



# 2019 ANNUAL REPORT

WATER CONSERVATION IMPACT

*ALL CITIES*

 **RÉSOURCE**  
central

CONSERVATION MADE EASY



# RESOURCE CENTRAL WHO WE ARE

We are thirty people determined to make conservation so simple that you don't even realize you're doing it. Established in 1976, we're an innovative nonprofit with programs that help people save water, reduce waste, and conserve energy. Formerly known as the Center for ReSource Conservation, our new name reflects how we've become a community hub for high-impact conservation programs, helping more than 500,000 families improve their homes, conserve natural resources, and save money. And we're just getting started.

## 2019 WATER CONSERVATION STAFF

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THANK YOU

FOR YOUR PARTNERSHIP!

2019

WATER PROVIDER

PARTNERS

- ACWWA

City of Arvada

City of Boulder

Town of Breckenridge

City of Brighton

City & County of Broomfield

Castle Pines North MD

Castle Rock Water

Centennial WSD

Cherry Creek Valley WSD

Cottonwood WSD

Denver Water

Town of Dillon

Town of Eaton

Town of Erie

Fort Collins Utilities - Nature  
in the City

Fort Collins Loveland WD

City of Fountain

Town of Frederick
- Town of Frisco

City of Golden

City of Greeley

City of Lafayette

Left Hand WD

Little Thompson WD

Town of Lochbuie

City of Longmont

City of Louisville

Loveland Water & Power

Town of Lyons

City of Northglenn

Parker WSD

Roxborough WSD

Town of Silverthorne

S. Adams County WSD

Town of Superior

City of Thornton

City of Westminster

Willows WD

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# 2019 PROGRAMS

## AT A GLANCE

**GARDEN IN A BOX** – Garden In A Box is a simple and beautiful do-it-yourself program promoting outdoor water conservation. By planting these professionally designed Xeriscape gardens, residents can replace thirsty grass and with low-water perennials that reduce outdoor water consumption, attract and support pollinator populations, and increase curb appeal.

**WATERWISE LANDSCAPE SEMINARS** – The Waterwise Landscape Seminar Series educates and empowers residents to save water on their landscapes through xeriscaping and other sustainable landscape practices.

**GRASS TO GARDEN** – The Grass to Garden turf replacement program provides residents with the incentives, knowledge and confidence to remove 200 sq. ft. or more of maintained turfgrass and replace it with water-wise landscaping. Participants receive valuable information through the preliminary seminar, project resources and support from Resource Central customer service and free plant materials and/or a credit on their water bill upon program completion.

**LANDSCAPE CONSULTATIONS** – The Landscape Consultation program engages residents in water conservation via landscape change by offering a no-cost consultation with a trained landscape consultant. Consultations provide guidance and resources to help homeowners convert a portion of their landscape from high-water to low-water landscaping.

**FLUSH FOR THE FUTURE** – Resource Central’s high-efficiency toilet upgrade program takes the hassle out of the traditional rebate process. In partnership with participating communities, Resource Central offers the ultra high-efficient 0.8 gpf Niagara Stealth Toilet. This toilet model is highly rated and uses half as much water as a standard toilet.

**SLOW THE FLOW Outdoor** – The Slow the Flow Outdoor program offers sprinkler inspections at no cost to both residential and commercial customers in over 30 participating areas across the Front Range. The appointment includes a report with a suggested watering schedule by one of Resource Central's technicians.

**SLOW THE FLOW Indoor** – The Slow the Flow Indoor program offers inspections on residential water usage at no cost to the homeowner. Resource Central technicians measure outputs from faucets, toilets, and shower-heads and can install high-efficiency shower-heads and faucet aerators. Participants are left with a customized list of recommendations to conserve water.

# 2019 IMPACT

## AT A GLANCE



### GARDEN IN A BOX

- 25 water providers
- 3,408 community members
- 4,723 waterwise gardens sold
- 4,000,000 gallons of water saved\*



### WATERWISE LANDSCAPE SEMINARS

- 13 water providers
- 815 community members
- 22 waterwise seminars



### GRASS TO GARDEN

- 3 water providers
- 59 community members
- 478 average sq. ft. of grass removed
- 700,000 gallons of water saved\*



### LANDSCAPE CONSULTATIONS

- 3 water providers
- 171 appointments completed
- 1,200,000 gallons of water saved\*



### FLUSH FOR THE FUTURE

- 5 water providers
- 176 water-efficient toilets installed
- 1,800,000 gallons of water saved\*



### SLOW THE FLOW Outdoor

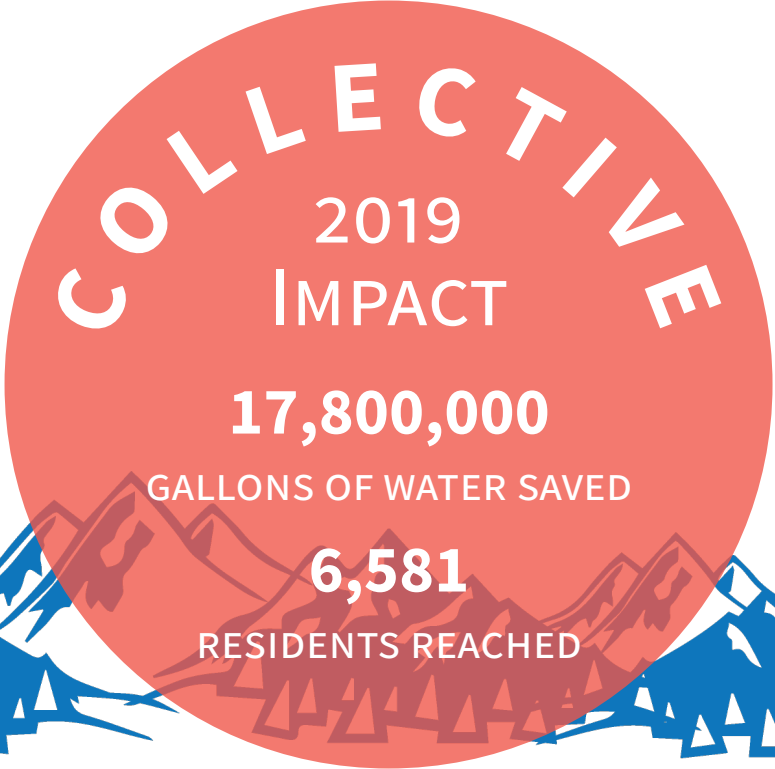
- 32 water providers
- 1,803 consults completed
- 9,000,000 gallons of water saved\*



### SLOW THE FLOW Indoor

- 6 water providers
- 149 residential consults
- 1,100,00 gallons of water saved\*

\*estimated potential water savings in 2019.







DIY Low-water  
Garden Kits





Professionally  
Designed

Easy Plant by  
Number Maps

As one of Resource Central’s most popular water conservation programs, Garden In A Box offers a simple approach to water-wise landscaping. This program appeals to the green thumbs and the gardening neophytes, to the savvy conservationists and to those just embarking on their water conservation journey. By planting these professionally designed, xeric (low-water) perennial gardens, residents can significantly reduce their outdoor water consumption while also increasing curb appeal, supporting pollinator populations and establishing biodiverse ecosystems.

These do-it-yourself garden kits include: 14 to 30 starter plants, a comprehensive plant and care guide, and 1 to 3 plant by number maps. Garden In A Box makes it easy for residents to create an attractive, xeric landscape. Gardens are offered in partnership with local and regional water utilities in support of their commitment to water conservation. Customers outside of these areas can also purchase these competitively priced gardens.

LIFETIME IMPACT

-  By replacing just 100 square feet of grass with a Garden In A Box, homeowners can expect to **save at least 7,000 gallons of water over the garden’s lifetime.**
-  Through 2019, Garden In A Box has helped convert **over 2.2 million sq. ft. (or about 50.5 acres)** of landscape to low-water perennial gardens.
-  Approximately **28,000 water-wise Garden In A Box kits** have been sold to date.
-  The estimated cumulative lifetime savings of all gardens sold through 2019 is **163 million gallons of water.**

2019 IMPACT

# of xeric Gardens In A Box sold	4,723
# of veggie Gardens In A Box sold	458
Total # of Gardens In A Box sold	5,181
# of customers	3,408
# of utility partners	25
# of square feet of grass converted to Xeriscape	400,000
# of gallons of water saved ( <i>over the lifetime of the gardens</i> )	28,000,000



## CUSTOMER FEEDBACK

The Garden In A Box Customer Satisfaction Survey was sent to **3,335** program participants, and **1,323** responded to the survey. Below are the results.

### OVERALL PROGRAM SATISFACTION

Overall experience with Garden In A Box	<b>95% satisfied to very satisfied</b>
Experience with the purchasing process	<b>95% satisfied to very satisfied</b>
Quality of Garden(s) In A Box	<b>91% satisfied to very satisfied</b>
Customer service	<b>94% satisfied to very satisfied</b>
Plant and care information provided with kit	<b>93% satisfied to very satisfied</b>

**91%**

selected that they are “likely” or “extremely likely” to recommend to others

**93%**

noted that they are considering or are definitely planning to purchase again

### TOP WAYS PARTICIPANTS HEARD ABOUT THE PROGRAM

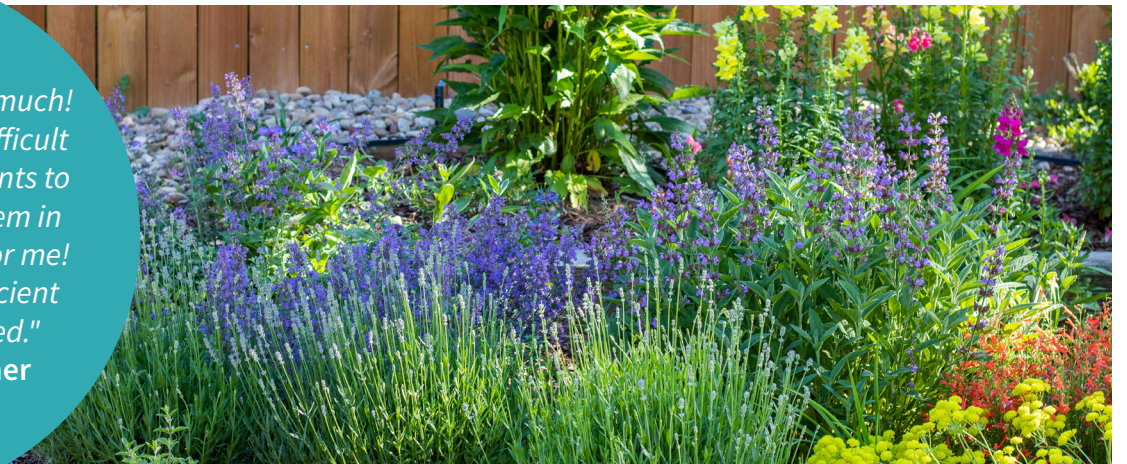
- 22%** Return customer
- 17%** Water Provider bill inserts, website, emails
- 15%** Word of mouth
- 14%** Garden In A Box newsletters or Resource Central emails

## CUSTOMER QUOTES & PROJECTS



*"I think you are providing an awesome service. And I love my front yard knowing that as it gets established, it will need little water -and I have flowers instead of cactus!"*  
- Westminster customer

*"I loved this program so much! It would have been so difficult to learn about which plants to choose and to locate them in nurseries. You did it all for me! The program is very efficient and well communicated."*  
- Castle Rock customer



*"I am so happy with this and I think it's a great organization. I've been recommending it to EVERYONE. Just a phenomenal value."*  
- Arvada customer





Free & Open  
to the Public





Expert-led  
Classes

Unique & Vast  
Topic Selection

Each spring, Resource Central partners with water providers throughout the Front Range to host a month-long Waterwise Landscape Seminar Series focused on xeriscaping and other sustainable landscaping practices. During these two-hour seminars, attendees receive expert advice and educational resources that emphasize best landscaping practices for Colorado’s environment. Local industry professionals share their tricks of the trade and empower attendees to embark on their very own Do-It-Yourself landscape projects.



LIFETIME IMPACT

-  Since **2004**, Resource Central has hosted **1208 seminars** throughout the Front Range and beyond.
-  Through 2019, the Seminar Series has reached over **8,700 participants** with an average attendance of **42 people per seminar**.
-  Resource Central has worked with **19 partners** over the last **16 years**.
-  Refer to page 15 for a complete list of the **2019 Seminar Schedule** and sample topics.

2019 IMPACT

# of Waterwise Seminars	22
# of participating water utilities	13
# of attendees	815
Average # of attendees	37



## CUSTOMER FEEDBACK

The Waterwise Landscape Seminar Customer Satisfaction Survey was sent to **815** program participants, and **208** responded to the survey. Below are the results.

### OVERALL PROGRAM SATISFACTION

Overall Waterwise Seminar experience	<b>92% satisfied to very satisfied</b>
Registration process	<b>98% satisfied to very satisfied</b>
Check-in process	<b>98% satisfied to very satisfied</b>
Facilitation of Waterwise Seminar	<b>96% satisfied to very satisfied</b>


95%


selected that they are “likely” or “extremely likely” to recommend to others


100%


noted that a waterwise landscape is “important” or “extremely important”

### CUSTOMER QUOTES

- 

*"I have attended 6-7 seminars this year and am always learning something new. Thank you!!!"*  
- **Boulder attendee**
- 

*"I really enjoyed the speaker. She kept it relevant with examples of her own garden and experience."* - **Loveland Water & Power attendee**
- 

*"Great opportunity. My project doesn't seem as daunting as it did before. Worthy information and great ideas."* - **Louisville attendee**
- 

*"Very informative! The speaker really knew his stuff and was great at making the info understandable!!!"* - **Golden attendee**

## 2019 SEMINAR SCHEDULE

DATE	CITY	TOPIC
March 11th	Arvada	Transforming Your Lawn into a Xeriscape Garden*
March 14th	Thornton	H2Overhaul: A Waterwise Landscape Transformation
April 8th	Lafayette	Design the Waterwise Garden of Your Dreams
April 8th	Longmont	How to Create a Waterwise Lawn
April 9th	Boulder	Xeriscapes that Bring Life to Your Yard
April 9th	Lochbuie	Low Water Landscaping Tips and Tricks
April 11th	SACWSD	Integrating Xeriscapes into Your Existing Landscapes
April 16th	Longmont	The 3 B's - Award Winning Plants for Bees, Butterflies and Beauty
April 16th	Brighton	Great Plants for Colorado Gardens
April 17th	Golden	Plant Selection for a Waterwise Landscape
April 17th	Loveland	The 3 B's - Award Winning Plants for Bees, Butterflies and Beauty
April 18th	Boulder	The Basics of Waterwise Tree Care
April 22nd	Boulder	Design It Yourself: Veggie Garden Workshop
April 23rd	Loveland	Design It Yourself: How to Start a Xeriscape Garden
May 15th	Louisville	Design It Yourself: How to Start a Xeriscape Garden
July 13th	Arvada	Efficient Landscaping Best Practices for HOAs
July 29th & 30th	Fountain	Basics of Xeriscape & Building A Pollinator Friendly Landscape
July 30th	Superior	The 3 B's - Bees, Beauty and Biodiversity
September 28th	Fountain	Preparing Your Yard for the Winter Ahead

\* This topic was also held on April 11th and April 20th in Arvada.





Easy Webinar Platform





Hands-on Support

Guaranteed Water-savings

Resource Central's Grass to Garden program incentivizes homeowners to remove 200 sq. ft. or more of grass and replace it with beautiful, water-wise landscaping. Through this program, participants are eligible to receive a FREE 200 sq. ft. Garden In A Box or a credit on their water bill.

To participate in Grass to Garden, homeowners must first complete a preliminary webinar and quiz to ensure that they have the necessary information to take on a low-water landscaping project. Following the webinar and quiz, homeowners interested in completing a project submit a thorough application and proposed plan. Once approved, Resource Central works closely with each homeowner providing additional support and resources to guarantee that projects will yield beautiful and water-saving results.

LIFETIME IMPACT

-  Xeric landscapes use **up to 60% less water than traditional grass lawns.**
-  Since **2016**, Resource Central has helped **151 residents** remove their water-thirsty grass and replace it with beautiful, low-water gardens.
-  Through 2019, the Grass to Garden program has helped residents convert **60,000 square feet** of grass to low-water landscaping.
-  Cumulative water savings since **2016** amounts to **6.1 million gallons of water saved** over the landscapes' lifetime.

2019 IMPACT

# of residents that applied to the program	82
# of residents that completed the program	59
# of participating water utilities	3
Total square feet of grass removed and replaced with softscape	19,308
Total square feet of grass removed and replaced with hardscape	4,832
Total square feet of grass removed	24,140
Average square feet of grass removed	478
# of potential gallons of water saved <i>(over the projects' lifetime)</i>	3,000,000



# CUSTOMER FEEDBACK

The Grass to Garden Customer Satisfaction Survey was sent to **59** program participants, and **15** responded to the survey. Below are the results.

## OVERALL PROGRAM SATISFACTION

Overall experience with Grass to Garden	<b>100% satisfied to very satisfied</b>
Customer service	<b>100% satisfied to very satisfied</b>
Application process	<b>100% satisfied to very satisfied</b>
Overall success with Grass to Garden program	<b>100% satisfied to very satisfied</b>

80%

would not have completed a water-wise project without program support and resources

79%

noted that the overall project workload was "manageable" to "very manageable"

## HOW MUCH DO YOU LIKE YOUR NEW LANDSCAPE COMPARED TO YOUR PREVIOUS?

**100%** "like" or "love" their new landscape as compared to their previous

## TOP 3 MOTIVATIONS FOR PARTICIPATING IN GRASS TO GARDEN

- 53%** Wanted to save water
- 20%** Wanted to make landscape more attractive
- 13%** Wanted free plant materials and/or credit on water bill

# CUSTOMER QUOTES & PROJECTS

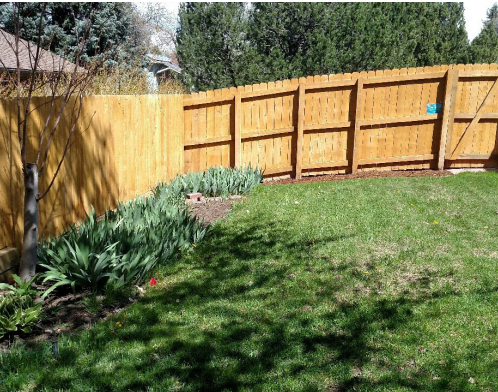


BEFORE

"This is an awesome program and everyone I have interacted with has been super helpful, very clear, and very awesome to work with!"  
- Boulder participant



AFTER



BEFORE

"This is a wonderful program and I have recommended it to several friends in Lafayette and Boulder."  
- Lafayette participant



AFTER



BEFORE

"Turf removal & soil mitigation were no walk in the park, but WELL WORTH the effort... I'm grateful to the program for the impetus to improve my environment!"  
- Louisville participant



AFTER









Project  
Support

Customized  
Recommend-  
ations

DIY Tips  
& Resources

For the third year, Resource Central offers the Landscape Consultation program, designed to help residents save water through landscape change. A main goal of this program is to provide community members with the information, support, and resources necessary to tackle a Do-It-Yourself landscape change project and convert a portion of their landscape from high-water use turf to low-water use landscaping. Participants receive a visual assessment of their existing irrigation system to identify an ideal location for turf replacement, personalized education and recommendations based on their existing landscape, and a list of action items and resources to help them transform their lawn into a water-saving garden.

LIFETIME IMPACT

-  Since 2017, participants have replaced an estimated total of **239,982 square feet** of high-water landscape with low-water alternatives.
-  Resource Central has helped **615 residents** plan their water-wise landscaping projects.
-  Participants' turfgrass replacement projects have saved **an estimated average of 1.7 million gallons of water per year.**
-  Cumulative lifetime water savings total an estimated **11.8 million gallons.**

2019 IMPACT

# of residents that participated in the program	171
Average # of square feet of turf converted per participant	661
# of potential gallons of water saved annually	1,200,000



## CUSTOMER FEEDBACK

The Landscape Consultation Customer Satisfaction Survey was sent to **147** program participants, and **32** responded to the survey. Below are the results.

### OVERALL PROGRAM SATISFACTION

Overall experience with Landscape Consultation	<b>81% satisfied to very satisfied</b>
Customer service	<b>93% satisfied to very satisfied</b>
Registration and scheduling process	<b>83% satisfied to very satisfied</b>
Consultant's landscaping knowledge	<b>83% satisfied to very satisfied</b>

**94%**

selected that this program is a "good" or "very good" use of water provider resources

**97%**

indicated they have completed or plan to complete a turf conversion project

### TOP WAYS PARTICIPANTS HEARD ABOUT THE PROGRAM

- 56%** Resource Central communication/participated in another RC program
- 19%** City website
- 9%** City referral
- 7%** Social media

## CUSTOMER QUOTES & PROJECTS

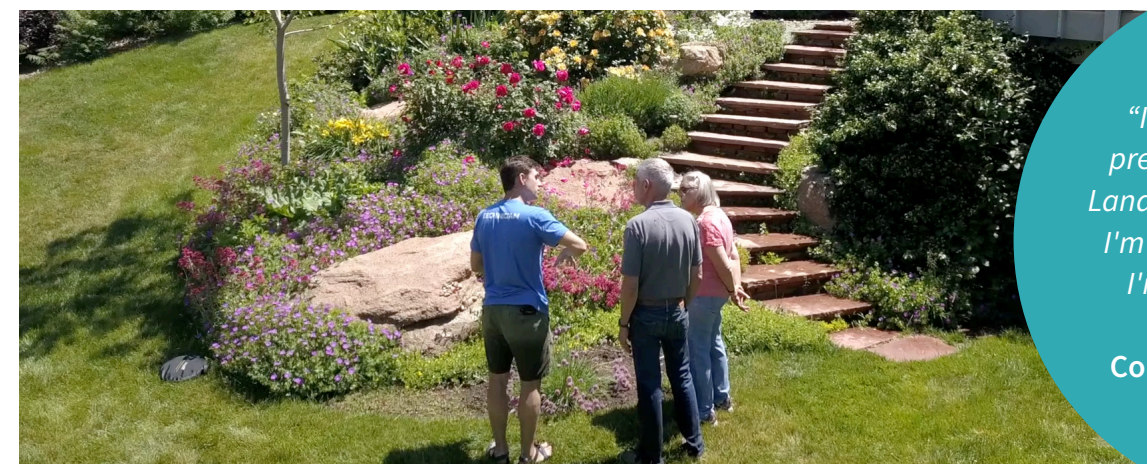


*"What a wonderful service you provide to the community. My consultant couldn't have been better."*

**- 2019 Landscape Consultation participant**

*"Our landscape consultant suggested starting the lawn conversion one sprinkler zone at a time. We converted the smallest zone to a non-lawn area...and although it was a lot of work, we are very happy with how it turned out."*

**- 2019 Landscape Consultation participant**



*"I ended up taking on a pretty big project after my Landscape Consultation, and I'm thrilled for the support. I'm so happy I did this!"*

**- 2019 Landscape Consultation participant**



# FLUSH FOR THE FUTURE

## OVERVIEW



WaterSense  
Certified





Minimal  
Maintenance

Hassle-Free  
Process

Resource Central's high-efficiency toilet upgrade program enables participants to save water and money with every flush. Toilets use more water than any other indoor appliance or plumbing fixture, so customers can save thousands of gallons of water per year by retrofitting their current toilet with the 0.8 gallon per flush (gpf) Niagara Stealth Toilet. Through a cost-share between the utility and the customer, Resource Central provides water-saving toilets at a significantly reduced price to the customer. Additionally, Resource Central partners with some utilities to offer high-efficiency toilet installations for income-qualified residents at no cost to the participants; these customers are eligible to receive up to 2 toilets plus installation by a professional plumber, all free of charge.

## IMPACT

### LIFETIME IMPACT

-  Flush for the Future offers the Niagara Stealth Toilet which **uses 37.5% less water** than other WaterSense toilets.
-  Since **2013**, Flush for the Future has distributed or installed **2,531 toilets** to residents across the Front Range.
-  Flush for the Future has saved up to **10,000 gallons of water per year** for every toilet replaced.
-  The potential lifetime water savings from toilets replaced through **2019 is over 750 million gallons.**

### 2019 IMPACT

# of toilets distributed to cost-share participants	73
# of toilets installed for income-qualified participants	103
# of potential gallons of water saved annually	1,800,000
# of potential gallons of water saved over the toilets' lifetime	52,800,000



# CUSTOMER FEEDBACK

The Flush for the Future Customer Satisfaction Survey was sent to **109** program participants, and **28** responded to the survey. Below are the results.

## OVERALL PROGRAM SATISFACTION

Overall experience with Flush for the Future	<b>100% satisfied to very satisfied</b>
Customer service	<b>100% satisfied to very satisfied</b>
Registration process	<b>93% satisfied to very satisfied</b>
Toilet performance/quality	<b>96% satisfied to very satisfied</b>

92%

selected that this program is a "good" or "very good" use of water provider resources

100%

indicated they would recommend this program to others

## TOP WAYS PARTICIPANTS HEARD ABOUT THE PROGRAM

- 61%** City referral
- 14%** Word of mouth
- 11%** Communication from Resource Central
- 7%** Internet search

# CUSTOMER QUOTES



*"Couldn't have been easier!"*  
- 2019 FFTF customer



*"The Flush for the Future service was wonderful, easy, and fast. Much easier than I thought it would be."* - 2019 FFTF customer

*"I love my toilet and have told everyone about the fantastic Niagara Stealth toilets."* - 2019 FFTF customer



# SLOW THE FLOW *Outdoor* OVERVIEW

## IMPACT







Sprinkler  
Efficiency  
Evaluation

Customized  
Watering  
Schedule

Water-Saving  
Recommend-  
ations

As one of Resource Central's flagship water conservation programs, Slow the Flow *Outdoor* offers sprinkler consultations for residential and commercial customers with an emphasis on efficiency and water savings. Through partnerships with over 30 water providers across the Front Range and the Western Slope, customers are able to participate in the program at no cost. Participants schedule an appointment to meet with a Resource Central Water Conservation Technician at their home and learn how to save water while keeping their lawn healthy and green. The service usually takes a little over an hour and involves a visual inspection, data collection, and an in-depth evaluation. After the inspection, the technician provides a customized watering schedule and a list of suggestions to improve the efficiency of their sprinkler system.

### LIFETIME IMPACT

-  Since **2004**, Slow the Flow *Outdoor* has helped nearly **26,000 residents** reduce their outdoor water usage through sprinkler system improvements.
-  Annually, Slow the Flow *Outdoor* has identified an average of **17,000 sprinkler system inefficiencies** such as broken heads, tilted heads, and overspray.
-  Through 2019, Slow the Flow *Outdoor* has inspected **approximately 95.2 million square feet of residential landscape**.
-  Cumulative water savings through 2019 total an estimated **127.5 million gallons**.

### 2019 IMPACT

# of residential sprinkler consultations completed	1,803
# of large property consultations completed	54
# of participating water providers	32
# of smart controllers installed	45
# of potential gallons of water saved annually	9,000,000



# CUSTOMER FEEDBACK

The Slow the Flow *Outdoor* Customer Satisfaction Survey was sent to **1,593** program participants, and **250** responded to the survey. Below are the results.

## OVERALL PROGRAM SATISFACTION

Overall experience with Slow the Flow <i>Outdoor</i>	<b>97% satisfied to very satisfied</b>
Customer service	<b>98% satisfied to very satisfied</b>
Registration and scheduling process	<b>98% satisfied to very satisfied</b>
Sprinkler consultation	<b>94% satisfied to very satisfied</b>



selected that this program is a "good" or "very good" use of water provider resources



indicated they would recommend this program to others

## TOP WAYS PARTICIPANTS HEARD ABOUT THE PROGRAM

- 37%** Flyer in utility bill
- 11%** City website
- 11%** Newsletter, e-letter, or email
- 7%** Newspaper ad or article

# STATISTICS

In 2019, Slow the Flow technicians found that most participants had an inefficient watering schedule. Since the clay soil found at most residences cannot absorb much water at one time, Resource Central recommends a minimum of 3 cycles to prevent water waste due to runoff. By implementing a "cycle and soak" schedule with 3 cycles per watering day, these participants decreased their water waste immediately without making any other improvements to their sprinklers.

Inefficient Watering Schedule	Total Residences	Percentage of Residences
	<b>1,604</b>	<b>89%</b>

Furthermore, Slow the Flow technicians identified nearly 26,000 sprinkler issues during the 2019 Slow the Flow season. Sprinkler system inefficiencies such as broken, clogged, or tilted sprinkler heads can lead to significant water waste over time.

Sprinkler Inefficiencies	Total	Average/Residence	Percentage of Residences
	<b>25,793</b>	<b>14</b>	<b>97%</b>



“My customized watering schedule has been awesome! My lawn, trees, and plants are thriving but no water is being wasted through overwatering or watering the sidewalk.”  
- 2019 STF-O participant









No-Cost  
Fixture  
Upgrades

Slow the Flow *Indoor* offers inspections on residential water use and suggests simple measures to increase water use efficiency in the home. These appointments are designed to be easily paired with a Slow the Flow *Outdoor* Inspection to provide the homeowners with a "whole home" conservation appointment and give a full picture of both indoor and outdoor water usage. Each appointment takes about 45 minutes to take flow measurements from faucets and shower heads, detect toilet leaks, and present the findings to the homeowner. Participants are left with a customized list of recommendations to improve indoor water efficiency and can even opt to have high-efficiency showerheads and faucet aerators installed during the appointment at no cost to them.

Immediate  
Water Savings

Customized  
Report

LIFETIME IMPACT

-  Since **2011**, Slow the Flow *Indoor* has helped **1,935 participants** reduce their indoor water use.
-  Through 2019, Slow the Flow *Indoor* has upgraded **1,355 showerheads and 4,059 faucet aerators** to more efficient models.
-  Slow the Flow *Indoor* has helped participating households save an **average of 6,000 gallons of water per year**.
-  Cumulative lifetime water savings total an estimated **55.5 million gallons**.

2019 IMPACT

# of indoor consultations completed	149
# of faucet aerators retrofitted	296
# of showerheads retrofitted	147
# of estimated gallons of water saved annually	1,100,000



## CUSTOMER FEEDBACK

The Slow the Flow *Indoor* Customer Satisfaction Survey was sent to **109** program participants, and **21** responded to the survey. Below are the results.

### OVERALL PROGRAM SATISFACTION

Overall experience with Slow the Flow <i>Indoor</i>	<b>100% satisfied to very satisfied</b>
Customer service	<b>100% satisfied to very satisfied</b>
Registration and scheduling process	<b>100% satisfied to very satisfied</b>
Water use & savings report	<b>100% satisfied to very satisfied</b>

95%

selected that this program is a "good" or "very good" use of water provider resources

100%

indicated they would recommend this program to others

### TOP WAYS PARTICIPANTS HEARD ABOUT THE PROGRAM

- 29%** Other Resource Central communication/participated in other RC programs
- 28%** City referral/event
- 14%** City website
- 14%** Newsletter, e-letter, or email

## CUSTOMER QUOTES







RESOURCE  
central

CONSERVATION MADE EASY