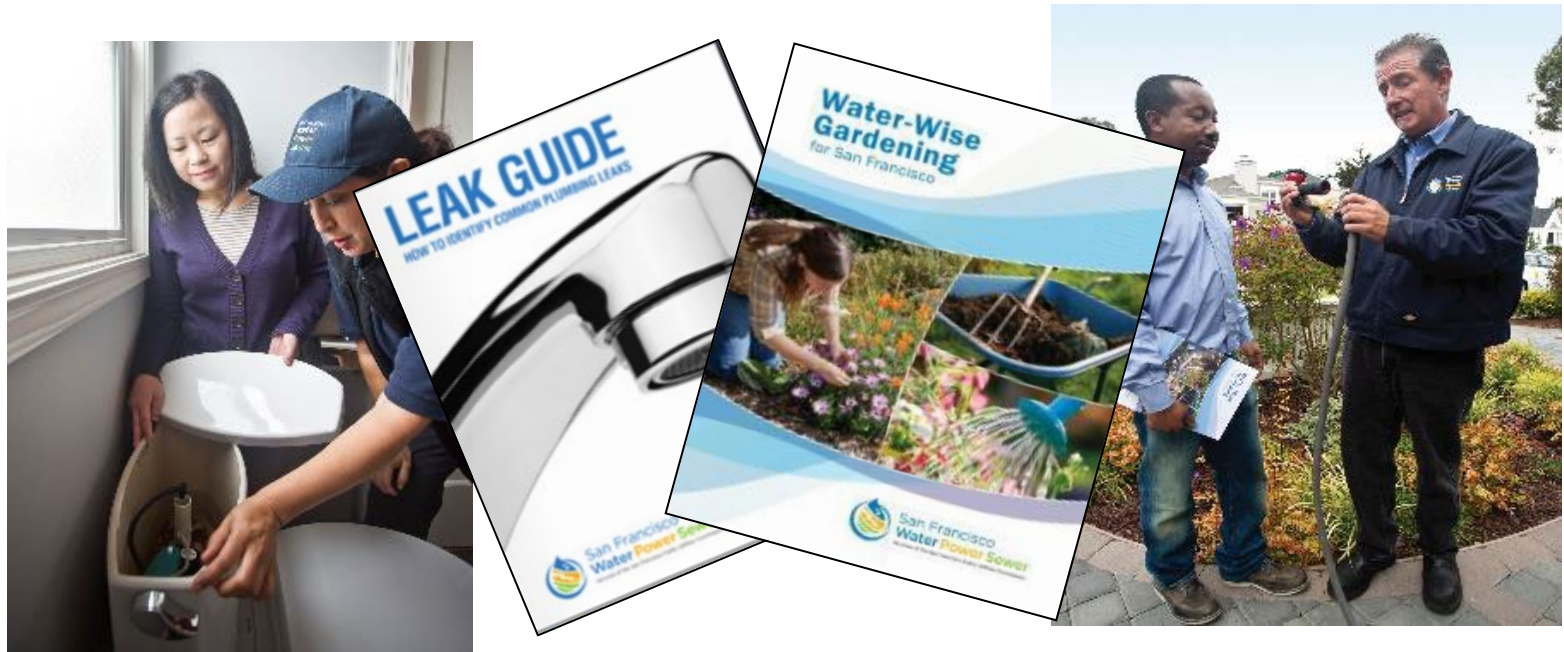
Power: generate clean hydropower and solar power



Wastewater: protect public health and the environment

# Retail Conservation Program

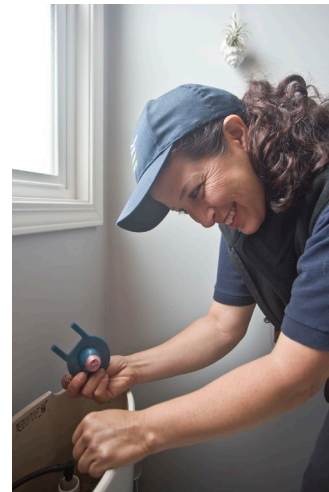
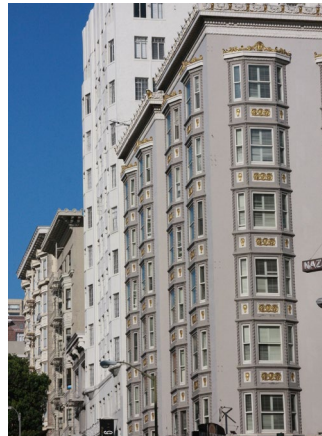
- Robust & evolving since 1990s; includes incentives, assistance, tools, education, & mandates
- Based on best practices, studies, local conditions
- Operates rain or shine, expanded efforts during drought
- Led to water use decline despite population growth
- Indoor/outdoor R-GPCD = 41 gallons





# Voluntary Assistance Programs

- Free water-wise evaluations and water-saving devices
- Free residential toilet replacement
- Rebates for clothes washers, hot water recirculation pumps, large commercial equipment, rain barrels and cisterns
- Grants for onsite reuse and large landscape retrofits
- Training, outreach, educational materials
- Leak, high use, water waste alerts and water use platform



# Highlights from 2009 – 2022

## INCENTIVES



- 190,463** Devices Distributed<sup>1</sup>
- 55,953** Showerheads
- 49,183** Toilets
- 29,096** Clothes Washers
- 1,862** Urinals
- 2,205** Rain Barrels, Cisterns, and Graywater Kits<sup>2</sup>
- 396** Landscape<sup>3</sup>
- 9** Commercial Equipment Grants<sup>4</sup>

## WATER-WISE EVALUATIONS



**48,961**

**Evaluations Performed:**  
in person and over the phone

## OUTREACH & EDUCATION



- 19,857** Conservation Info Line Calls<sup>5</sup>
- 18,766** Top User Letters<sup>2</sup>
- 3,028** Waste of Water Alerts<sup>2</sup>
- 1,306** Presentations & Field Trips

## WATER MANAGEMENT TOOLS



**97,486**

**MyAccount REGISTRATIONS<sup>2</sup>**

**108,517 LEAK ALERTS<sup>2</sup>**

1 Aerators, toilet flappers, fill valves, pre-rinse spray valves, nozzles, soil moisture meters

2 Tracking of participation in measure started later than 2009

3 Landscape includes Water Efficient Irrigation Ordinance projects, landscape audits, community irrigation grants and rebates

4 Includes ice machines, industrial dishwashers, sterilization equipment

5 Does not include calls to the SFPUC's General Call Center regarding conservation



# Local Water Conservation Mandates

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- Water waste restrictions – i.e. no outdoor runoff
- Water efficient landscape ordinance for new and retrofitted landscapes
- Submetering requirements for new multi-family housing
- Onsite reuse ordinance for large new developments
- Plumbing fixture retrofit ordinances for existing residential and commercial properties



# San Francisco Residential Water Conservation Ordinance

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- San Francisco's Residential Energy Conservation Ordinance included water measures until 1991
- In 1991, separate water conservation ordinance was established, updated in 2009 (SF Housing Code Ch 12A)
- Requires residential properties replace old plumbing fixtures to meet current standards:
  - Toilets over 1.6 gpf must be replaced with 1.28 gpf
  - Showerheads over 2.5 gpm must be replaced with 1.8 gpm
  - Faucet aerators over 2.2 gpm must be replaced with 0.5 gpm
  - Leaks must be repaired
- Required upon resale & major improvements
- Administered by SF Department of Building Inspection



# Residential Conservation Ordinance Compliance Process

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- Obtain inspection from DBI's Housing Inspection Services (HIS) or DBI-approved private inspector
- File inspection form with HIS within 15 days
- Make required retrofits and obtain compliance certification from HIS
- Record final form with Assessor's Office
- Exemptions for transfers due to operation of law, not purchase – probate sale, trust, default
- Retrofits can be transferred to buyer if seller/buyer agree and done through escrow



# Challenges

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- Estimating compliance as % of all residential properties and total sold is difficult
  - Don't know total quantity of existing multi-family condos that could sell separately from multi-family buildings
  - Realtor data on properties sold annually higher than DBI data on compliance inspections conducted
- Have encountered some properties sold with old fixtures and no inspections, not sure reasons
  - All cash sales, properties slated for complete retrofit by buyer
- Don't track or enforce final compliance step of recordation with SF Assessor's Office
- Would benefit from more outreach to realtors



# Programs & Mandates Led to High Saturation of Efficient Fixtures

Fixture	Percent Efficient of Total	2025	2030	2035	2040
Toilets		85%	88%	90%	92%
Showerheads		83%	91%	95%	98%
Clothes Washers		75%	85%	90%	94%

*Source: SFPUC conservation forecast model, V5 2023 update  
 Combines efficient saturation estimates for Single Family, Multi-Family, and Commercial/Industrial/Institutional (CII) sectors  
 Efficiency assumes:  $\leq 1.6$  gallon per flush (gpf) toilets,  $\leq 1.8$  gpm showerheads,  $\leq 6$  WF clothes washers*

## For More Information

- Conservation program: [www.sfpuc.org/savewater](http://www.sfpuc.org/savewater)  
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