

Northern Nevada Water Planning Commission

STAFF REPORT

DATE: March 31, 2023
TO: Chairman and Members, Northern Nevada Water Planning Commission (NNWPC)
FROM: Kim Rigdon, Water Resources Program Manager
SUBJECT: Presentation and report on Western Regional Water Commission (WRWC) and NNWPC purified water facility site visits

SUMMARY

Data Instincts arranged two tours of purified water sites for WRWC and NNWPC members. The first tour to the WRD Albert Robles Center for Water Recycling and Environmental Learning and Orange County Water District was held on January 19th, 2023. The second tour of the Silicon Valley Advanced Water Purification Center, Pure Water Soquel, and the Pure Water Monterey facilities was held on February 16th and 17th, 2023.

BACKGROUND

Data Instincts provides professional consulting services to the WRWC and NNWPC related to communication, education and public outreach guidance and assistance for advanced purified water planning and projects in the region. Data Instincts' work plan included tour opportunities for elected officials and key decision makers at similar purified water projects in other locations. Onsite tours enhance community leadership expertise in communicating with the public about advanced purified water projects in our region. The tours involved meeting with leaders of similar projects and hearing firsthand of lessons learned and challenges faced with introducing advanced purified water projects to their communities.

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WESTERN REGIONAL
WATER COMMISSION

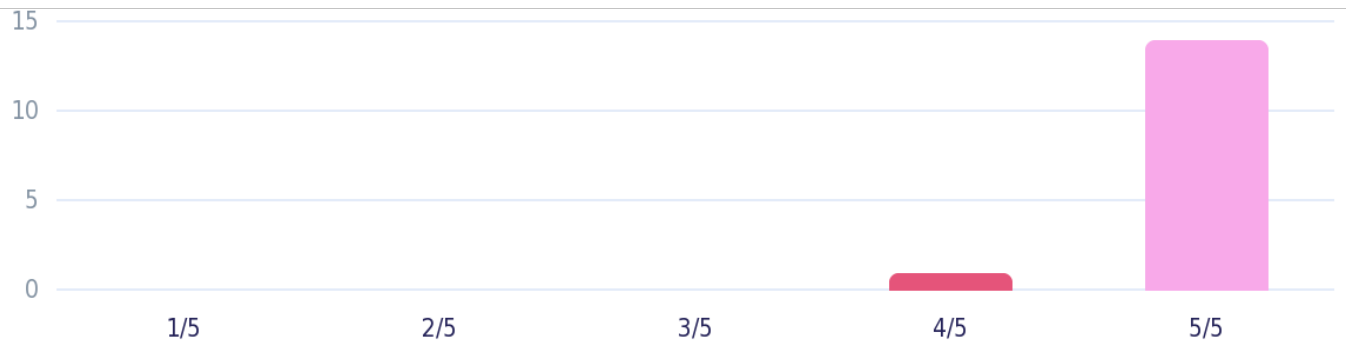
APW Facility Tours - Feedback

1. How satisfied are you with the overall tour experience?

15x answers

1x unanswered

Star Rating



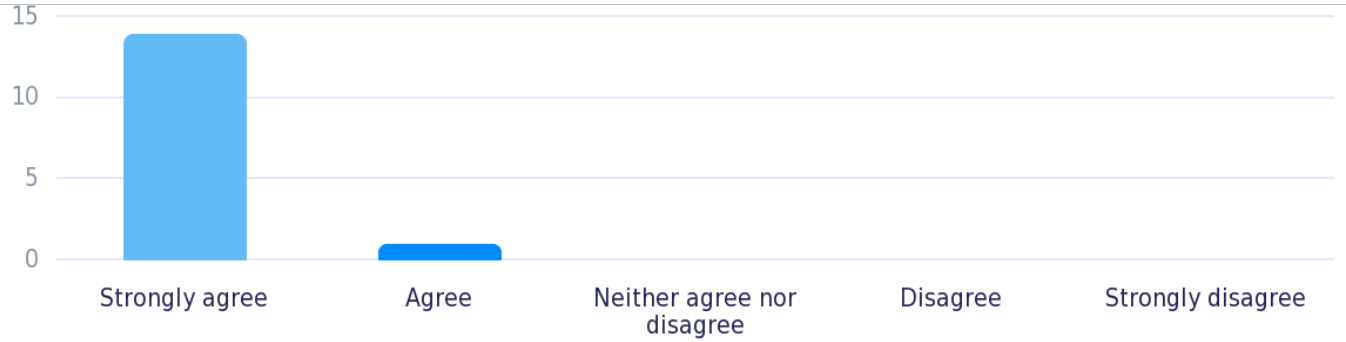
ANSWER	RESPONSES	RATIO
★☆☆☆☆ 1/5	0	0.0%
★★☆☆☆ 2/5	0	0.0%
★★★☆☆ 3/5	0	0.0%
★★★★☆ 4/5	1	6.7%
★★★★★ 5/5	14	93.3%

2. The presentations were informative, and the in-person site tour was a great way to learn more about purified water facility operations and planning.

15x answers

1x unanswered

Multiple choice



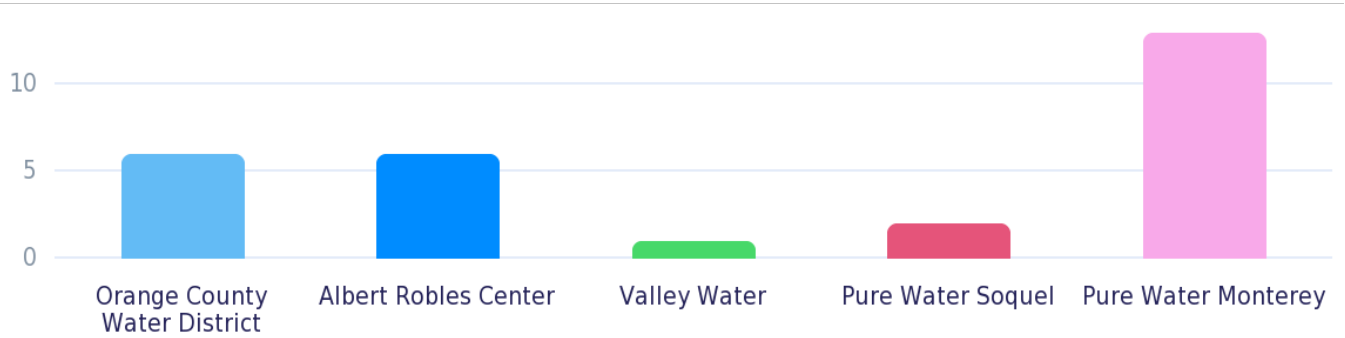
ANSWER	RESPONSES	RATIO
Strongly agree	14	93.3%
Agree	1	6.7%
Neither agree nor disagree	0	0.0%
Disagree	0	0.0%
Strongly disagree	0	0.0%

3. Which was your favorite (or favorites)?

14x answers

2x unanswered

Multiple choice



ANSWER	RESPONSES	RATIO
Orange County Water District	6	42.9%
Albert Robles Center	6	42.9%
Valley Water	1	7.1%
Pure Water Soquel	2	14.3%
Pure Water Monterey	13	92.9%

4. Was there something you were hoping to learn, but was not covered?

15x answers

1x unanswered

Text answer

- (9x)
- *I always wish there was a technical person on every tour so questions can be asked. Many tours have a communications member leading them which is fine, but it would be nice to talk with a technical person.*
- *It would have been nice to have a technical overview of the CA regulations and how they differ from NVs.*
- *I would have like to have some of the more technically oriented staff available at the N. Cal facilities - Orange County did a great job in this regard*
- *No - all of the tours were incredibly informative.*
- *No. I think we were offered ample opportunities to ask questions. The only questions that I had were the ones I thought of later.*
- *The tours were very informative. Unfortunately, they all use RO treatment method which is not an option for us here in Nevada since we have no ocean to discharge to. I would love to see the treatment process we will be using, but I understand we will be one of the first using such a method.*

5. Would you recommend the purified water facility site visits to others?

15x
answers

1x unanswered Multiple choice

ANSWER	RESPONSES	RATIO
Yes	15	100.0%
If "yes," place your cursor in this box and let us know who?	6	40.0%
No	0	0.0%

6. Do you have suggestions to improve future facility site visits?

15x answers

1x unanswered

Text answer

- (9x)
- *If we could visit a facility that doesn't use membranes (if there is one) it would be helpful*
- *Increase the length of the tours - it would have been great to have more time to ask more questions!*
- *I obtained the book that Mark Milan shared during the first tour. It would have been helpful to read before I went on the tours. I was glad that I had read (most of it) before the 2nd tour. The book was helpful on the public perception and outreach perspective. Depending on the group that attends, the focus could be either on the technical or public perception aspect.*
- *It would be helpful to have context ahead of time so we can better prepare for the tours, maybe even a teams meeting with a utility representative before the trip to just be introduced to the project and history.*
- *Maybe more time*
- *So awesome!*

7. Please share one or more "take aways" from your experience?

15x answers

1x unanswered

Text answer

- (2x)
- *Each Entity that provides advanced water purification has its own drivers, challenges and goals. Understanding how it's done in other regions helps to inform the OneWater team of things to consider.*
- *Framing the outreach to your audience is key; as are relationships.*
- *How important dedicated outreach is for the success of the whole project.*
- *I came away from the tours with conviction that we are on the right path for our water future. I also recognize the need to begin public outreach immediately and make sure that we have the time and effort in place to see that process all the way to the end. The public perception and acceptance will take the time that it takes.*
- *I could tell the elected officials were really excited after these tours and will back our project.*
- *Include the public throughout the entire process and let them experience the water for themselves. The more exposure and education, the better buy-in from the community!*
- *I think we can rely upon Pure Water Monterey's experience with their timeline of getting their project approved, funded, and constructed. I think that their goal of being completely self-sufficient with water recycling and power is a lofty goal that more treatment plants should be working towards. It is amazing the types of energy that can be created from sewage treatment and we should maximize it to its full potential. The other takeaway is how expensive these projects are. We will need to get the buy in of the community and federal funding partners to bring this project to life.*
- *It was inspiring to learn about the journey these 5 facilities took to introduce the process and need of advanced purified water to their regions. The success of these facilities serves as an example to those of us who are looking to introduce new and innovative solutions to our region and ultimately the state. It also demonstrated the importance of educating the public and engaging with local government to ensure drought resilient, sustainable water supplies for future generations.*
- *It was interesting to learn the background of each utility and their unique drivers for a reuse project. They were all different.*
- *The northern California trip was amazing. Thanks to you, Birgit, and Mark for putting together such a great itinerary!*
- *Visiting these facilities is invaluable and the replace the hands-on experience creates a broader perspective on the potential for purified water projects and regional water resource planning challenges. A regional communication plan and transparent public education is key to successful implementation of these projects.*
- *We need this!*
- *We were effective in conveying the fact that these are very expensive to some of the elected officials. I think we were less effective in painting the picture that we need a single entity to operate the entire system.*