

Residential

SAWS

Conservation Makeover

Water Conservation Program



The Challenge

Twenty percent of qualified customers failed to pick up free toilets through our Residential Toilet Distribution program. A survey was developed and sent to those customers who had vouchers for free toilets but failed to pick them up. The purpose was to give them an opportunity to provide feedback to staff regarding their unredeemed vouchers. On approximately 50 percent of the surveys, “cost of installation” and “transportation difficulties” were cited as obstacles to participating in SAWS’ residential toilet programs.

The Solution

After considering the survey data, staff decided to address these factors by initiating a new pilot program. The Conservation Makeover program was developed in an attempt to resolve both the cost of installation and concurrently eliminate the need for transportation by a customer. The new pilot program would provide turnkey retrofits and leak repairs to pre-qualified SAWS customers within identified areas of San Antonio, during a five-day time frame.

The goal of the Conservation Makeover pilot program was to assist qualified low-income customers who were unable to obtain transportation to the toilet supply company and who financially could not afford the cost of toilet installation.

Pilot Program: Results and Cost Analysis

The outcome of the Conservation Makeover pilot program resulted in 128 homes serviced and more than 75 million gallons of water saved annually, all within a five-day period. With a final project budget of \$68,678.07, this resulted in combined water savings of \$297.62 per acre-foot.

• Total homes serviced	128
• Total toilet retrofits	173
• Total product cost	\$17,580
• Total labor cost	\$51,098
• Total project cost	\$68,678
• Annual water savings (gal)	7,519,232
• Total acre feet saved	230
• Cost per acre foot	\$297

Overall, the program was successful and significant water savings were gained. Furthermore, the program elicits a positive response from the community, actively reinforcing SAWS’ mission to provide sustainable, affordable water services.