

Stone Creek

Water Conservation Group

W. E. T.

Water Efficiency Team

Proposal

This document is a proposal and not standard operating procedures or training material. The SOP and Training materials will follow upon approval of this proposal.

This proposal is to work towards the main points of the Water Conservation Group's mission statement: Provide Education and Information to conserve water in our homes and community.

HOA/COMPLIANCE requested the following:

- We are requesting the utilization of the Connect work order system available at <https://stonecreekocala.connectresident.com> for maintenance and landscaping requests. This system will facilitate the onsite staff in managing progress, necessary actions, and subsequent follow-ups.

The recommended name for the group in this proposal is the "Water Efficiency Team." Its acronym will be W.E.T. for easy memory and reference. This follows the same line as the existing Community Emergency Response Team, also known as C.E.R.T. That's because they are not a committee; they are working Teams of residents to benefit the community.

This proposal is to achieve the following overall objectives:

- Have residents be aware of their surroundings and bring attention to repairs needed to HOA responsible irrigation issues, which are common areas and managed home areas.
- Educate residents on the need for a service request ticketing system so repairs can be initiated and tracked.
- Educate residents on how to correctly supply all necessary Information needed to submit a service request ticket. Information such as stating the problem, its location and supplying pictures.

Why W.E.T. can be beneficial:

- Most of the water waste in Stone Creek is from landscape irrigation. Some of the waste is from inaccurate watering times and the rest is from breaks in the system.
- The landscape contractor (BrightView) is on site during normal work hours. Irrigation run times are off hours, so only the residents would notice breaks immediately. Thus, the residents would notice and could report any break in a much timelier manner than the landscape contractor's routine system checks.

Will create a 3 tier Issue Support System:

- Tier 3 = WET triage the issue, gather info and create a ticket.
- Tier 2 = HOA Irrigation Manager reviews, prioritizes, assigns and tracks the tickets.
- Tier 1 = HOA assigned landscape company works the tickets and makes repairs.

How would W.E.T. be implemented:

- First, we campaign to rally the residents the need to report immediately any issues they notice in the community or managed homes irrigation systems. Emphasize the quicker a problem can be reported, the quicker it can be fixed and therefore the more water it will save thus resulting in less HOA expenditures on irrigation.
- Second, we educate the residents on the correct information that is needed to report a break. This would include: the location/address, is it happening just during a watering cycle or is it constant, is it just bubbling on the surface or is it a gusher, etc. etc. And supply pictures to help clarify the problem and pinpoint the location.
- Third, we educate the residents on how to determine if just a service request needs to be opened or if the issue should also be reported immediately to the 24-hour emergency phone number. An example of an emergency would be that there is a gusher while the sprinklers are not running, signifying a break in a main water line.
- Fourth, we educate the residents on how to report the problem to a W.E.T. liaison.

This project will have 2 phases:

There are 2 phases because we want to get this W.E.T. concept off the ground as quickly as possible. To do this, it will initially take too long to rally up residents to step up to be liaisons.

Phase 1:

- Create a Gmail account to accept W.E.T. issues to report. One setup is: STONECREEKWET@gmail.com.
- Establish W.E.T. liaisons within the members of the existing Water Conservation Group, while we are trying to build the residents liaison base.
- Educate the residents on the importance of W.E.T.
- Educate the residents on the proper steps to report a problem to STONECREEKWET Gmail.
- The Water Conservation Group W.E.T. liaison will a) triage the emails to validate information provided; b) consolidate issue duplicates; c) create a service request ticket for the issue, and d) track the service request that it gets worked.

Phase 2:

- Campaign to get at least 2 residents from each neighborhood to be their neighborhood W.E.T. liaison.
- Educate the new liaisons on accessing the STONECREEKWET Gmail account to:
  - 1) look for issues reported in their neighborhood.
  - 2) determine if the same issue has been reported multiple times, and if so, consolidate.

3) triage the information provided for the issue to verify that all the required information is there to submit a service request ticket.

- Educate the new liaisons on how to create a service request ticket and track it.
- To take it a step further, campaign to get additional residents to be liaisons for the Amenities, Boulevards and Common areas.