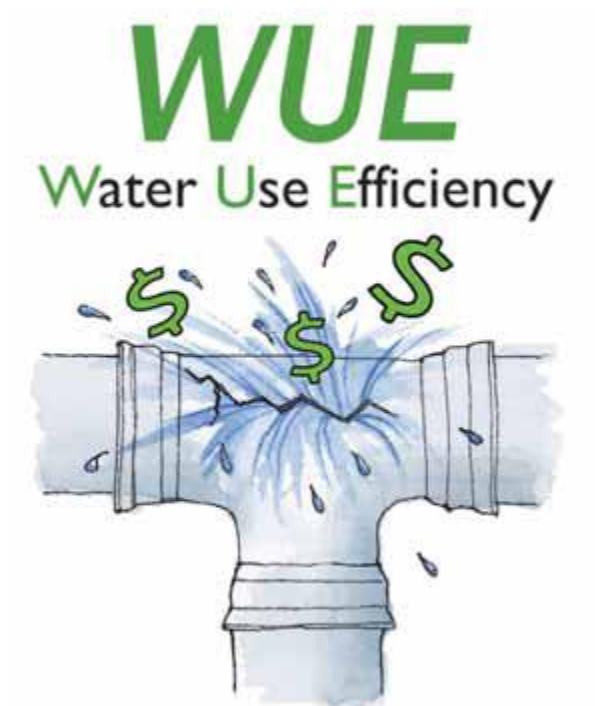




LESOTHO ELECTRICITY AND WATER AUTHORITY

WATER USE EFFICIENCY GUIDELINES



June 2014

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I. Background

Water is one of the most important natural resources of Lesotho and the water sector encompass almost all aspects of life, the economy and the natural environment. The unique geographic location, high altitude and pristine natural quality of the mountain areas position Lesotho as the '*Water Tower*' of Southern Africa.

Pursuant to section 36 of the Lesotho Electricity Authority Act of 2002 as amended, the Authority may make rule and bylaws as it sees fit for the purpose set out in this act, which include purposes expressed in section 37(2) (e) which relates to promotion of efficient use of water. As a result, the Water Use Efficiency Guidelines are hereby prepared.

One of the strategic objectives of Lesotho Electricity and Water Authority (LEWA) is to ensure security of water supply. This is done through regulation of the Urban Water and Sewerage Services sub-sector. The license issued to Water and Sewerage Company (WASCO) by LEWA requires, in section 22, that WASCO prepares a Code of Practice setting out the ways in which the Licensee (WASCO) shall make available to customers such guidance on the efficient use of water as will, in the opinion of the Licensee, enable them to make informed judgements on measures to improve the efficiency with which they use the water supplied to them. The Code of Practice should include the following:

- a) The preparation, and making available free of charge to any customer who requests it, of a statement, in a form approved by the Authority, setting out information and advice for the guidance of customers in the efficient use of water supplied to them;
- b) The creation and maintenance within the Licensee's organisation of sources from which customers may obtain further information about the efficient use of water supplied to them, including the maintenance of communication services such as telephone information services, internet, emails, newspapers or any other electronic or print communications channels; and
- c) The preparation, and making available free of charge to any customer who requests it, of a statement of sources (to the extent that the Licensee is aware of the same) outside the Licensee's organisation from which customers may obtain additional information or assistance about the measures to improve the efficiency about using the water supplied to them.

WASCO has not yet prepared the Code, however they have a 'Water Wise' webpage on their website and a 'Water is Life' flyer displayed at most of their facilities. Both the

webpage and the flyer briefly give water saving tips, particularly in the home and in the garden.

The guidelines by LEWA are aimed at guiding water customers and consumers on how to use water efficiently. They are meant to supplement the efforts WASCO have undertaken in educating the public on water efficiency, but not to be a substitution of the Code of Practice to be prepared by the Licensee.

II. Purpose

Water is a shared resource. Other uses include agriculture, industry, hydropower and recreation. As the population of Lesotho grows, the demand for water will continue to rise. Not only must water supply systems ensure a safe and clean supply of water, but they also must ensure that there is enough water available to supply current and future consumers every day of the year.

Enormous pressure is placed on local water supplies, especially during summer when the demand is highest. Depleting surface and ground water can put water supplies, human health and the environment at risk as lower water levels can result in higher concentrations of natural and human pollutants. There is a need for efficient use of water to help maintain supplies at safe levels.

“Water efficiency” is a way to eliminate wasteful water practices and promote the long-term goal of saving water. Wasteful water practices are unnecessary and cost customers money.

Water use efficiency guidelines can be undertaken by **Avoiding and Reducing** excessive use of water and **Recycling and Reusing** water.

III. Water Use Efficiency by Domestic Consumers

Saving water is easy and it should start with every consumer. When a consumer uses water efficiently, he/she saves money on his/her water, sewerage and energy bills too.

The water utility must use these water conservation tips to:

- Educate consumers and ask them to share these ideas with their family, friends, and neighbours.
- Develop own materials to personalize and reprint for the consumers.

1. AVOID AND REDUCE

1.1 General

- Make sure your home is leak-free. Your water bill and your water meter are tools that can help you discover leaks. When you are certain that no water is being used, take a reading of the water meter, wait 30 minutes and then take a second reading. If the meter readings change, you have a leak! Monitor your water bill for unusual high rises; keep a record of the amount of water you are billed every month. This amount should not vary significantly from month to month. If a water leak develops in your system the amount of water billed will change significantly.
- Know where your main water shut-off valve is located. This could save water and prevent damage to your home in an emergency e.g. if there is a pipe burst in the house.
- If you have a well at home, check your pump periodically. If the pump turns on and off while water is not being used, you have a leak.
- Repair dripping faucets¹ by replacing washers.
- Report broken pipes, open hydrants, and errant sprinklers to the property owner or your water provider.
- Teach your children to turn off faucets tightly after each use.
- Retrofit all household faucets by installing aerators² with flow restrictors.

¹ A device that is used to control the flow of water from a pipe.

² A device that is used to supply water with air.

- Insulate hot water pipes to reduce heat loss and deliver hotter water than un-insulated pipes, allowing one to set a lower temperature on the geyser. This also reduced the amount of time one has to wait and the amount of water one wastes waiting for hot water to start flowing out after turning on a faucet or showerhead. Insulation also prevents pipes from breaking if there is a sudden and unexpected spell of freezing weather.
- Consider installing an instant hot water heater on your sink.
- If you are considering installing a new heat pump or air-conditioning system, the new air-to-air models are just as efficient as the water-to-air type and don't waste water.
- Install a water-softening system only when the minerals in the water would damage your pipes. Turn the softener³ off while on vacation.
- When shopping for appliances look for energy & water efficient appliances; for example Siemens appliances with the ecoPLUS label. Not only will you save water and energy, but your bills will go down too.
- Consider replacing all or even a portion of your lawn with plants and trees that require less water or with flowers or vegetable garden. Not only will there be fresh flowers and vegetables, money will be saved at the grocery store and there will be little or no need to mow the lawn.
- Plant native and/or drought-tolerant grasses, ground covers, shrubs, and trees. Once established, they don't need water as frequently and usually will survive a dry period without watering.
- Consult with the local nursery for information on plant selection and placement for optimum outdoor water savings.
- Group plants with the same watering needs together to avoid over watering some while under watering others.
- Use a layer of organic material on the surface of your planting beds to minimize weed growth that competes for water.
- Install irrigation devices that are the most water efficient for each use. Micro and drip irrigation and soaker hoses are examples of efficient devices.
- Leaks are more likely to be noticed indoors, but outdoor faucets, sprinklers and hoses should not be forgotten when checking for leaks.

³ A device or substance that is used in the purification of water and for giving water more efficient subsiding ability with soap.

- Minimise the possibility of damage to outdoor spigots when temperatures dip below freezing point by removing hosepipes attached to the spigots, and draining and insulating outdoor pipes.
- Avoid installing ornamental water features, such as fountains, unless they use recycled water. Otherwise opt for installation of trickling or cascading fountains as they lose less water to evaporation than those spraying water into the air.
- Encourage your school system to develop and promote water conservation among children and adults.

1.2 Bathroom

- Take short showers instead of taking a bath. According to the Department of Water and Sanitation (Republic of South Africa), showering can use up to 20 litres of water per minute while taking a bath can use up to 150 litres of water per bath, therefore taking a 5 minute shower a day can save up to 350 litres of water a week.
- Replace your normal shower-heads with low-flow shower heads. Low flow showerhead use as little as 7 litres of water per minute.
- In the shower, turn the water on to get wet, turn off to lather up, then turn the water back on to rinse. Repeat when washing your hair.
- When running a bath, plug the tub before turning the water on, then adjust the temperature as the tub fills up.
- Do not fill up the bath tub when taking a bath.
- Don't let the water run while brushing your teeth, shaving, or washing your face/hands.
- Do not use your toilet as a wastebasket. Avoid flushing the toilet unnecessarily. Dispose of tissues, insects, and other similar waste in the trash rather than the toilet.
- Use dual flush toilet mechanisms. This mechanism allows you to decide whether to use a high water volume flush or a low volume flush.
- Place a 2 litres bottle filled with water and some sand in the toilet cistern to reduce the toilet flush volume. This can save 20% of total water consumption in a household.
- Check for toilet leaks by adding food colouring to the toilet cistern. If you have a leak, the colour will appear in the bowl within 30 minutes. Flush immediately to avoid stains.

- If the toilet's handle frequently sticks in the flush position letting water run constantly, replace or adjust it.
- If your toilet flapper doesn't close after flushing, replace it.

1.3 Kitchen

- Don't use running water to defrost meat or other frozen foods; thaw in the refrigerator overnight, or use the defrost setting on your microwave.
- Kitchen sink disposals require lots of water to operate properly. Add food wastes to your compost pile instead of using the garbage disposal.
- Operate automatic dishwashers only when they are fully loaded. Use the "light wash" feature if available to use less water.
- Most dishwashers can clean soiled dishes very well, so dishes don't have to be rinsed before washing in a dishwasher. Just remove large particles of food, and put the soiled dishes in the dishwasher.
- Soak pots and pans instead of letting the water run while you scrape them clean.
- Some refrigerators, air conditioners, and icemakers are cooled with water. Consider upgrading to air-cooled appliances for significant water savings.
- Designate one glass per person for your drinking water each day or refill a water bottle. This will cut down on the number of glasses to wash.

1.4 Laundry

- When doing laundry, match the water volume to the size of the load. Wash only full loads of laundry or use the appropriate water level or load size selection on the washing machine.
- Consider purchasing a high efficiency washing machine, which can save over 50 percent in laundry water and energy use.
- When hand laundering, put a stopper in the wash tub for rinse. Do not let the faucet run.

1.5 Car Washing

- Use a shut-off nozzle on your hose that can be adjusted down to a fine spray, so that water flows only as needed. Check hose connectors to make sure plastic or rubber washers are in place to prevent leaks.

1.6 Lawn care and Landscape Irrigation

- Don't over water your lawn, water only when necessary. Lawns only need 2.5cm of water per week. More plants die from over-watering than from under-watering. Buy a rain gauge so that you can better determine when to water.
- Water trees and shrubs, which have deep root systems, longer and less frequently than shallow-rooted plants that require smaller amounts of water more often.
- Apply water only as fast as the soil can absorb it.
- Water the lawn or garden early in the morning during the coolest part of the day. Don't water your lawn on windy or sunny days when most of the water blows away or evaporates. Consider installing an automatic timer. Don't forget to adjust your watering schedule, as days get longer or shorter.
- Adjust your watering schedule each month to match seasonal weather conditions and landscape requirements.
- Let your lawn go dormant during the summer. Dormant grass only needs to be watered every 3 weeks or less if it rains.
- Water your plants deeply but less frequently to encourage deep root growth and drought tolerance.
- Remove thatch and aerate⁴ your lawn at least once a year so water can reach the roots rather than run off the surface.
- If water runs off your lawn easily (e.g. sloping lawns), split your watering time into shorter periods to allow for better absorption. Apply water for 5 minutes and then repeat 2-3 times.
- Plant in spring when conditions are cooler and rainfall is more plentiful.
- Plant with finished compost to add water-holding and nutrient-rich organic matter to the soil.
- If installing a lawn, select a turf mix or blend that matches your climate and site conditions.
- Choose shrubs and groundcovers, instead of turf, for hard-to-water areas such as steep slopes and isolated strips.

⁴ Perforating the soil with small holes to allow air, water and nutrients to penetrate the grass roots.

- Avoid over fertilising your lawn. Applying fertiliser increases the need for water. Use a minimum amount of organic or slow release fertiliser to promote a healthy and drought tolerant landscape.
- Mulching lawn mowers⁵ help protect water loss and do not require disposal of grass clippings.
- Use mulch around shrubs, flowers, vegetables, and garden plants to reduce evaporation from the soil surface and cut down on weed growth.
- Raise your lawn mower cutting height—longer grass blades help shade each other, reduce evaporation, and inhibit weed growth.
- Check sprinkler systems and timing devices regularly to ensure they operate properly.
- Don't leave sprinklers or hoses unattended. Set a kitchen timer when watering your lawn or garden to remind you when to stop.
- Adjust sprinklers so only your lawn is watered and not the house, sidewalk, or street.
- Use sprinklers for larger areas of grass. Water small patches by hand to avoid waste.
- Remember to check your sprinkler system valves periodically for leaks and keep the sprinkler heads in good shape.
- Install soil moisture sensors on sprinkler systems.
- Install a rain sensor on your irrigation controller so your system won't run when it's raining.
- Learn how to shut off your automatic watering system in case it malfunctions or you get an unexpected rain.
- Use soaker hoses or trickle irrigation systems for trees and shrubs.
- Use a broom or blower instead of a hose to clean leaves and other debris from your driveway or sidewalk, instead of using water.
- Detect and repair all leaks in irrigation system.

⁵ A mulching lawn mower cuts clippings of the turf grass into fine pieces and spreads them over the grass surface. These fine pieces of grass fall easily onto the soil surface and can be rapidly broken down by soil microorganisms, which release nutrients from the mulched plant material back into the soil.

1.7 Pool

- If you have a swimming pool, consider purchasing a new water-saving pool filter. A single back flushing with a traditional filter uses 720-1000 litres of water.
- Lower pool water level to reduce amount of water splashed out.
- Use a pool cover to reduce evaporation when the pool is not being used.
- Check for leaks around your pool pumps.
- Use a grease pencil to mark the water level of your pool at the skimmer. Check the mark 24 hours later to see if you have a leak.
- If you have an automatic refilling device, check your pool periodically for leaks.

2. RECYCLE AND REUSE

2.1 General

- Never pour water down the drain when there may be another use for it. Use it to water your indoor plants or garden.
- When cleaning out fish tanks, give the nutrient-rich water to your plants.
- When you have ice left in your cup from a restaurant, don't throw it in the trash—dump it on a plant.
- Direct water from rain gutters and HVAC systems towards water-loving plants in the landscape for automatic water savings.
- Make sure the swimming pools, fountains, and ponds are equipped with re-circulating pumps.
- When the kids want to cool off, use the sprinkler in an area where your lawn needs it the most.
- Support projects that use reclaimed wastewater for irrigation and industrial uses.

2.2 Kitchen

- Wash fruits and vegetables in a basin instead of running water from the tap. Use a vegetable brush. Re-use the water that vegetables are washed in for watering plants.
- Don't waste water from the tap waiting for hot water or cold water to flow. Capture it for other uses such as plant watering.
- When you give your pet fresh water, don't throw the old water down the drain. Use it to water your trees or shrubs.

2.3 Car Washing

- Wash your car on the lawn, and you'll water your lawn at the same time.
- Consider using a commercial car wash that recycles water.

2.4 Lawn Care and Landscape Irrigation

- When outdoor use of water is restricted during a drought, use the water from the air conditioning condenser, dehumidifier, bath, or sink on plants or the garden.

Don't use water that contains bleach, automatic-dishwashing detergent, or fabric softener.

2.5 Pool

- Make sure your swimming pools, fountains, and ponds are equipped with re-circulating pumps.
- When backwashing your pool, consider using the water on your landscaping.

IV. Water Use Efficiency by Industrial/Commercial/Institutional Customers

Each industrial/commercial or institutional (ICI) facility is unique and may have water using processes not indicated here. Look for innovative solutions to reduce water use. Here are some water saving tips for the ICI customer class:

1. AVOID AND REDUCE

- Adjust pump cooling and flushing water to the minimum required.
- As equipment wears out, replace with water-saving models.
- Thaw frozen foods in the refrigerator rather than under running water.
- Replace pre-rinse shut-off spray nozzles—Spray Nozzles can use as much as 20 litres of water each minute, while efficient low-volume nozzles use 6.4 litres per minute. These units are designed to remove food as effectively as or even better than their high flow counterparts.
- Serve water in bars and restaurants only upon request.
- Wash only full loads in the dishwashers.
- Install air-cooled ice machines; machines that use single pass cooling water for their condensers can use ten (10) times more water than air-cooled units.
- Replace single pass⁶ water-cooled equipment with air-cooled units.
- Retrofit sterilizers and autoclaves⁷ with solenoid operated valves. These valves can shut the unit off when not in service.

2. RECYCLE AND REUSE

- Install a cooling tower.
- Reuse single pass water in other processes as long as water quality is acceptable.
- Replace old inefficient sterilisers and autoclaves with new efficient models. Newer units are designed to re-circulate water and shut the machine off when not in use.

⁶ A single pass cooling use water once and then discharges it to the sewer. Single pass cooling can use up to 40 times more water than a closed loop-cooling tower.

⁷ Sterilizers and Autoclaves can account for as much as 10 percent of hospital water use. This high amount of water use is due to the large number of machines, their continuous availability, and often the inefficient design of older equipment.

V. Water Use Efficiency by the Water Utility

In summary, the water utility must:

- Publicly establish water saving goals for their customers.
- Evaluate or implement specific water saving measures to achieve customer-based goals.
- Develop a WUE planning program to support the established goals.
- Install meters on all customer connections.
- Achieve a standard of no more than 25% Non Revenue Water.
- Report annually on progress towards achieving these goals.

1. Overview of WUE Program

Using water efficiently can help the water utility to meet future needs, operate successfully within financial, managerial and technical constraints, and continue to deliver safe and reliable drinking water. All efforts that the water utility is taking to conserve water and use it efficiently are encouraged.

A WUE program is a plan that a water system follows to increase water supply and water demand efficiency. The intent is to minimize water withdrawals and water use by implementing water saving activities and adopting policies, resolutions, ordinances, or bylaws.

The WUE requirements emphasize the importance of measuring water use and evaluating the effectiveness of the WUE program. There are three fundamental elements to be considered, namely,

- i. Planning Requirements—As part of a water system plan or a small water system management program, the water utilities are required to:
 - Collect data;
 - Forecast demand;
 - Evaluate WUE measures;
 - Calculate distribution system leakage;
 - Implement a WUE program to meet the set goals.
- ii. Distribution Leakage Standard—Water utilities are required to meet a distribution system leakage standard to minimise water loss from their

distribution system. In order to calculate leakage, production (source) and consumption (service) meters are required.

- iii. Goal Setting and WUE Reporting—Water utilities are required to set WUE goals through a public process and report annually on their performance to their customers and the Authority. They also must make the information available to the public.

2. Overview of the Metering Requirement

Installing meters is the most important step the water utility can take to establish an effective WUE program. Meters provide the information needed to evaluate water use and leakage, and they help prioritise WUE efforts. Installing service meters and billing customers based on the amount of water they use is the most effective water efficiency measure that can be implemented. Once customers realise how much water they are using, water demand tends to decrease. The water utility can also install zone meters to isolate sections of the distribution system. Zone meters will help identify and prioritise areas with the most leaks and evaluate how to proceed with a water loss control action plan.

Meters accurately identify water loss within the distribution system. Lost water has a value. Consider the cost to pump, treat, store, and distribute the water. Add up these factors and it will be found that fixing leaks makes economic sense. The best way to accurately determine water loss is to install consumption meters.

3. Overview of the Activities to Minimize Leakage

There are several actions to be taken to minimize leakage. These activities may include, but not limited to the following

- Leak detection survey;
- Leak repair;
- Night usage survey;
- Planned replacement of leaking mains;
- Improved data collection.

4. Overview of the Data Collection Requirement

Understanding the impact demand has on the water supply system is important for making informed water resource decisions. The water use efficiency (WUE) requirements include collecting data and describing water source and supply characteristics (such as in stream flow restrictions, salt-water intrusion, and aquifer

depletion). Good information is needed to develop a successful WUE program. By understanding how much water is produced by the water utility and how much is used by the consumers, both the utility and the consumers can make educated choices about how best to conserve water.

Under the requirements, production and consumption data need to be collected on a regular basis and be reported in the planning document and annual WUE report. Water production and consumption data are critical for calculating distribution system leakage. Water use data is needed for the following:

- Calculating leakage;
- Forecasting demand for future water needs;
- Identifying areas in need of assistance with respect efficient use of water;
- Evaluating the success of your WUE program;
- Describing your water supply characteristics;
- Aiding in decision-making about water management.

5. Overview of the Demand Forecast Requirement

As communities grow, the demand for water use often grows with it. In order to adequately serve new customers, future water demands must be forecast to ensure provision service to growing communities. The water use efficiency (WUE) requirements add criteria for consideration when preparing demand forecasts. Demand forecasting is important because it identifies how much water will be needed in the future. The water utility needs to collect consumption data on a regular basis from service meters.

Demand forecasting information must be included within the WUE program. Consider these factors when calculating your future water system supply needs:

- Population (current and future);
- Historic water use patterns;
- Local land use plans;
- Water rates and their impact on consumption;
- Employment (economic development and employment trends). Projected water use efficiency savings.

6. Overview of the Goal Setting Requirement

One of the most important steps in using water efficiently is setting goals that can be measured. Goals provide a benchmark for achievement and play a significant role in defining the success of your water use efficiency (WUE) program. The water utility must set own goals through a public process at least every 6 years.

6.1. The Impact of WUE Goals/Programs on Utility Revenue

There is no question that implementing a WUE program and goals to reduce customer consumption has the potential of reducing the revenue and costs. While this may be the case, it's no excuse to not use water efficiently and should not prevent the water utility from developing an effective WUE program. Since the water utility is required to put together a WUE program and goals, it needs to take a serious look at the effect on revenue and find a way to keep those dollars coming in the door to maintain financial viability.

Here are some tips to create a successful path forward:

- Before establishing a goal, recognize that revenue may be reduced. Determine the revenue effect of a WUE goal before you establish it. For example, if establishing and achieving a 5% reduction goal over 5 years, how will that affect the revenue?
- Consider rate increases on those customers that use the most water; this will help you obtain the revenue you need. Reward those customers that use the least water by not raising their rates at all, if possible.

6.2. Goal Setting Considerations

Goals should be designed to use water more efficiently. Water utilities are encouraged to adopt goals that help them and their customers use water in the most efficient way possible. Understand the water supply characteristics, infrastructure improvements, and future needs before establishing goals.

Each goal must identify the measurable water savings that will be achieved at a specific time in the future.

The following information must be made available to the public prior to the goal:

- The existing WUE program:
 - ✓ Water saved as a result of implementing WUE measures over the last 6 years (1,000 or more connections only);
 - ✓ Current goals;
 - ✓ WUE measures currently implemented;
 - ✓ WUE measures that have been evaluated;
 - ✓ How the water utility is educating its customers;
 - ✓ A projection of how much water can be saved by implementing chosen WUE measures;
 - ✓ How WUE program shall be evaluated;
 - ✓ Distribution leakage information;
 - ✓ The water loss control action plan.
- Any previous annual WUE reports

- Water supply characteristics information
- Water demand forecasts information
- Summary of any comments received about the proposed goal and how these comments were considered prior to formally establishing the goal.
- In order to make the information easily accessible by the public, the information should be available directly from the water system (place it on the Web site). Also consider sending a copy of the information to offices of DA for public notices and collection.

6.3. Process for Establishing a Goal

When getting ready to propose a goal, there are a few key things to think about in order to move the process along smoothly. Examples for each step are provided to help start developing own goal setting strategy:

- Define your objective for proposing the goal, based on the information listed above.
Example: Reducing per capita consumption will help us provide better service, save money, and may allow us to add more connections for future growth.
- Propose measurable water saving goals that will support the objective.
Example: Demand Side Goal—Reduce annual consumption per residential connection by 3 percent over a 6-year period.
- Establish a timeframe for achieving the proposed goals.
Example: The demand forecast shows a need for new connections within 6 years, therefore, we have established a 6-year timeframe to achieve our goals.
- Determine the cost-effective WUE measures to support the goal.
Example: Faucet aerators, conservation rate structures, and educational outreach at the county fair are the cost-effective measures that will help support our goal.
- Determine funding source for the WUE measures to achieve the goal.
Example: We will switch from a flat rate structure to an inclining block rate structure for water use.
- Make information available to the public at least 2 weeks before your public forum.
Example: An information packet is available for viewing at our billing office and local library and DA Offices.
- Provide public notice 2 weeks prior to goal setting public forum.
Example: Public notice is posted on the Office of Drinking Water's website, the local library, published in the local newspaper, and on the utility's website.
- Hold a public forum and consider public comments.

Example: Public forum held at the town meeting hall, all public comments recorded.

- Establish goals.

Example: After considering public comments, our elected governing board establishes the proposed goal and will make slight water rate increases every year over the next 10 years.

7. Overview of the Annual WUE Reporting Requirement

One of the best ways to communicate the water utility's water use efficiency (WUE) efforts is through the annual WUE report. The report must include information about how much water was pumped from the source(s), how much water was consumed by the customers (authorized consumption), and what progress has been made towards achieving the water utility's water savings goals for the year.