

INNOVATION

# Your Partner

REPORT



Dear Sacramento DOU Customer,

As your partner in water, wastewater and storm drainage services, we are committed to keeping you informed about our programs and services. Our goal is to make your experience with us as easy, efficient and simple as possible. One of the priorities of our department is to be innovative in all our activities, such as using the newest technology and processes possible.

In this issue, we highlight current projects we are working on, programs that will keep you well informed about your water, our new billing systems and operation upgrades.

As always, our customers are our priority and we work for you.

*Your Utilities. Your Partner.*

◀ **Bill Busath**, Utilities Director

## Innovation 101

Innovation is a major priority for the City of Sacramento Department of Utilities. We work day in and day out to upgrade our processes, technology and approach to our business systems. Here are some programs where we have used innovative practices to serve you better. These programs were designed to create accessibility and convenience for our customers.

### Sacramento Utility Rate Assistance

We are excited to debut the Sacramento Utility Rate Assistance online application. If you qualify for rate assistance, you can start saving money and apply online. The application is available in multiple languages to ensure all our customers are able to read and understand the information. See if you qualify today! [cityofsacramento.org/sacramentoutilityrateassistance](http://cityofsacramento.org/sacramentoutilityrateassistance)

### MyWater

MyWater is an online portal and an easy way to manage and track your water use. Check out the article below or visit [mywater.cityofsacramento.org](http://mywater.cityofsacramento.org)

### Drinking Water Quality Data Portal

This is a one-stop source for in-depth data about the high-quality drinking water we produce for our customers. Learn about health standards, aesthetic standards, unregulated constituents and the lead and data rule at [sacramentowaterquality.com](http://sacramentowaterquality.com)

### Cap Public Radio Partnership

We partnered with Capital Public Radio to provide our customers with information about stormwater pollution prevention and integrated pest management. Check out our signs about water control and



integrated pest management in the CPR garden and listen for current news and upcoming events on the CPR station.

### 311 App

Have you ever called 311 or used our mobile app? The City of Sacramento's 311 mobile app makes it easy to report utilities concerns. Our customers can make service requests 24 hours a day, seven days a week, including holidays. If you see a flooding storm/gutter drain, simply use the app to take a picture and provide the location, which gets routed to us and crews are dispatched to unclog the drain. There is also a section about frequently asked utilities questions.

# Innovation in Infrastructure



## METERS MATTER

In the past few years, we've installed water meters, advanced metering communications technology, abandoned backyard water mains and installed new mains all over the City of Sacramento. The Meters Matter project is expected to be 99% complete by the end of 2020, with a few hundred meters being installed in early 2021.

In addition to water meter installations, we will continue to improve the City's aging infrastructure, which includes:

- Relocating backyard water main pipelines to the street
- Replacing older water mains located within the street
- Securing funding through grants, rates and bonds to accelerate the program and minimize the financial burden on our customers

[CityofSacramento.org/Utilities/Conservation/Water-Wise-Tools/Water-Meters](http://CityofSacramento.org/Utilities/Conservation/Water-Wise-Tools/Water-Meters)



## DOU MOBILE APP

Last Spring, the Department of Utilities successfully released its mobile pay app. It offers the fastest and most convenient way to pay your Sacramento utility bill. The app is available in the Apple App Store or the Google Play Store. The app allows utilities customers (water, garbage, sewer) to pay their bill, manage future payments, view bill and letter history, manage and link multiple accounts and receive SMS notifications to their smartphone.

[CityofSacramento.org/Information-Technology/Mobile-Apps](http://CityofSacramento.org/Information-Technology/Mobile-Apps)



## MCKINLEY WATER VAULT

The vault is large, 240 feet by 300 feet, underground storage facility that will reduce wastewater outflows and street flooding during large storms. Heavy to moderate storms can cause combined wastewater outflows from underground pipes, which leads to wastewater in streets and private property in the McKinley Park and East Sacramento areas.

The McKinley Water Vault is a modern, innovative solution to improve flooding during a ten-year, six-hour storm. Weather is unpredictable, so the vault will be used as needed and will be in use for multiple days to allow the wastewater to slowly feed into the combined sewer systems at a sustainable pace. Once wastewater leaves the combined sewer system, it is treated and then returned to the river.

The vault project will not only reduce flooding, but will also include improvements to McKinley Park, such as a new multi-purpose field and bathroom facilities, picnic benches and shade structures and more than 60 trees and landscaping.

For the latest information visit [CityofSacramento.org/McKinleyWaterVault](http://CityofSacramento.org/McKinleyWaterVault)

## Sacramento's high-quality, reliable drinking water.

Your water meets or exceeds all state and federal drinking water standards.

We meticulously test your water around the clock every day.

We update our water quality web portal regularly and release an annual water quality report.

## Your Partner Reports: Recapped

We are excited to share our 4th edition of Your Accountability Report. It's been a year since we started publishing the report on different topics from water efficiency to water quality.

Our first edition in January 2018 highlighted Sacramento's wastewater system, its critical benefits to our customers and how wastewater is collected, treated and returned to our local waterways.

With 2018 California State legislation focused on water efficiency, our August 2018 Partner Report provided updates about how the legislation affects our customers. We shared information about our conservation efforts, rebate programs and details about our water system.

The beginning of the year is often about resolutions and goals, so our January 2019 Your Partner Report covered one of our primary goals: how we provide our customers with high-quality drinking water. We announced the launch of our new drinking water quality data portal, an innovative and ongoing look at the quality of our drinking water.

## Track Your Water Use Online Through MyWater

## Innovation Across Platforms

### NEW UTILITY BILLING SYSTEM LAUNCHED

Our new utility billing system is up and running. Simply enroll and save time managing your bills. One-time payments are also available through our website or mobile app. Visit [secure8.i-doxs.net/CityofSacramento](https://secure8.i-doxs.net/CityofSacramento) and get started today.

### ONLINE WEBFORMS FOR REBATES LAUNCHED

Our rebates forms are now online. We made the switch from paper last year! For more information on our rebates program and application, visit [Sacwaterwise.com](https://Sacwaterwise.com).

### CITY OFFERS INSTANT REBATES

Department of Utilities have partnered with SMUD to provide City residents with instant rebates for smart irrigation controllers. The program launched in October 2018 and provides the City residents the convenience of instant rebates at the point of sale to the customers and one-click buying. For more information about these rebates. For more information about these rebates, go to SMUD Energy Store [smudenergystore.com](https://smudenergystore.com).

### LEAK FREE SACRAMENTO

Leak Free Sacramento is an innovative program designed to help residents in disadvantaged area communities with leak detection, repairs and installation of water efficient fixtures, both inside and outside of the home. The no-cost direct install and repair program will help reduce eligible customers' water bills and save water and energy costs. Residents can contact Leak Free Sacramento staff by calling the information line (916) 808-5605 or sending an email to [LeakFree@cityofsacramento.org](mailto:LeakFree@cityofsacramento.org).

Manage your water use down to the minute with our MyWater online portal. Simply use your account number found on your bill and create an account to monitor, track and analyze your water use by the minute. The MyWater portal allows you to:

- Track your ongoing water use

- Analyze increases and decreases of your water use month to month
- Practice water efficiency
- Review data visualization of your yearly water use
- Set notifications in case there is a continuous leak

Create your account at [mywater.CityofSacramento.org](https://mywater.CityofSacramento.org) today.

**Utilities Water Conservation program received a G480 Gold Certification.** The Alliance for Water Efficiency recognizes exemplary water utilities that have adopted and complied with the voluntary G480 Water Conservation Program Operation and Management Standard.

Over 455 employees are always working for you, from our customer service staff and field crews to engineers and water quality experts.

## Employee Spotlight



### MEET YOUR PARTNER

## Roshini Das

Sustainability Manager

#### What is your role at the Department of Utilities?

I am the Sustainability Manager for the Department. In my role, I oversee the long-range planning and development of policies, initiatives, projects and programs that promote sustainability, environmental justice, water conservation, energy efficiency, resiliency and adaption to climate change of Utilities facilities and operations.

#### What is your favorite part of your job?

My favorite thing about my job is that I am trying to do the right thing for my son and future generations, whether it is educating residents about responsible water management or conducting an energy audit at the Water Treatment Plant to reduce carbon emissions from the City's operations. I also like the fact that we help residents save money and water every single day through our programs like Leak Free Sacramento.

#### What is the most challenging part of your job?

Climate change is here at our doorstep, and what we do in the next 12 years is going to have significant repercussions for current and future generations.

The UN's Intergovernmental Panel on Climate Change reported last year that if greenhouse gas emissions continue at the current rate, the atmosphere will warm up by as much as 2.7 degrees Fahrenheit (1.5 degrees Celsius) by 2040. This would cause sea level rise, intensify heatwaves, floods, water stress, droughts and poverty. The Los Angeles times recently reported that precipitation could decrease 15 percent in California in the next 20 to 30 years, which could impact our access to water.

Every little step that we take as a local government matters. The Department is considering strategies and taking steps to address the climate change impacts. However, there is so much to do and very little time.

#### What innovative project with the Department of Utilities are you most excited about?

I am super excited about our partnership with SMUD to provide instant rebates for smart irrigation controllers in the SMUD Energy Store. Smart irrigation controllers are like the Nest thermostat for your irrigation system, they automatically tailor watering schedules and run times on sprinklers or drip systems to meet specific landscape needs.

The use of a utility marketplace to distribute incentive is an innovative approach that has shown great success in a very short time. We launched the instant rebate offer in October 2018 and have distributed more than 1000 rebates in less than 6 months' time. I am looking forward to expanding this partnership and offering additional products for City of Sacramento customers in the SMUD Energy store.

## Stay Connected

 [CityofSacramento.org/Utilities](https://www.cityofsacramento.org/Utilities)

 @SacramentoCityUtilities

 @SacCityUtility

 (916) 808-5545

*City of*  
**SACRAMENTO**  
Department of Utilities

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*Your Utilities. Your Partner.*