

WateReuse Inland Empire Chapter

Non Potable Reuse Ad Hoc Committee Development Recommendation

Update date: May 8, 2017

Purpose:

Convene industry representatives and develop resources to address service and use related issues encountered by end use recycled water customers in the Inland Empire.

Primary Goal / Focus: Improve customer service

- Understand customer issues
- Regional unified messaging
- Opportunities for improvement of services; information, vendors, equipment

Deployment Approach

- Develop purveyor database – work off of WateReuse membership
- Develop and administer purveyor survey
- With purveyor survey results, develop customer survey
- Purveyors to administer customer survey to own customers

Short Term Objectives:

- Gain understanding of regional customer service related opportunities and issues between purveyors and customers
- Understand, “Who are the Inland Empire NPR customers?”
- Classify customers into groups with similar practices and issues
- Develop topic areas of interest
- Understand deficiencies for topic areas
- Create initiatives and programs to address deficiencies

Approach:

- Create survey to be given to all recycled water purveyors from the IE Chapter. Survey to focus on:
 - General recycled water program - # customers/ size of customers / water source / challenges
 - Customer classification and general information on each necessary to classify customers into groups.
 - Current regulatory concerns / high risk customers
 - What value can be provided to the purveyor through this effort
- Work with purveyors to design customer group specific surveys to be given to all customers by the purveyors. The intent of these surveys will be to create topic areas of interest and deficiencies for each customer group.
- Create, prioritize and implement initiatives to address deficiencies.

Initial list of Purveyor benefits:

- Better understanding of customer issues
- Increase communication with customers
- Increase customer satisfaction
- Improve consistency for new development

Initial Customer classification:

- Agricultural
 - Crop type
 - Irrigation type
- Common Area Landscape (e.g. nonresidential)
 - Special use sites (schools, hospitals etc.)
 - Functional (parks – turf)
 - Aesthetic (streetscapes)
 - Hydrogeological (detention and water quality basins)
 - Erosion / fire control (slopes / fuel mod)
- Industrial
- Nursery
- Golf courses
- Residential
- Environmental / Ecological
- Wholesale
- Developers – not as “end user” but still stakeholder
 - Construction water
 - Conditions of approval
 - Design requirements

Next Steps:

- Refine / expand Committee Development Recommendation
- Reach out to other purveyors that may be interested in the effort and specifically designing the purveyor survey.
- Design purveyor survey.