

Water Resources Management Plan Update 2020

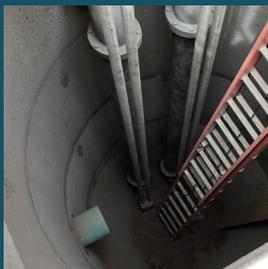


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Acknowledgements

The following City of Rio Rancho staff members and contractors participated in the 2020 Water Resources Management Plan implementation plan update:

- Louie Aguilar, City of Rio Rancho Environmental Programs
- Phyllis Baker, Baker Creative NM
- Jim Chiasson, City of Rio Rancho Utilities Department Director
- Amy Ewing, Daniel B. Stephens & Associates, Inc. (DBS&A)
- Annemarie Garcia, City of Rio Rancho Public Affairs Division Manager
- Victoria Garcia, City of Rio Rancho Environmental Programs
- Matt Geisel, City of Rio Rancho Economic Development Department
- Henrietta Hughes, City of Rio Rancho Utility Services Division
- Jerry Ortiz, City of Rio Rancho Code Enforcement
- Connie Peterson, City of Rio Rancho Parks, Recreation, and Community Services
- Amy Rincon, City of Rio Rancho Planning and Zoning
- Tyler Smith, University of New Mexico (UNM) Master of Water Resources student
- Dyane Sonier, City of Rio Rancho Parks, Recreation, and Community Services
- Marian Wrage, City of Rio Rancho Environmental Programs Manager

2020 Implementation Plan Update

City of Rio Rancho Water Resources Management Plan

1. Introduction

The City of Rio Rancho (the City) Water Resources Management Plan (WRMP) Final Report and Policy Recommendations document was completed in August 2004 (Wilson, 2004). The WRMP outlined the City's water resources and practices up to that date, made recommendations regarding water resources management strategies, and provided a schedule for their implementation. The WRMP also called for regular review, re-evaluation, and updates at least every five years.

The first WRMP update was completed in 2014. Daniel B. Stephens & Associates, Inc. (DBS&A) worked with the City to review the progress of the 39 implementation policies identified in the original WRMP, reprioritize these policies, and where appropriate, identify new implementation policies for the next five-year planning period (2015 through 2019). The results of these efforts were detailed in an updated implementation plan for the City's WRMP (DBS&A, 2014).

In 2020, DBS&A worked with the City to review the progress of the 33 implementation policies identified in the 2014 WRMP implementation plan, reprioritize these policies, and where appropriate, identify new implementation policies for the next five-year planning period (2021 through 2025). The results of these efforts are detailed in this updated WRMP implementation plan.

2. Update Process

Five meetings were held with City staff to obtain input on which policies to include in the 2020 WRMP implementation plan update. Because of COVID-19, each of these meetings was held via telephone conference. At the meetings, the participants discussed which of the 2014 implementation policies have been completed and which are ongoing priorities, identified one

new policy to be included in the updated WRMP implementation plan, and provided feedback regarding prioritization of the updated list of implementation policies.

The five 2020 WRMP implementation plan update teleconference meetings were as follows:

- April 21, 2020: This was the first meeting held for the 2020 City of Rio Rancho WRMP implementation plan update. Meeting participants went over the full table of initiatives from the previous WRMP implementation plan update that was completed in February 2014, discussing any progress that has been made and whether to include each initiative in the new WRMP update. Participants included six City staff members from Utility Services, Code Enforcement, Parks, Recreation, and Community Services, Planning and Zoning, and Environmental Programs, as well as Phyllis Baker from Baker Creative NM, Tyler Smith, a University of New Mexico (UNM) Master of Water Resources (MWR) student, and Amy Ewing from DBS&A.
- May 29, 2020: This was the second meeting held for the 2020 WRMP implementation plan update. Meeting participants discussed the current version of the table of initiatives, focusing on the conservation and education and outreach categories. Participants included five City staff members from Planning and Zoning, Parks, Recreation, and Community Services, and Environmental Programs, as well as Phyllis Baker from Baker Creative NM, UNM MWR student Tyler Smith, and Amy Ewing from DBS&A.
- June 11, 2020: This was the third meeting held for the 2020 WRMP implementation plan update. The meeting participants discussed the current version of the table of initiatives, focusing on the water reuse, water supply and infrastructure, source water protection, and enforcement categories. Participants included four City staff members from Utility Services, Planning and Zoning, and Environmental Programs, as well as Phyllis Baker from Baker Creative NM and Amy Ewing from DBS&A.
- June 24, 2020: This was the fourth meeting held for the 2020 WRMP implementation plan update. The meeting participants discussed the current version of the table of initiatives, focusing on the economic development category and other initiatives that needed more discussion, as well as public involvement strategies for the current update.

Participants included six City staff members from Planning and Zoning, Economic Development, Utilities Department, and Environmental Programs, as well as Phyllis Baker from Baker Creative NM, UNM MWR student Tyler Smith, and Amy Ewing from DBS&A.

- October 7, 2020: This was the fifth meeting held for the 2020 WRMP implementation plan update. The meeting participants discussed the public input responses received (discussed in Section 4.2) and assigned priority scores for each initiative based on this input. Participants included seven City staff members from Public Affairs, Planning and Zoning, Parks, Recreation, and Community Services, Utilities Department, and Environmental Programs, as well as UNM MWR student Tyler Smith and Amy Ewing from DBS&A.

The recommendations arising from these meetings regarding the policies to be included in the 2020 WRMP implementation plan are detailed in Sections 3 and 4. Complete meeting notes are provided in Appendix A.

3. 2014 Implementation Policy Recommendations

The following subsections list the 33 implementation policies that were included in the 2014 WRMP implementation plan update and provide an update on their progress and applicability for the next five-year planning period. The implementation policies that have been included in the 2020 WRMP implementation plan update are listed in Table 1, along with their 2004 and/or 2014 strategy numbers, if applicable, as well as their respective priorities, specific actions, and responsible parties.

3.1 Policy C.1

Reduce per capita water usage from 142 gallons per capita per day (gpcd) to 135 gpcd by 2017, and evaluate per capita water use by category

This policy was included as implementation policy C.1 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage told the meeting participants that the City's per capita use was 99 gallons per capita per day (gpcd) in 2019. The

group agreed that this policy should be kept, but it was revised so that the goal is to maintain the 2019 per capita use, rather than to decrease it further. At the second 2020 WRMP update meeting held in May 2020, the group added “continue and expand the existing leak detection program” to the list of actions, and added the Fire Department and Utility Contractor to the list of responsible parties. The City hires a private engineering firm under contract to operate portions of the City’s water system.

3.2 Policy C.2

Reduce non-revenue water to under 10 percent of the total volume of water produced

This policy was included as implementation policy C.2 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed keeping this policy, but revising it to address water loss instead of non-revenue water and to add a goal of maintaining the current water loss volume (24 gallons per connection per day). At the second 2020 WRMP update meeting held in May 2020, the Table 1 entry for this initiative was updated to list the 2019 value for distribution system water loss (20 gallons per connection per day).

Hydrant locks are used in areas where water theft has been a problem, and this practice will continue; however, at the second 2020 WRMP update meeting, the group decided that the use of hydrant locks does not need to be expanded at this time. An action calling for a meter to be added to the hydrant at Fire Station #1 was added to this policy after the meeting, as this hydrant is used to fill the majority of the Fire Department’s water needs. The “improve meter reading program” action was removed from this policy because the City has upgraded almost the entire water system to use automatic meter reading (AMR) technology.

The group discussed hydrant water use and leak detection and reporting in detail at the second 2020 WRMP update meeting, and Environmental Programs staff were asked to talk to other City staff about these water uses and report back to the group. Victoria Garcia researched the current hydrant meter practices (e.g., how often and under what circumstances meters are inspected, whether contractors move meters between projects, and how the meters are tracked), and provided a summary of this information at the fourth 2020 WRMP update meeting held in June 2020. She reported that there is no meter inspection and/or tracking standard operating procedure (SOP) in place, and that hydrant meters that have been checked out for

use on construction projects are not spot checked by City staff. The contractor who has each hydrant meter checked out is supposed to turn in monthly meter readings, but this is not always done. In some cases, the City does not get hydrant meter readings for months. The group discussed what to do about this, and Jim Chiasson said that there is a possibility that current staff could add a few hydrant meter tasks to their workload. Environmental Programs staff will coordinate with Utility Services Division staff (Henrietta Hughes and Maria Salido) and Jim Chiasson about this, and then these tasks will be assigned.

Louie Aguilar spoke to the City transmission and distribution (T&D) staff about their leak detection and reporting procedures, as the Water Conservation Office would like to receive data on the duration, location, volume, and resolution for each leak (and the associated dates and times) on a monthly basis. Louie provided a summary of this information to the group at the fourth 2020 WRMP update meeting held in June 2020. This summary indicated that T&D issues a leak list every morning, and by afternoon, the address of the leak, date it was reported, and the estimated date that it will be fixed are added to the updated list. When there is a water main break, T&D notifies the City via e-mail, also providing information on the estimated volume of water lost for each service leak and water main break.

3.3 Policy C.3

Expand the current rebate program to include additional incentives for investing in water conservation practices

This policy was included as implementation policy C.3 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage told the group that the water conservation rebate program has been expanded since the WRMP was last updated in February 2014. In July 2017, the City added outdoor rebates for turf conversion, smart irrigation controllers, and water efficient sprinkler heads to the program. This initiative will be kept, but will be revised to call for maintaining the existing rebate programs, also adding the possibility of a new rebate for installing rain catchment infrastructure. At the second 2020 WRMP update meeting held in May 2020, the group added an action that calls for researching the rain catchment rebate programs of other southwestern communities.

3.4 Policy C.4

Develop a standard water conservation plan format, and require that each new development adopt a plan that meets the City's standard

This policy was included as implementation policy C.4 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed the fact that this initiative has not been implemented, and whether it should be. There was a comment that this would not be enforceable, as well as discussion regarding the development process manual (DPM) requirements update that is currently underway. The group agreed that more discussion is needed on this item.

At the second 2020 WRMP update meeting held in May 2020, Amy Rincon suggested that this policy be kept, and that the existing codes be used as a starting point in developing the standard water conservation plan format. The group discussed that water conservation requirements for new developments are addressed in the zoning code (e.g., the area and type(s) of vegetation allowed), although this only applies to front yards of new developments; the group agreed that the City's zoning requirements need to be reviewed and updated. There was a comment that the landscape ordinance was revisited a number of years ago, but the proposed changes were never adopted. There was a question about how the City would enforce this requirement, especially in backyards. The group agreed that more discussion of this initiative is needed, and that the Environmental Programs staff should meet with Planning and Zoning to discuss whether this initiative is feasible and/or desired.

At the fourth 2020 WRMP update meeting held in June 2020, the group revised this initiative to call for deciding on whether to develop a standard water conservation plan format, rather than requiring it. There was consensus that City staff need to meet to discuss this issue before making a decision.

3.5 Policy C.5

Require specific categories of businesses and/or individual businesses that use large volumes of water to file water conservation plans to be approved by both the City Utilities Operations Division and City Development Department

This policy was included as implementation policy C.5 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed the City's lack of large commercial water users; however, there was agreement that this initiative should be kept to maintain criteria for addressing any potential new large water using customers that may be added in the future. At the second 2020 WRMP update meeting held in May 2020, Marian Wrage said that the Environmental Programs staff will meet with Planning and Zoning staff to discuss this initiative.

3.6 Policy C.6

Establish landscape design specifications and water budgets for all new golf courses, common landscape areas (e.g., medians), schools, and parks

This policy was included as implementation policy C.6 in the 2014 WRMP implementation plan because, while the City had a landscape ordinance in place, its scope would not cover a new golf course. At the first 2020 WRMP update meeting held in April 2020, the group agreed that this initiative should be kept, and that it is more important than policy C.5 (requiring specific categories of businesses and/or individual businesses that use large volumes of water to file water conservation plans, and for these plans to be approved).

There was discussion about whether the water budget requirement should be added to the City's existing DPM (current version dated December 2009 and available at <https://www.rnm.gov/1438/Development-Process-Manual>). This document has sections that outline landscaping requirements, including the type of planting and irrigation that may be used for new developments. The DPM's transportation section includes right-of-way landscaping requirements, and the parks section discusses planting, minimum grass standards, and irrigation and water needs for parks, although neither section quantifies water use or includes water budgets. The existing subdivision ordinance also addresses when different types of turf may be planted. The City has a tree preservation and maintenance administrative policy, which

aims to protect trees, inform decisions about tree selection and maintenance, and minimize water use on public property; but again, the policy does not quantify water use or include water budgets.

Existing Master Plans (for specific areas) include landscaping requirements that are more stringent than those included in the DPM. The group agreed that Environmental Programs staff should meet with Planning and Zoning and Parks Department staff to discuss the requirements that are already in place before discussing any potential revisions to this policy.

3.7 Policy C.7

Identify funding for implementation of water conservation measures at City parks.

Measures that have already been identified include adding soil amendments, changing grass types (from cool to warm season), replacing old irrigation systems, retrofitting existing irrigation systems with smart irrigation controllers, implementing deep tine aeration, improving reuse water management, and converting high water use areas that are not being used to xeriscape

This was added as new policy initiative C.7 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group agreed that this should be kept as an ongoing initiative. The group discussed that best management practices (BMPs) are being implemented at City parks, and agreed that this should continue. At the second 2020 WRMP update meeting held in May 2020, Dyane Sonier said that the City used to include water conservation projects on their infrastructure capital improvement plans (ICIPs), such as replacing grass with trees, bushes, and gravel in non-functional areas, and she suggested that criteria for prioritizing proposed projects be developed (e.g., prioritizing actions that address the top water users).

3.8 Policy C.8

Review the City's commercial landscaping development standards and determine whether these requirements should be updated (e.g., decreasing the landscaping requirements, adding maintenance requirements and inspections, and requiring that plants be replaced if they die)

This was added as new policy initiative C.8 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, there was discussion about how long-term landscaping maintenance requirements often fall by the wayside. Previously, the City attempted to enforce the commercial landscaping development standards using the zoning ordinance and received a lot of pushback. There was a comment at this meeting that the sections of code have not been revised yet. The group agreed that more discussion of this policy is needed.

At the second 2020 WRMP update meeting held in May 2020, the group decided to keep this policy, but to remove the policy action that called for adding rules regarding the specific irrigation systems that can be used, as technology is constantly changing (any list developed would soon be out of date).

3.9 Policy E.1

Continue providing home and business water audits to help achieve water conservation goals, and provide educational materials on the potential monetary savings that can result from conserving water

The City's water audit program was established in July 2003, and offers water audits to residential and commercial customers at their request. This policy was included as implementation policy E.1 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group agreed that this policy should be kept, and that the water audit offerings are very important. The City currently has two staff members and one subcontractor who perform these audits (indoor audits are primarily done by City staff, and a smaller number of large irrigation customer audits are performed by a subcontractor).

3.10 Policy E.2

Provide additional staff and resources for the water conservation program going forward

This policy was included as implementation policy E.2 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage said that one position has been added in the water conservation program since the 2014 WRMP implementation plan update was completed, and that the current level of staffing is likely adequate for the next five-year planning period. This initiative has not been included in the 2020 WRMP update, but will be reconsidered during the next update process.

3.11 Policy E.3

Fund the design and placement of graphical displays in City facilities and on billboards to show water use, goals for water savings, and water conservation initiatives

This policy was included as implementation policy E.3 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed that the City is currently using billboards for displaying this type of information, and that no postings have been made in City facilities to date. There was a comment that because the City is not currently working to reduce water demand, expansion of this program may not be necessary (although it should be included in the 2020 WRMP update). At the second 2020 WRMP update meeting held in May 2020, the group revised this initiative to call for an increased advertisement budget to cover an expansion in graphical water conservation displays. The Public Information Officer was also added as a responsible party, as that individual prepares all social media postings. This initiative was included in the 2020 WRMP update, and was renumbered as E.2.

3.12 Policy E.4

Encourage and educate residents about on-site rainwater harvesting and use, graywater harvesting and use, efficient irrigation controls, and soil amendments

This policy was included as implementation policy E.4 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage said that education is provided through the water conservation newsletters that are sent out to customers, and that Smart irrigation controllers have been added to the water conservation program's rebate

program, but that the existing actions could be expanded to address the use of rainwater and graywater. There was a comment that there might be an opportunity to work with the Arid Low Impact Development (LID) Coalition on these issues. The Arid LID Coalition includes numerous governmental, environmental, design, and business members in the Middle Rio Grande Basin. Their goal is to increase the use of green stormwater infrastructure (GSI) and LID, and to encourage the public to view and make use of stormwater as an asset, while improving water quality, stewardship, and well-being within the basin. The group provides technical resources and education, facilitates communication and collaboration, and supports demonstration and research projects.

At the second 2020 WRMP update meeting held in May 2020, Marian Wrage said that the City hosted a qualified water efficient landscaping (QWEL) training course several years ago, and that they could potentially do that again. Another idea would be to work with the arid LID group to hold a training course on rainwater harvesting. This initiative has been included in the 2020 WRMP update, and was renumbered as E.3.

3.13 Policy E.5

Continue consulting with and improving the partnership with Rio Rancho Public Schools to implement a robust water resources educational curriculum, instituting a formal program at two grade levels based upon available curriculums

This policy was included as implementation policy E.5 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage said that the City works with Rio Rancho Public Schools to ensure that their curriculum meets the needs of the students. She said that there is a possibility of changing the age group for the existing water conservation school program, making it for fifth grade instead of fourth grade, and that there has also been discussion of potentially adding a middle school and/or high school program. At the second 2020 WRMP update meeting held in May 2020, there was still interest in this initiative, but the group agreed that it may not be possible in the short term. The City had a middle school/high school program ready to implement, but then the schools were closed for the year due to COVID-19. Plans for the 2020-2021 school year were not yet clear. This initiative was included in the 2020 WRMP update, and was renumbered as E.4.

3.14 Policy E.6

Develop a “packaged” educational/informational program for senior, civic, and business groups that address water issues, and repeat the programs on a quarterly basis (i.e., cycle the program once developed)

This policy was included as implementation policy E.6 in the 2014 WRMP implementation plan. This policy has not yet been implemented, but at the first 2020 WRMP update meeting held in April 2020, the group agreed that it is important and should be. At the second 2020 WRMP update meeting held in May 2020, the group revised this initiative to call for developing an educational program for “residents and business groups” instead of “senior, civic, and business groups,” to be more inclusive. This initiative was included in the 2020 WRMP update, and was renumbered as E.5.

3.15 Policy R.1

Continue implementing the Water Reuse Strategy (1) for aquifer storage and recovery via direct injection, and (2) at City facilities (e.g., schools, medians, golf courses). This strategy includes large- and small-scale water reuse programs, reuse for aquifer recharge, irrigation and other non-potable uses, and development of reuse distribution and storage facilities. Keep up with any changes in technology that may affect the reuse projects

This policy was included as implementation policy R.1 in the 2014 WRMP implementation plan. The implementation of this policy is in progress, including direct injection of reuse water for aquifer storage and recovery. At the first 2020 WRMP update meeting held in April 2020, the group agreed that this is an active initiative, and should be included in the 2020 WRMP update, if not expanded. The group identified this policy as one that needed further discussion.

At the third 2020 WRMP update meeting held in June 2020, this initiative was again called active. No City schools are using reuse water yet, but that may happen in the future. There was a suggestion to add parks to the list of example City facilities in the description, and to add the Parks Department to the list of responsible parties. At the fourth 2020 WRMP update meeting held in June 2020, the group decided to add installation of a second direct injection well for aquifer recharge to the list of actions for this initiative. This well has already been included

on the City's ICIP, indicating that the City plans to install the second direct injection well within the next five years. The City applied for funding for the project this year, but did not receive an award.

3.16 Policy R.2

Actively negotiate with the State Engineer and New Mexico Environment Department to develop policies and regulations to encourage infiltration and injection of treated water into the aquifer, with accompanying return flow credits

This policy was included as implementation policy R.2 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group decided not to include this initiative in the 2020 WRMP update. This policy was removed because the state has rules and regulations in place that allow and outline the requirements for managed aquifer recharge projects. In addition, the OSE included a condition of approval in the City of Rio Rancho's Direct Injection project full-scale underground storage and recovery (USR) permit issued in May 2015 that says the City may file an application for permit for offset or return flow credit. Active negotiations with the state agencies are no longer needed, as these issues have already been addressed.

3.17 Policy R.3

Implement an educational component relating to water reuse

This was added as new policy initiative R.3 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage said that the water volume injected for the Direct Injection Project is included annually in the City's consumer confidence reports (CCRs), and that fact sheets on this topic are also available. Private water customers cannot tie into the reuse system, per the New Mexico Environment Department (NMED). At the third 2020 WRMP update meeting held in June 2020, the initiative description was revised to call for continuing the educational efforts relating to water reuse, and it was moved to the education and outreach category (renumbered as E.6).

3.18 Policy I.1

Identify new sources of water

This policy was included as implementation policy I.1 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed that this initiative is still important, and should be included in the 2020 WRMP update. At the third 2020 WRMP update meeting held in June 2020, the group revised this initiative description to call for continuing to acquire new water rights through existing mechanisms, as well as evaluating the potential for importing new sources of water (e.g., transbasin transfers). The other actions that were included in the 2014 WRMP update (pursuing a wholesale water purchase agreement with the Albuquerque Bernalillo County Water Utility Authority and evaluating the potential of purchasing water rights from Intel) were removed.

3.19 Policy I.2

Identify funding for new infrastructure (including water line replacements, new wells, and arsenic treatment facilities)

This was added as new policy initiative I.2 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed that this initiative is still important, and should be included in the 2020 WRMP update. At the third 2020 WRMP update meeting held in June 2020, this initiative was revised to call for continuing to seek funding for new infrastructure, as projects are prioritized annually as part of the ICIP process.

3.20 Policy I.3

Develop an emergency contingency plan for providing water supply in the event of a power failure

This was added as new policy initiative I.3 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group agreed that this has been done, and that the initiative can be removed.

3.21 Policy I.4

Plan for expected increases in power costs in the future

This was added as new policy initiative I.4 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed this initiative, and agreed that it is important. At the third 2020 WRMP update meeting held in June 2020, the group decided to remove this initiative from the WRMP, as this planning is done as part of the annual budget process and new water rate studies are performed every few years.

3.22 Policy P.1

Manage the City's domestic well permit program

This policy was included as implementation policy P.1 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage said that the City's domestic well permit program is being managed, but the group agreed that it should be kept as an ongoing initiative. City domestic well permits are required for new domestic wells proposed within City limits, and are needed in addition to a domestic well permit from the New Mexico Office of the State Engineer. The City's domestic well permit program ongoing activities include reviewing new construction house plans, issuing domestic well permits, and sending meter reading forms to permittees on an annual basis (permittees are required to return their meter readings to the City). At the third 2020 WRMP update meeting held in June 2020, action 1 was revised to call for continuing the training rather than enhancing it, and action 2 was removed, as the City does not have the authority to reduce the diversion volume allowed for domestic wells.

3.23 Policy P.2

Develop an educational program to teach domestic well users about how to prevent aquifer contamination and what water quality parameters they should monitor for

This was added as new policy initiative P.2 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage said that this has been done, and that mailings are sent to domestic well users annually. This initiative was revised to call for continuing this outreach. The City would also like to have the NMED Drinking Water Bureau host additional water quality monitoring events in Rio Rancho. At the third 2020 WRMP update

meeting held in June 2020, the group decided to move this initiative to the education and outreach category (the initiative was renumbered as E.7). The City mails the domestic well users permitted with the City an annual meter reading form to fill out and return, along with a postage-paid return envelope. An action will be added that calls for sending a direct mailing to domestic well owners that are not permitted with the City.

3.24 Policy P.3

Take action to limit and reduce the potential for groundwater contamination from septic systems by extending wastewater utilities into areas not currently served by the City sewer system, encouraging property owners to connect to the City system when City sewer becomes available, and decommissioning any on-site facilities

This policy was included as implementation policy P.3 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed the fact that this has not been done yet, but they agreed that it is an important initiative and should be included in the 2020 WRMP update. The initiative was expanded to call for discouraging lot splits that would increase the number of septic systems being used, especially in Unit 17. The NMED recommendation is for septic systems to be used only when lot size is greater than or equal to $\frac{3}{4}$ acre, but this is not being enforced; it will therefore be important for the City to discourage the practice. At the third 2020 WRMP update meeting held in June 2020, the group decided to delete the action item that calls for encouraging water customers to tie in to the wastewater system by developing incentives. This initiative was renumbered as P.2.

3.25 Policy P.4

Develop and distribute educational materials about septic tank maintenance and its relationship to aquifer protection

This policy was included as implementation policy P.4 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed the fact that this has not been done yet, but is needed. The initiative has been included in the 2020 WRMP update. At the third 2020 WRMP update meeting held in June 2020, the group decided to move this initiative to the education and outreach category (renumbered as E.8).

Under the proposed actions, developing and distributing City materials was added under action 1. Two additional actions were also added: (1) adding this information to the City's website and (2) sending a direct mailing to the City's list of permitted domestic well users (who are not connected to the City sewer system), Unit 16 home owners (who are connected to City water, but not sewer), and Wallen Village home owners on the west side of the City.

3.26 Policy P.5

Consider passing a new ordinance that requires existing homes that are served by domestic wells and/or septic systems and are located within 300 feet of existing service lines to hook onto City services if they change ownership

This was added as new policy initiative P.5 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed the fact that this has not been done yet, and agreed that the initiative should be included in the 2020 WRMP update. At the third 2020 WRMP update meeting held in June 2020, Marian Wrage suggested that the priority of this be changed from 2 to 3. Also, the distance was changed from 300 feet to 200 feet to match the City's Ordinance 51 (Water and Wastewater Rules and Rates). This initiative was renumbered as P.3.

3.27 Policy P.6

Stress the importance of proper hazardous waste disposal

This was added as new policy initiative P.6 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group discussed that the City's hazardous waste disposal program is working well, with Waste Management providing special pickups from customers. Prescription medication disposal is done differently, with drop-off available at special take-back events a few times per year. At the third 2020 WRMP update meeting held in June 2020, a new action item was added to call for putting this information on the City's website, and Keep Rio Rancho Beautiful and Waste Management were added under the responsibility column for this initiative. This initiative was renumbered as P.4.

3.28 Policy P.7

Work with neighboring communities and/or entities to network and fund studies on water quality and quantity in the Middle Rio Grande Basin

This policy was included as implementation policy P.7 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, Marian Wrage said that the City is doing this and will continue to, so the initiative was included in the 2020 WRMP update. At the third 2020 WRMP update meeting held in June 2020, the initiative description was reworded to call for continuing the current efforts. Marian Wrage suggested that the priority of this initiative be changed from 3 to 2 (or even 1). This initiative was renumbered as P.5.

3.29 Policy D.1

Evaluate the City's economic development plan/water budgets and the impact of zoning on water use

This was added as new policy initiative D.1 in the 2014 WRMP implementation plan in an effort to encourage the City's economic and development planning processes to think about water budgets and demands as they bring in new businesses. At the first 2020 WRMP update meeting held in April 2020, the group agreed that this initiative needs further discussion, including with staff from development services. Matt Geisel was present at the fourth 2020 WRMP update meeting held in June 2020, and he said that he does not have any adverse reactions to this initiative or its associated actions. He said that office jobs tend to have smaller water demand volumes than manufacturing jobs. The group agreed that the City is not aiming to discourage development. Matt Geisel said that he thinks there is an opportunity to expand water reuse (this is addressed under initiative R.1), and that water budgets could be included in development agreements if desired.

3.30 Policy D.2

Develop guidelines for allowing development (including addressing the permanence of the jobs that are created)

This was added as new policy initiative D.2 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group agreed that this initiative needs

further discussion, including with staff from development services. Matt Geisel participated in the fourth 2020 WRMP update meeting held in June 2020, and an action was added to this initiative calling for a review of the water and reuse infrastructure expansion plans and incentivizing development in these areas (prioritizing growth in areas with existing infrastructure, rather in undeveloped areas). There was discussion about the high cost of developing undeveloped areas compared to areas with existing infrastructure.

Jim Chiasson said that he does not want to see any additional scalping wastewater treatment plants (treatment facilities constructed to serve specific new developments—e.g., the wastewater treatment plant that is dedicated to the Mariposa development), and that he does not see any incentive to expand the existing water reuse infrastructure due to the limited supply of reclaimed wastewater and the great expense of expanding these lines. He said that he would be more interested in adding direct potable reuse (DPR) as a water resource initiative.

3.31 Policy D.3

Consider requiring high water users and/or new developments to bring water rights to the City

This was added as new policy initiative D.3 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, the group agreed that this initiative was one that will need further discussion. At the fourth 2020 WRMP update meeting held in June 2020, the initiative description was revised to say that the City may ask, rather than require, high-water-using customers to bring water rights to the City (or contribute to the City's water rights acquisition fund). There was a comment that requiring water rights would create competition in the water rights market, which could inflate prices. Jim Chiasson said that the City is ahead of schedule on water rights acquisition, and that an aquifer study is underway in cooperation with the U.S. Geological Survey and New Mexico Bureau of Geology and Mineral Resources. He said that it would be difficult to require new developments to bring water rights to the City until there is more information about the water resources.

3.32 Policy F.1

Consider passing a new ordinance that makes homeowners responsible for water bills (and not the individuals who are renting the properties)

This was added as new policy initiative F.1 in the 2014 WRMP implementation plan and was added at the suggestion of the City Utilities billing staff due to the high number of delinquent water accounts. At the first 2020 WRMP update meeting held in April 2020, the group discussed this not having been done yet, but they agreed that it is an important initiative and should be included in the 2020 WRMP update. At the third 2020 WRMP update meeting held in June 2020, the initiative's action item was revised to remove putting this on a City ballot (that will not be required). The group would like to see this policy implemented within the current planning period (by 2025), if possible.

3.33 Policy F.2

Consider passing a new ordinance that allows the City to place property liens (e.g., on homes for unpaid water bills)

This was added as new policy initiative F.2 in the 2014 WRMP implementation plan. At the first 2020 WRMP update meeting held in April 2020, there was a comment that the City is able to place liens, but can only place a property lien if the water bill is in the name of the homeowner. The group decided not to include this initiative in the 2020 WRMP update. Once policy F.1 has been implemented and water bills are in property owners' names, the City will be able to place property liens, so this policy is not necessary.

4. 2020 Policy Additions, Public Input, and Reprioritization

The policies proposed for the next five-year WRMP implementation plan (2021 through 2025) are broken into seven categories, including conservation, education and outreach, water reuse, water supply and infrastructure, source water protection, economic development, and enforcement. The list of proposed implementation policies is provided as Table 1, along with their respective priorities, specific actions, and responsible parties. Of the 33 implementation policies that were included in the 2014 WRMP implementation plan, 28 were either kept or

revised for inclusion on the updated policies list, and 1 new initiative was added (P.6), for a total of 29 implementation policies for the next five-year planning period.

4.1 Additional Implementation Policies

A number of implementation policies were revised or renumbered as discussed in Section 3, and one new implementation policy has been added for the next five-year planning period:

- *P.6:* Regularly meet with the Source Water Protection (SWP) team to discuss new potential sources of contamination in the City and update the SWP plan. The desired frequency for these meetings was discussed at the fourth 2020 WRMP update meeting held in June 2020, and the group suggested that they be held either annually or biennially. Table 1 calls for these meetings to be held every other year.

4.2 Public Input

The City had scheduled and advertised two public meetings to be held in April 2020, at the beginning of the 2020 WRMP update process, but these meetings had to be cancelled due to COVID-19. Public input was instead obtained without holding any in-person public meetings.

Marian Wrage developed a public involvement questionnaire that was announced in the City's summer 2020 newsletter sent out to customers (Appendix B). The announcement asked customers to take the City's water resources management plan survey online, providing input about the City's water resources and the Utilities Department's direction for the next five-year planning period. Public feedback was sought on the 2020 WRMP implementation plan update, including the initiatives, actions, and priorities. The public input questionnaire is provided in Appendix B. Customers that provided public comment were entered into a raffle for a free rain barrel.

The public input questionnaire comment period closed on September 30, 2020; the City received 78 responses. Marian Wrage put together a summary of the public input responses, which is provided in Appendix B. A discussion of the public feedback received follows.

Three initiatives tied for the highest score as the most important initiative based on the public input responses: C.2 (Monitor water loss from the distribution system and maintain distribution system loss at a volume similar to the 2019 value), R.1 (Continue implementing the Water Reuse Strategy), and I.2 (Continue working to identify funding for new infrastructure), with each of these initiatives receiving 52 of the 78 responses.

The initiative that received the most responses as the least important initiative (41 of 78 responses) was E.2 (Fund the design and placement of graphical displays in City facilities and on billboards to show water use, goals for water savings, and water conservation initiatives). Other initiatives that were thought to have low importance included P.3 (Consider passing a new ordinance that requires existing homes that are served by domestic wells and/or septic systems to connect to City services when they change ownership), E.4 (Continue working with Rio Rancho Public Schools to implement a robust water resources educational curriculum), and E.5 (Develop a “packaged” educational/informational program addressing water issues).

The results of the public input questionnaire indicate that the public is concerned about groundwater quality—in particular, the potential for contamination. The existing rebate program is seen favorably, and the respondents were fairly evenly split between wanting the community to maintain or further decrease the current daily per capita water demand. There were comments about the water tasting bad and the City’s water rates being high. People indicated that the best ways to contact them are through the newsletter (where the questionnaire was posted), on the City website, and on social media.

4.3 *Prioritization*

Initiative prioritization was performed by City staff and included the public priorities. The strategy prioritization values included on the 2020 WRMP implementation strategy table (Table 1) were developed at the fifth 2020 WRMP update meeting, held with City staff in October 2020. Participants included seven City staff members from Public Affairs, Planning and Zoning, Parks, Recreation, and Community Services, Utilities Department, and Environmental Programs, as well as UNM MWR student Tyler Smith and Amy Ewing from DBS&A. The implementation policies were assigned a numerical priority, with 1 being the highest. Seven policies were given the highest priority ranking:

- *C.2:* Monitor water loss from the distribution system and maintain distribution system loss at a volume similar to the 2019 value (20 gallons per connection per day).
- *E.1:* Continue providing home and business water audits to help achieve water conservation goals and provide educational materials on the potential monetary savings that can result from conserving water.
- *R.1:* Continue implementing the Water Reuse Strategy (1) for managed aquifer recharge via direct injection, and (2) at City facilities (e.g., parks, schools, medians, golf courses). This strategy includes large- and small-scale water reuse programs, reuse for aquifer recharge, irrigation and other non-potable uses, and development of reuse distribution and storage facilities. Keep up with any changes in technology that may affect the reuse projects.
- *I.1:* Continue working to identify new sources of water.
- *I.2:* Continue working to identify funding for new infrastructure (including water line replacements, new wells, and arsenic treatment facilities).
- *P.2:* Take action to limit and reduce the potential for groundwater contamination from septic systems by extending wastewater utilities into areas not currently served by the City sewer system, encourage property owners to connect to the City system when City sewer becomes available, and decommission any on-site facilities.
- *P.6:* Regularly meet with the SWP team to discuss new potential sources of contamination in the City and update the SWP plan.

The initiative priorities that were set are in line with the initiative priority scores assigned by the public in almost all cases, with two exceptions. The public felt that initiative E.4 (Continue working with Rio Rancho Public Schools to implement a robust water resources educational curriculum) was one of the least important; however, the group felt that by continuing this initiative, the City is supporting the school district in educating students about water resources issues, which will lead to the City having a better informed public in the future. The group also discussed the priority of initiative P.4 (Stressing the importance of proper hazardous waste disposal). The priority of this initiative was set as a 2—not because

it is not important, but because the City has limited control over this (in Rio Rancho, hazardous waste disposal is coordinated by Waste Management).

5. Summary and Recommendations

As discussed in Section 4.3, seven of the implementation policies were ranked the highest priority. Recommendations for the City of Rio Rancho that will lead to the successful implementation of the highest priority policies include the following:

- Improve the leak detection and reporting procedures to document the duration, location, volume, and resolution for each leak.
- Ensure that T&D staff submit the leak detection information monthly to the Water Conservation Office.
- Replace vulnerable and/or high-risk water lines, as funding allows.
- Meter all water uses, including the water used in Fire Department testing and trainings. Consider installing locks on additional hydrants to ensure that all water use is metered.
- Evaluate the current hydrant meter practices (e.g., how often and under what circumstances are meters inspected, do contractors move them for use on multiple projects, and how are the meters tracked?).
- Put a meter on the hydrant at Fire Station #1 (the majority of water used by the Fire Department comes from this hydrant).
- Continue implementing the existing, funded home and business water audit program, including providing educational materials about the monetary savings that may result from conserving water.
- Expand the water reuse program to maximize the beneficial use of all available water sources, including installing a second direct injection well for aquifer recharge.

- Encourage residents with septic systems to hook onto the wastewater utility in an effort to increase the supply of treated wastewater available for reuse.
- Educate City residents about the water reuse program, including the volume of water reused, and any program expansions.
- Continue acquiring new water rights through existing mechanisms.
- Evaluate the potential for importing water as a new source of supply (including the potential for transbasin transfers).
- Continue to outline and prioritize the City's infrastructure projects and seek City, grant, and loan funds to complete them.
- Educate City residents about the benefits of hooking into the wastewater utility.
- Discourage lot splits that would increase the number of septic systems.
- Meet with the SWP team and update the SWP plan every other year.
- Educate City residents about any new potential sources of contamination, and post information about the SWP plan updates on the City website.

Environmental Programs will take the lead on implementing these recommendations, coordinating with other departments and City leadership as necessary.

References

Daniel B. Stephens & Associates, Inc. (DBS&A). 2014. City of Rio Rancho water resources management plan implementation plan update. Prepared for the City of Rio Rancho, New Mexico. September 2014.

Wilson and Company (Wilson). 2004. *City of Rio Rancho water resources management plan: Final report and policy recommendations and policy recommendation implementation plan.* August 1, 2004.

Table

Table 1. 2020 Rio Rancho Water Policy Initiatives
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2020 Strategy	2004/2014 Strategy	Description	Priority ^a	List of Actions	Responsibility	Comments
<i>Conservation</i>						
C.1	VII.1.a./C.1	Maintain per capita water usage at a volume similar to the 2019 per capita demand (99 gallons per day).	2	<ol style="list-style-type: none"> 1. Continue implementing the public education water conservation strategies. 2. Continue and expand the existing leak detection program. 3. Reduce distribution system leaks by replacing vulnerable and/or high-risk water line, and by decreasing the response time for fixing leaks when they are identified. 4. Use water audits to identify customer leaks. 	<ul style="list-style-type: none"> • Environmental Programs • City residents • Utilities Department & Utility Contractor staff (leak detection, line replacement) • Fire Department 	
C.2	VII.1.b./C.2	Monitor water loss from the distribution system, and maintain distribution system loss at a volume similar to the 2019 value (20 gallons per connection per day).	1	<ol style="list-style-type: none"> 1. Improve the leak detection and reporting procedures to document the duration, location, volume, and resolution for each leak. 2. Ensure that the Transmission and Distribution (T&D) staff submit the item 1 information (above) to the Water Conservation Office, on a monthly basis. 3. Replace vulnerable and/or high-risk water line, as funding allows. 4. Meter all water uses, including the water used in Fire Department testing and trainings. Consider installing locks on additional hydrants to ensure that all water use is metered. 5. Evaluate the current hydrant meter practices (e.g., how often and under what circumstances are meters inspected, do contractors move them for use on multiple projects, and how are the meters tracked?). 6. Put a meter on the hydrant at Fire Station #1 (the majority of water used by the Fire Department comes from this hydrant). 	<ul style="list-style-type: none"> • Environmental Programs • Utilities Department & Utility Contractor staff (leak detection, line replacement, metering, and meter reading) 	
C.3	VII.1.j./C.3	Continue the current water conservation rebate program, and consider adding rebates for installing rain catchment systems.	2	<ol style="list-style-type: none"> 1. Research the existing rain catchment rebate programs of other southwestern communities. 2. Discuss the possibility of adding a water conservation rebate for installing rain catchment systems. 	<ul style="list-style-type: none"> • Environmental Programs 	
C.4	VII.6.c./C.4	Decide whether to develop a standard water conservation plan format, and whether to require that each new development adopt a water conservation plan that meets the City's standards.	2	<ol style="list-style-type: none"> 1. Review the location and content of the existing water conservation requirements that apply to new development (e.g., existing zoning and master plans). 2. Update the landscape requirements in the City's zoning. 3. Arrange annual meetings to discuss the potential for requiring water conservation plans for new development. 4. If the City decides to proceed with requiring development-specific water conservation plans, develop the standard format for what they must include. 5. If these plans will be required, define the volume of water above which a development-specific water conservation plan would be required. 6. If these plans will be required, determine who will review and approve them. 	<ul style="list-style-type: none"> • Environmental Programs • Utilities Department • Development Department 	

^a Priorities were updated in December 2020, based on 78 public input questionnaire responses received in September 2020. The initiatives with the highest priority have been assigned a value of 1.

Table 1. 2020 Rio Rancho Water Policy Initiatives
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2020 Strategy	2004/2014 Strategy	Description	Priority ^a	List of Actions	Responsibility	Comments
<i>Conservation (cont.)</i>						
C.5	VII.6.b./C.5	Require specific categories of businesses and/or individual businesses that use large volumes of water to file a water conservation plan, to be approved by both the Utilities and Development Departments.	2	<ol style="list-style-type: none"> 1. Develop guidance for what user-specific water conservation plans must include. 2. Determine who will review and approve the user-specific water conservation plans. 3. Define the volume of water above which a user-specific water conservation plan will be required. 4. Determine what enforcement will occur along with these plans, or whether their implementation will be voluntary. 	<ul style="list-style-type: none"> • Environmental Programs • Utilities Department • Development Department 	
C.6	VII.6.f./C.6	Establish landscape design specifications and water budgets for all new golf courses, common landscape areas (e.g., medians), schools, and parks.	2	<ol style="list-style-type: none"> 1. Determine who will develop the design specifications and water budgets. 2. Identify who will review and approve them. 	<ul style="list-style-type: none"> • Utilities Department • Development Department • Parks Department 	
C.7	—/C.7	Identify funding for implementation of water conservation measures at City parks.	2	<ol style="list-style-type: none"> 1. Develop criteria for prioritizing proposed projects (e.g., top water user projects). 2. Identify the specific parks to target, and develop a list of the water conservation measures to be implemented at each one. 3. Evaluate the possibility on connecting the Rio Rancho Sports Complex to the water reuse system (transitioning to using reclaimed water for irrigation at this location). 4. Apply for funding from the U.S. Bureau of Reclamation and/or other sources. 	<ul style="list-style-type: none"> • Environmental Programs • Parks Department 	
C.8	—/C.8	Review the City's commercial landscaping development standards and determine whether these requirements should be updated (e.g., decreasing the landscaping requirements, adding maintenance requirements and inspections, and requiring that plants be replaced if they die).	2	<ol style="list-style-type: none"> 1. Put together a task group to review the current commercial landscaping requirements that are outlined in the commercial development application packet. 2. Seek public input on whether any changes should be made. 	<ul style="list-style-type: none"> • Development Department • Parks Department • Environmental Programs 	
<i>Education and Outreach</i>						
E.1	VII.1.d./E.1	Continue providing home and business water audits to help achieve water conservation goals, and provide educational materials on the potential monetary savings that can result from conserving water.	1	<ol style="list-style-type: none"> 1. Continue implementing this existing, funded program, including providing educational materials about the monetary savings that may result from conserving water. 	<ul style="list-style-type: none"> • Environmental Programs 	This is a funded initiative and is considered to be an ongoing priority.
E.2	VII.1.f./E.3	Fund the design and placement of graphical displays in City facilities and on billboards to show water use, goals for water savings, and water conservation initiatives.	3	<ol style="list-style-type: none"> 1. Increase advertising budget. 2. Expand the existing advertisement campaign. 3. Promote water conservation on social media. 	<ul style="list-style-type: none"> • Environmental Programs • Public Information Officer 	This is a funded initiative, and the Water Conservation Office will be adding information to the advertisement campaign.

^a Priorities were updated in December 2020, based on 78 public input questionnaire responses received in September 2020. The initiatives with the highest priority have been assigned a value of 1.

Table 1. 2020 Rio Rancho Water Policy Initiatives
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2020 Strategy	2004/2014 Strategy	Description	Priority ^a	List of Actions	Responsibility	Comments
<i>Education and Outreach (cont.)</i>						
E.3	VII.1.i./E.4	Encourage and educate residents about on-site rainwater harvesting and use, graywater harvesting and use, efficient irrigation controls, and soil amendments.	2	<ol style="list-style-type: none"> 1. Continue to provide information on the City website and in utility newsletters describing on-site water harvesting of rainwater and graywater. 2. Put together a training course regarding efficient irrigation controls for the Parks Department, schools, irrigation businesses, and the public. 3. Partner with the Sandoval County Extension Office to provide educational materials regarding soil amendments. 4. Coordinate with the Arid LID group to identify and implement residential and commercial stormwater harvesting demonstration projects, and/or develop a training course on this topic. 	<ul style="list-style-type: none"> • Environmental Programs, with input from the Development Department and the Parks Department 	
E.4	VII.2.a./E.5	Continue working with Rio Rancho Public Schools to implement a robust water resources educational curriculum, instituting a formal program at two grade levels based upon available curriculums.	2	<ol style="list-style-type: none"> 1. Expand the partnership to include a middle/high school student program. 	<ul style="list-style-type: none"> • Environmental Programs 	
E.5	VII.2.b./E.6	Develop a "packaged" educational/informational program for residents and business groups that address water issues, and repeat the programs on a quarterly basis (i.e., cycle the program once developed).	3	<ol style="list-style-type: none"> 1. Make a list of educational/informational program topics to develop presentations for, and assign each topic to staff for developing content (e.g., conservation, water harvesting, water reuse). 2. Develop these presentations, and post them to the web site. 	<ul style="list-style-type: none"> • Environmental Programs 	Additional funds will be necessary for implementation.
E.6	—/R.3	Continue the City's educational efforts relating to water reuse.	2	<ol style="list-style-type: none"> 1. Continue to publish the recharge project injection volumes in the City's Consumer Confidence Reports. 2. Send the City's fact sheet on water reuse, and include the information in the City's quarterly newsletter. 3. Post information for the public on the City website regarding the graywater use allowed by the New Mexico Environment Department (NMED). 	<ul style="list-style-type: none"> • Utilities Department • Environmental Programs • Public Information Officer 	
E.7	—/P.2	Continue the City's domestic well user educational program regarding preventing aquifer contamination, and which water quality parameters to monitor for.	2	<ol style="list-style-type: none"> 1. Further develop and distribute City and/or NMED source water protection educational materials, and contact domestic well users about their water quality. 2. Send a direct mailing on this topic to domestic well owners who live in Rio Rancho that are not permitted with the City. 3. Contact the NMED Drinking Water Bureau about conducting another water quality testing event in Rio Rancho. 	<ul style="list-style-type: none"> • Utilities Department, working with Utility Contractor staff 	
E.8	VII.2.c./P.4	Develop and distribute educational materials about septic tank maintenance, and its relationship to aquifer protection.	2	<ol style="list-style-type: none"> 1. Further develop and distribute the City and/or NMED source water protection educational materials. 2. Add this information to the City's website. 3. Send a direct mailing on this topic to the City's list of permitted domestic well users, Unit 16 home owners, and Wallen Village home owners. 	<ul style="list-style-type: none"> • Utilities Department (as part of the source water protection program) • Public Information Officer 	

^a Priorities were updated in December 2020, based on 78 public input questionnaire responses received in September 2020. The initiatives with the highest priority have been assigned a value of 1.

Table 1. 2020 Rio Rancho Water Policy Initiatives
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2020 Strategy	2004/2014 Strategy	Description	Priority ^a	List of Actions	Responsibility	Comments
<i>Water Reuse</i>						
R.1	VII.3.e./R.1	Continue implementing the Water Reuse Strategy (1) for managed aquifer recharge via direct injection, and (2) at City facilities (e.g., parks, schools, medians, golf courses). This strategy includes large- and small-scale water reuse programs, reuse for aquifer recharge, irrigation and other non-potable uses, and development of reuse distribution and storage facilities. Keep up with any changes in technology that may affect the reuse projects.	1	<ol style="list-style-type: none"> 1. Expand the water reuse program to maximize the beneficial use of all available water sources, including installing a second direct injection well for aquifer recharge. 2. Encourage residents with septic systems to hook onto the wastewater utility, in an effort to increase the supply of treated wastewater available for reuse. 3. Educate City residents about the water reuse program, including the volume of water reused, and any program expansions. 	<ul style="list-style-type: none"> • Utilities Department with consultants • Parks Department 	
<i>Water Supply and Infrastructure</i>						
I.1	VII.3.c./I.1	Continue working to identify new sources of water.	1	<ol style="list-style-type: none"> 1. Continue acquiring new water rights through existing mechanisms. 2. Evaluate the potential for importing water as a new source of supply (including the potential for transbasin transfers). 	<ul style="list-style-type: none"> • Utilities Department • City attorneys 	
I.2	—/I.2	Continue working to identify funding for new infrastructure (including water line replacements, new wells, and arsenic treatment facilities).	1	<ol style="list-style-type: none"> 1. Continue to outline and prioritize the City's infrastructure projects and seek City, grant, and loan funds to complete them. 	<ul style="list-style-type: none"> • Utilities Department 	
<i>Source Water Protection</i>						
P.1	VII.3.g./P.1	Continue to manage the City domestic well permit program.	2	<ol style="list-style-type: none"> 1. Utility Contractor staff will actively manage the domestic well program. 	<ul style="list-style-type: none"> • Utilities Department, working with Utility Contractor staff 	
P.2	VII.3.i./P.3	Take action to limit and reduce the potential for groundwater contamination from septic systems by extending wastewater utilities into areas not currently served by the City sewer system, encourage property owners to connect to the City system when City sewer becomes available, and decommission any on-site facilities.	1	<ol style="list-style-type: none"> 1. Educate City residents about the benefits of hooking onto the wastewater utility. 2. Discourage lot splits that would increase the number of septic systems. 	<ul style="list-style-type: none"> • Utilities Department • Development Department 	
P.3	—/P.5	Consider passing a new ordinance that requires existing homes that are served by domestic wells and/or septic systems and are located within 200 feet of existing service lines to hook onto City services if they change ownership.	3	<ol style="list-style-type: none"> 1. Develop a task group to draft the new ordinance, and meet with City officials about its importance. 	<ul style="list-style-type: none"> • Utilities Department • Development Department 	
P.4	—/P.6	Stress the importance of proper hazardous waste disposal.	2	<ol style="list-style-type: none"> 1. Distribute educational materials regarding the City's existing hazardous waste disposal program, including the prescription medication take back program, to hospitals, pharmacies, nursing homes, and doctor's offices. 2. Post information on the City's web site. 	<ul style="list-style-type: none"> • Keep Rio Rancho Beautiful • Utilities Department (as part of the source water protection program) • Waste Management • Public Information Officer 	
P.5	VII.4.d./P.7	Continue to work with neighboring communities and/or entities to network and fund studies on water quality and quantity in the Middle Rio Grande Basin.	2	<ol style="list-style-type: none"> 1. Seek funding to pay for collaborative water quantity and quality studies. An example of a networking partner would be Southern Sandoval County Arroyo Flood Control Authority (SSCAFCA). 	<ul style="list-style-type: none"> • City of Rio Rancho 	

^a Priorities were updated in December 2020, based on 78 public input questionnaire responses received in September 2020. The initiatives with the highest priority have been assigned a value of 1.

Table 1. 2020 Rio Rancho Water Policy Initiatives
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2020 Strategy	2004/2014 Strategy	Description	Priority ^a	List of Actions	Responsibility	Comments
<i>Source Water Protection (cont.)</i>						
P.6	—/—	Regularly meet with the Source Water Protection (SWP) team to discuss new potential sources of contamination in the City, and update the SWP plan.	1	<ol style="list-style-type: none"> 1. Meet with the SWP team and update the SWP plan every other year. 2. Educate City residents about any new potential sources of contamination, and post information about the SWP plan updates on the City website. 	<ul style="list-style-type: none"> • Utilities Department 	
<i>Economic Development</i>						
D.1	—/D.1	Evaluate the City's economic development plan/water budgets and the impact of zoning on water use.	2	<p>Develop a task group to:</p> <ol style="list-style-type: none"> 1. Review City water demand by category, and update the volume of water that is available for development (evaluate current water demand and the number of new homes that have been approved, versus the volume that can be produced per the City's water rights permits). The Bohannon Huston Water Master Plan assessed water demand by category, but was completed in 2008. 2. Update the City's growth and water demand projections. 3. Update the City's economic development plan, adding a section that addresses water supply. 4. Develop an economic formula for whether to approve new developments, based on the number of jobs that will be created per acre-foot of water demand (taking water availability into account when proposed developments are evaluated and involving the Utilities Department in decisions regarding proposed development). 5. Consider passing a new ordinance addressing water demand and job creation that includes impact fee waivers for new customers that bring new jobs. 	<ul style="list-style-type: none"> • Utilities Department • Development Department • Economic Development Department • City Manager's Office 	
D.2	—/D.2	Develop guidelines for allowing development (including addressing the permanence of the jobs that are created).	2	<ol style="list-style-type: none"> 1. Review the existing Specific Area Plans. 2. Discuss the need for additional Specific Area Plans. 3. Meet to discuss guideline development. 4. Review the water and reuse infrastructure expansion plans, and incentivize development in these areas (prioritize growth in areas with existing infrastructure, rather in undeveloped areas). 	<ul style="list-style-type: none"> • Utilities Department • Development Department • Economic Development Department • City Manager's Office 	
D.3	—/D.3	Consider requesting high water using customers and/or new developments to bring water rights to the City, or contribute to the City's water rights acquisition fund.	3	<ol style="list-style-type: none"> 1. Complete the aquifer study that is currently underway, in coordination with the U.S. Geological Survey and New Mexico Bureau of Geology and Mineral Resources (moving forward with managing the water resources once more data are obtained). 2. Schedule a meeting including the City's water rights attorney to discuss this possibility. 	<ul style="list-style-type: none"> • Utilities Department • Development Department • Economic Development Department • City Manager's Office 	

^a Priorities were updated in December 2020, based on 78 public input questionnaire responses received in September 2020. The initiatives with the highest priority have been assigned a value of 1.

Table 1. 2020 Rio Rancho Water Policy Initiatives
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2020 Strategy	2004/2014 Strategy	Description	Priority ^a	List of Actions	Responsibility	Comments
<i>Enforcement</i>						
F.1	—/F.1	Consider passing a new ordinance that makes home owners responsible for water bills (and not the individuals who are renting the properties).	2	1. Develop a task group to draft the new ordinance, and meet with City officials about its importance.	• Utilities Department	
<i>Strategies to Reconsider in 2026</i>						
NA	VII.1.e./E.2	Provide additional staff and resources for the water conservation program going forward.	—		• Utilities Department • Environmental Programs	No additional staff needed for 2020-2025. Reconsider in 2026.

^a Priorities were updated in December 2020, based on 78 public input questionnaire responses received in September 2020. The initiatives with the highest priority have been assigned a value of 1.

Appendix A
Meeting Notes

City of Rio Rancho
Water Resources Management Plan
Implementation Plan Update Meeting
April 21, 2020

Meeting Summary

A City of Rio Rancho Water Resources Management Plan (WRMP) implementation plan update meeting was held on April 21, 2020 via conference call. The purpose of this meeting was to solicit input on the WRMP implementation plan update from City staff. This was the first WRMP implementation plan update meeting held in 2020.

Meeting participants:

- Phyllis Baker, Baker Creative NM
- Amy Ewing, Daniel B. Stephens & Associates, Inc. (DBS&A)
- Henrietta Hughes, City of Rio Rancho Utility Services Division
- Jerry Ortiz, City of Rio Rancho Code Enforcement
- Connie Peterson, City of Rio Rancho Parks, Recreation, and Community Services
- Amy Rincon, City of Rio Rancho Planning and Zoning
- Tyler Smith, UNM Master of Water Resources student
- Dyane Sonier, City of Rio Rancho Parks, Recreation, and Community Services
- Marian Wrage, City of Rio Rancho Environmental Programs Manager

Summary

This was the first meeting held for the 2020 City of Rio Rancho WRMP implementation plan update. Amy Ewing, Marian Wrage, and the other meeting participants went over the table of initiatives from the previous WRMP implementation plan update that was completed in February 2014, discussing any progress that has been made and whether to include each initiative in the new update.

Main discussion points from the meeting follow by February 2014 initiative number:

Conservation

- C.1, Reduce per capita water usage from 142 gallons per capita per day (gpcd) to 135 gpcd by 2017 (and evaluate per capita water use by category).
 - The City’s per capita use was 99 gallons per day in 2019. This initiative will be revised so that the goal is to maintain this volume, rather than to decrease it further.

- C.2, Reduce non-revenue water to less than 10 percent of the total volume of water produced.
 - This initiative will be revised to address water loss instead of non-revenue water, adding a goal of maintaining the current water loss volume (20 gallons per connection per day).
- C.3, Expand the current rebate program to include additional incentives for investing in water conservation practices.
 - The water conservation rebate program has been expanded since the earlier list of initiatives was finalized in February 2014. This initiative will be revised to call for maintaining the existing rebate programs, also adding the possibility of a new rebate for installing rain catchment infrastructure.
- C.4, Develop a standard conservation plan format, and require that each new development adopt a plan that meets the City’s standard.
 - This initiative has not been implemented, and the group discussed whether it should be. There was a comment that doing so would not be enforceable. Also, there was discussion regarding the Development Process Manual (DPM) requirements update that is currently underway. More discussion is needed.
- C.5, Require specific categories of businesses and/or individual businesses that use large volumes of water to file a water conservation plan to be approved by both the City Utilities Operations Division and City Development Department.
 - The City does not have many large commercial water users; however, the group agreed that this initiative should be kept to maintain criteria for addressing potential new large water using customers in the future.
- C.6, Establish landscape design specifications and water budgets for all new golf courses, common landscape areas, schools, and parks.
 - The group thought that this initiative is more important than C5. There was discussion about whether to add this requirement to the City’s DPM. The existing DPM has a section that directs the type of planting and irrigation that may be used for new developments. The City also has park development plans, and an administrative policy regarding trees. The group also discussed the existing subdivision ordinance that addresses when different types of turf may be planted.
- C.7, Identify funding for implementation of water conservation measures at City parks.
 - The group thought that this should be an on-going initiative. They said that best management practices (BMPs) are being implemented at City parks, and that this should continue.
- C.8, Review the City’s commercial landscaping development standards and determine whether these requirements should be updated.

- There was discussion about how long-term maintenance requirements often fall by the wayside. The City attempted to enforce the commercial landscaping development standards using the zoning ordinance, and received a lot of push back. The sections of code have not been revised yet. More discussion is needed.

Education and Outreach

- E.1, Continue providing home and business water audits to help achieve water conservation goals, and provide educational materials on the potential monetary savings that can result from conserving water.
 - The water audit offerings are thought to be very important. Currently, two staff and one subcontractor perform these audits. This includes many indoor audits, done mostly by City staff, and a smaller number of large irrigation and commercial customer audits, done by the subcontractor.
- E.2, Provide additional staff and resources for the water conservation program going forward.
 - One additional position has been added in the water conservation program since the last WRMP Implementation Plan update was completed. The current level of staffing is likely good for the next 5 year period; however, this initiative should be reconsidered during the next update.
- E.3, Fund the design and placement of graphical displays in City facilities and on billboards to show water use, goals for water savings, and water conservation initiatives.
 - The City is currently using the billboards that it has for displaying this type of information. No postings have been made in City facilities to date. The City is not working to reduce water demand, so expansion of this program may not be necessary.
- E.4, Encourage and educate residents about on-site rainwater harvesting and use, graywater harvesting and use, efficient irrigation controls, and soil amendments.
 - Education is provided through the water conservation newsletters that are sent out to customers, and Smart irrigation controllers have been added to the water conservation program's rebate program. The existing actions could be expanded to address the use of rain water and graywater. There was a comment that there might be an opportunity to work with the Low Impact Development (LID) group on these issues.
- E.5, Continue consulting with and improving the partnership with Rio Rancho Public Schools (RRPS) to implement a robust water resources educational curriculum, instituting a formal program at two grade levels based upon available curriculums.
 - The City works with the RRPS to ensure that their curriculum meets the needs of the students. There is a possibility of changing the age group for the existing water conservation school program for 5th grade instead of 4th. There was also discussion

of potentially adding a middle and/or high school program that involves a similar number of students.

- E.6, Develop a “packaged” educational/informational program for senior, civic, and business groups that address water issues, and repeat the programs on a quarterly basis (i.e., cycle the program once developed).
 - This has not been done yet, but the group felt that it is important (and should be done).

Water Reuse

- R.1, Continue implementing the Water Reuse Strategy (1) for aquifer storage and recovery via direct injection, and (2) at City facilities (e.g., schools, medians, golf courses).
 - This is an active initiative, and should be kept. It may even be expanded. Further discussion is needed.
- R.2, Actively negotiate with the State Engineer and New Mexico Environment Department to develop policies and regulations to encourage infiltration and injection of treated water into the aquifer, with accompanying return flow credits.
 - The group suggested dropping this initiative.
- R.3, Implement an educational component relating to water reuse.
 - The water volume injected for the Direct Injection project is included in the City’s Consumer Confidence Reports annually, and fact sheets on this topic are also available. Private water customers cannot tie in to the reuse system, per the New Mexico Environment Department (NMED). This initiative can be removed.

Water Supply and Infrastructure

- I.1, Identify new sources of water.
 - This initiative is still important and should be kept.
- I.2, Identify funding for new infrastructure (including water line replacements, new wells, and arsenic treatment facilities).
 - This initiative is still important and should be kept.
- I.3, Develop an emergency contingency plan for providing water supply in the event of a power failure.
 - This has been done, and can be removed.
- I.4, Plan for expected increases in power costs in the future.
 - This initiative is still important and should be kept.

Source Water Protection

- P.1, Actively manage the City domestic well permit program.

- This is being done, but should be kept as an on-going initiative.
- P.2, Develop an educational program to teach domestic well users about how to prevent aquifer contamination and what water quality parameters they should monitor for.
 - This has been done, and mailings are sent to domestic well users annually. This initiative will be revised to call for continuing this outreach. The City would also like to have the NMED Drinking Water Bureau host additional water quality monitoring events in Rio Rancho.
- P.3, Take action to limit and reduce the potential for groundwater contamination from septic systems by extending wastewater utilities into areas not currently served by the City sewer system, encourage property owners to connect to the City system when City sewer becomes available, and decommission any on-site facilities.
 - This has not been done yet, but it is an important initiative, and should be kept. The initiative will also be expanded to call for discouraging lot splits that would increase the number of septic systems being used, especially in Unit 17. The NMED recommendation is for septic systems to be used only when lot size is $\geq \frac{3}{4}$ acre, but this is not being enforced, so it will be important for the City to discourage the practice.
- P.4, Develop and distribute educational materials about septic tank maintenance and its relationship to aquifer protection.
 - This has not been done yet, but is needed. The initiative should be kept.
- P.5, Consider passing a new ordinance that requires existing homes that are served by domestic wells and/or septic systems and are located within 300 feet of existing service lines to hook onto City services if they change ownership.
 - This has not been done yet, and the group agreed that it should be kept.
- P.6, Stress the importance of proper hazardous waste disposal.
 - The City hazardous waste disposal program is working well, with Waste Management providing special pick-ups from any customers. Prescription medication disposal is done differently, with drop off available at special take back events a few times per year.
- P.7, Work with neighboring communities and/or entities to network and fund studies on water quality and quantity in the Middle Rio Grande Basin.
 - The City is doing this, and will continue (keep initiative).

Economic Development

- D.1, Evaluate the City's economic development plan/water budgets and the impact of zoning on water use.

- This initiative needs further discussion (including with staff from development services).
- D.2, Develop guidelines for allowing development (including addressing the permanence of the jobs that are created).
 - This initiative needs further discussion (including with staff from development services).
- D.3, Consider requiring high water users and/or new developments to bring water rights to the City.
 - This initiative needs further discussion.

Enforcement

- F.1, Consider passing a new ordinance that makes home owners responsible for water bills (and not the individuals who are renting the properties).
 - This has not been done yet, but is an important initiative and should be kept.
- F.2, Consider passing a new ordinance that allows the City to place property liens (e.g., on homes for unpaid water bills).
 - The City is able to place liens, but this only works if the water bill is in the name of the home owner. This initiative can be cut.

The strategy prioritization values included on the 2014 WRMP implementation strategy table were developed at a meeting held with City staff in July 2013. Participants included staff from the Utilities Division, Environmental Programs, Development Services, Utility Billing, Parks, and Code Enforcement departments. The public meeting held on December 14, 2013 included a strategy prioritization exercise, and the prioritization values were revised after that meeting.

Next Steps

Amy Ewing will revise the WRMP Implementation Plan update table per the meeting discussion, and will send it to Marian Wrage for review. Marian Wrage will schedule the next project meeting, and will invite additional City staff to participate.

City of Rio Rancho
Water Resources Management Plan
Implementation Plan Update Meeting
May 29, 2020

Meeting Summary

A City of Rio Rancho Water Resources Management Plan (WRMP) implementation plan update meeting was held on May 29, 2020 via conference call. The purpose of this meeting was to solicit input on the update of the WRMP implementation plan from City staff. This was the second WRMP implementation plan update meeting held for the 2020 update.

Meeting participants:

- Louie Aguilar, City of Rio Rancho Environmental Programs
- Phyllis Baker, Baker Creative NM
- Amy Ewing, Daniel B. Stephens & Associates, Inc. (DBS&A)
- Victoria Garcia, City of Rio Rancho Environmental Programs
- Amy Rincon, City of Rio Rancho Planning and Zoning
- Tyler Smith, UNM Master of Water Resources student
- Dyane Sonier, City of Rio Rancho Parks, Recreation, and Community Services
- Marian Wrage, City of Rio Rancho Environmental Programs Manager

Summary

This was the second meeting held for the 2020 City of Rio Rancho WRMP implementation plan update. Meeting participants discussed the current version of the table of initiatives, focusing on the conservation and education and outreach categories. Main discussion points from the meeting follow:

Conservation

- C.1, Maintain per capita water usage at a volume similar to the 2019 per capita demand (99 gallons per day).
 - Add “continue and expand the existing leak detection program” to the list of actions.
 - Change “Public Works” to “Utilities.”
 - Change “leak accounting” to “leak detection.”
 - Add the Fire Department and Utility Contractor to the list of responsible parties.

- C.2, Monitor water loss from the distribution system, and maintain this at a volume similar to the 2019 value (20 gallons per connection per day).
 - The previous version of the table cited the 2018 value for distribution system water loss. Update to present the 2019 value (20 gallons per connection per day).
 - Hydrants locks are in use in areas where water theft has been a problem, and this practice will continue. The group did not think that the use of hydrant locks needs to be expanded at this time.
 - Add an action calling for a meter to be added to the hydrant at Fire Station #1 (that hydrant is used to fill the majority of the Fire Department’s water needs).
 - Remove item 4 (“improve meter reading program”). The City has already automated meter reading by upgrading almost the entire water system to include Automatic Meter Reading (AMR) technology.
 - Victoria Garcia will find out about the current hydrant meter practices (e.g., how often and under what circumstances meters are inspected, whether contractors move meters between projects, and how the meters are tracked), and will provide a summary of this information at the next meeting.
- C.3, Continue the current water conservation rebate program, and consider adding rebates for installing rain catchment systems.
 - Add an action that calls for researching the rain catchment rebate programs of other southwestern communities.
- C.4, Develop a standard conservation plan format, and require that each new development adopt a plan that meets the City’s standards.
 - Amy Rincon suggested that the existing codes be used as a starting point in developing the standard water conservation plan format. Water conservation requirements for new developments are addressed in the zoning code (e.g., the area and type(s) of vegetation allowed), although this only applies to front yards of new developments.
 - The City’s zoning requirements need to be reviewed and updated. The landscape ordinance was revisited a number of years ago, but the proposed changes were never adopted.
 - There was a question about how the City would enforce this requirement, especially in backyards.
 - More discussion of this potential initiative is needed. The Environmental Programs staff will meet with Planning and Zoning to discuss whether this initiative is feasible and/or desired.

- C.5, Require specific categories of businesses and/or individual businesses that use large volumes of water to file a water conservation plan to be approved by both the Utilities and Development Departments.
 - The Environmental Programs staff will meet with Planning and Zoning staff to discuss this initiative.
- C.6, Establish landscape design specifications and water budgets for all new golf courses, common landscape areas, schools, and parks.
 - Environmental Programs staff will meet with Planning and Zoning and Parks Department staff to discuss the requirements that are already in place. Dyane Sonier said that the existing Development Process Manual (DPM) includes landscaping requirements; the DPM's transportation section includes right-of-way landscaping requirements, and the parks section discusses planting, minimum grass standards, irrigation and water needs for parks, although neither section includes water budgets. Existing Master Plans (for specific areas) include landscaping requirements that are more stringent than what is included in the DPM. City staff need to review what requirements exist, and then discuss any necessary revisions.
- C.7, Identify funding for implementation of water conservation measures at City parks.
 - Dyane Sonier said that the City used to include water conservation projects on their Infrastructure Capital Improvement Plans (ICIPs), such as replacing grass with trees, bushes, and gravel in non-functional areas.
 - Dyane suggested that criteria for prioritizing proposed projects be developed (e.g., prioritizing actions that address the top water users).
- C.8, Review the City's commercial landscaping development standards and determine whether these requirements should be updated.
 - The group discussed removing the action that called for adding rules regarding the specific irrigation systems that can be used, as technology is constantly changing (any list developed would soon be out of date).

Education and Outreach

- E.1, Continue providing home and business water audits to help achieve water conservation goals, and provide educational materials on the potential monetary savings that can result from conserving water.
 - No discussion.
- E.2, Fund the design and placement of graphical displays in City facilities and on billboards to show water use, goals for water savings, and water conservation initiatives.
 - This initiative will be revised to call for an increased advertisement budget, to cover an expansion in graphical water conservation displays.

- The Public Information Officer should be added as a responsible party, since that individual prepares all social media postings.
- E.3, Encourage and educate residents about on-site rainwater harvesting and use, graywater harvesting and use, efficient irrigation controls, and soil amendments.
 - Marian Wrage said that the City hosted a Qualified Water Efficient Landscaping (QWEL) training course several years ago, and that they could do that again.
 - Another idea is to work with the Arid Low Impact Development (LID) group to hold a training course on rainwater harvesting.
- E.4, Continue working with Rio Rancho Public Schools to implement a robust water resources educational curriculum, instituting a formal program at two grade levels based upon available curriculums.
 - There is still interest in this initiative, but it may not be possible in the short term. The City had a middle/high school program ready to implement, but then the schools were closed for the year due to Covid-19. It isn't clear yet what the plans for the 2020-2021 school year will be.
- E.5, Develop a “packaged” educational/informational program for residents and business groups that address water issues, and repeat the programs on a quarterly basis (i.e., cycle the program once developed).
 - This initiative will be revised to call for developing an educational program for “residents and business groups” instead of “senior, civic, and business groups”, to be more inclusive.

The initiatives in the other categories were not discussed at this meeting.

Next Steps

Amy Ewing will revise the updated WRMP Implementation Plan initiative table per this meeting's discussion, and send it to Marian Wrage and then the full group for review.

The third WRMP implementation plan update meeting will be held by phone on June 11, 2020; discussion will focus on the Water Reuse and Water Supply and Infrastructure initiatives. The initiative prioritization values will be revisited later in the update process.

City of Rio Rancho
Water Resources Management Plan
Implementation Plan Update Meeting
June 11, 2020

Meeting Summary

A City of Rio Rancho Water Resources Management Plan (WRMP) implementation plan update meeting was held on June 11, 2020, via conference call. The purpose of this meeting was to solicit input on the update of the WRMP implementation plan update from City staff. This was the third WRMP implementation plan update meeting held in 2020.

Meeting participants:

- Phyllis Baker, Baker Creative NM
- Amy Ewing, Daniel B. Stephens & Associates, Inc. (DBS&A)
- Victoria Garcia, City of Rio Rancho Environmental Programs
- Henrietta Hughes, City of Rio Rancho Utility Services Division
- Amy Rincon, City of Rio Rancho Planning and Zoning
- Marian Wrage, City of Rio Rancho Environmental Programs Manager

Summary

This was the third meeting held for the 2020 City of Rio Rancho WRMP implementation plan update. The meeting participants discussed the current version of the table of initiatives, focusing on the water reuse, water supply and infrastructure, source water protection, and enforcement categories.

Main discussion points from the meeting follow:

Water Reuse

- R.1, Continue implementing the Water Reuse Strategy (1) for managed aquifer recharge via direct injection, and (2) at City facilities (e.g., schools, medians, golf courses).
 - This is an active initiative. No schools are using reuse water yet, but that may happen in the future. There was a suggestion to add parks to the list of example City facilities in the description, as well as Parks Department to the list of responsible parties.
- R.2, Implement an educational component relating to water reuse.

- This initiative description will be revised to call for continuing the educational efforts relating to water reuse, and will be moved to the education and outreach category (renumbered as E.6).

Water Supply and Infrastructure

- I.1, Identify new sources of water.
 - The initiative description will be reworded to call for continuing to work to identify new sources of water, and actions 3 and 4 will be removed.
- I.2, Identify funding for new infrastructure (including water line replacements, new wells, and arsenic treatment facilities).
 - This initiative will be reworded to call for continuing to seek funding for new infrastructure. There was a comment that projects are prioritized annually as part of the infrastructure capital improvements planning (ICIP) process.
- I.3, Plan for expected increases in power costs in the future.
 - This initiative will be removed (this is done as part of the annual budget process, and new rate studies are performed every few years).

Source Water Protection

- P.1, Continue to actively manage the City domestic well permit program.
 - Action 1 will be revised to call for continuing the training, rather than enhancing it. Action 2 will be removed, as the City does not have the authority to reduce the diversion volume allowed for domestic wells.
 - Under responsibility, Water Conservation Office will be replaced with Utilities Department.
- P.2, Continue the City’s domestic well user educational program regarding preventing aquifer contamination, and which water quality parameters to monitor for.
 - This initiative will be moved to the education and outreach category (the initiative will be renumbered as E.7).
 - Under responsibility, Water Conservation Office will be replaced with Utilities Department.
 - The City mails the domestic well users permitted with the City an annual meter reading form to fill out and return, along with a postage paid return envelope.
 - An action will be added that calls for sending a direct mailing to domestic well owners in Rio Rancho that are not permitted with the City.
- P.3, Take action to limit and reduce the potential for groundwater contamination from septic systems by extending wastewater utilities into areas not currently served by the City sewer system, encourage property owners to connect when City sewer becomes available, and decommission any on-site facilities.

- The action item that calls for encouraging water customers to tie in to the wastewater system by developing incentives will be deleted.
- This initiative will be renumbered, per the move discussed above.
- P.4, Develop and distribute educational materials about septic tank maintenance and its relationship to aquifer protection.
 - This initiative will be moved to the education and outreach category (renumbered as E.8).
 - Under the proposed actions, City materials should also be developed and distributed.
 - Two new actions will be added: add this information to the City’s website, and send a direct mailing to the City’s list of permitted domestic well users (not connected to the City sewer system), Unit 16 homeowners (who are connected to City water, but not sewer), and Wallen Village homeowners on the west side of town.
 - Under responsibility, Water Conservation Office will be replaced with Utilities Department.
- P.5, Consider passing a new ordinance that requires existing homes that are served by domestic wells and/or septic systems and are located within 300 feet of existing service lines to hook onto City services if they change ownership.
 - Marian Wrage suggested that the priority of this be changed from 2 to 3.
 - Under responsibility, Water Conservation Office will be deleted.
 - This initiative will be renumbered, per the move discussed above.
- P.6, Stress the importance of proper hazardous waste disposal.
 - The City hazardous waste disposal program is working well, with Waste Management providing special pick-ups from any customers.
 - A new action item will be added to call for putting this information of the web site.
 - The existing action item 2 that calls for providing local pharmacies and hospitals with a handout to give out with prescriptions detailing proper disposal will be deleted.
 - Keep Rio Rancho Beautiful and Waste Management will be added under the responsibility column for this initiative.
 - This initiative will be renumbered, with the move discussed above.
- P.7, Work with neighboring communities and/or entities to network and fund studies on water quality and quantity in the Middle Rio Grande Basin.
 - The initiative description will be reworded to call for continuing the current efforts. Marian Wrage suggested that the priority of this initiative be changed from 3 to 2 (or even 1).
 - This initiative will be renumbered, per the move discussed above.

The Economic Development initiatives will be discussed during the next meeting.

Enforcement

- F.1, Consider passing a new ordinance that makes home owners responsible for water bills (and not the individuals who are renting the properties).
 - The action item will be revised to remove putting this on a City ballot (that will not be required).
 - Under responsibility, Water Conservation Office will be removed.

Next steps

Amy Ewing will revise the updated WRMP Implementation Plan initiative table per this meeting's discussion, and send it to Marian Wrage and then the full group for review.

The fourth WRMP implementation plan update meeting will be held by phone on June 24, 2020. Discussion will focus on the economic development initiatives, as well as public involvement strategies for the current update. The initiative prioritization values will be assigned during meeting 5.

City of Rio Rancho
Water Resources Management Plan
Implementation Plan Update Meeting
June 24, 2020

Meeting Summary

A City of Rio Rancho Water Resources Management Plan (WRMP) implementation plan update meeting was held on June 24, 2020, via conference call. The purpose of this meeting was to solicit input on the update of the WRMP implementation plan update from City staff. This was the fourth WRMP implementation plan update meeting held in 2020.

Meeting participants:

- Louie Aguilar, City of Rio Rancho Environmental Programs
- Phyllis Baker, Baker Creative NM
- Jim Chiasson, Utilities Department Director
- Amy Ewing, Daniel B. Stephens & Associates, Inc. (DBS&A)
- Victoria Garcia, City of Rio Rancho Environmental Programs
- Matt Geisel, City of Rio Rancho Economic Development Department
- Amy Rincon, City of Rio Rancho Planning and Zoning
- Tyler Smith, UNM Master of Water Resources student
- Marian Wrage, City of Rio Rancho Environmental Programs Manager

Summary

This was the fourth meeting held for the 2020 City of Rio Rancho WRMP implementation plan update. The meeting participants discussed the current version of the table of initiatives, focusing on the economic development category and other initiatives that needed more discussion, as well as public involvement strategies for the current update.

Main discussion points from the meeting follow:

Hydrant Meter Practices

Victoria Garcia gave a summary of the City's current hydrant meter practices. She said that there is no standard operating procedure (SOP) in place, and hydrant meters that have been checked out for use on construction projects are not spot checked. The contractor is supposed to turn in monthly meter readings, but this is not always done. In some cases, the City does not get hydrant meter readings for months. The group discussed what to do about this, and

Jim Chiasson said that there is a possibility that current staff could add a few hydrant meter tasks to their work load. Water Conservation staff will talk to the Utility Services Division staff (Henrietta Hughes and Maria Salido) about this, will update Jim Chiasson, and then these tasks will be assigned.

Leak Detection and Reporting Procedures

Louie Aguilar will be checking with the City transmission & distribution (T&D) staff about their leak detection and reporting procedures. The Water Conservation Office would like to receive data on the duration, location, volume, and resolution for each leak (and the associated dates and times), on a monthly basis. Louie will send an email to the full group with an update on this after talking to the T&D staff.

Economic Development

- D.1, Evaluate the City's economic development plan/water budgets and the impact of zoning on water use.
 - Matt Geisel said that he does not have any adverse reactions to this initiative or its associated actions. He said that the issue is really what type of jobs are being created. Office jobs tend to have smaller water demand than manufacturing jobs.
 - Marian Wrage said that the City is not aiming to discourage development.
 - Matt Geisel said that he thinks there is an opportunity to expand water reuse (this is addressed under initiative R.1).
 - Matt Geisel said that water budgets could be included in development agreements, if desired.
- D.2, Develop guidelines for allowing development (including addressing the permanence of the jobs that are created).
 - The group suggested adding an action to call for a review of the water and reuse infrastructure expansion plans, and incentivizing development in these areas (prioritizing growth in areas with existing infrastructure, rather in undeveloped areas).
 - There was discussion about the high cost of developing undeveloped areas, compared to areas with existing infrastructure. Jim Chiasson said that he does not want to see any additional scalping wastewater treatment plants (e.g., the wastewater treatment plant that is dedicated to the Mariposa development).
 - Jim Chiasson said that he does not see an incentive to expand the existing water reuse infrastructure, due to the limited supply of reclaimed wastewater, and the great expense of expanding these lines. He said that he would be more interested in adding direct potable reuse (DPR) as a water resource initiative.
- D.3, Consider requiring high water users and/or new developments to bring water rights to the City.

- This initiative description will be revised to say that the City may ask high water using customers to bring water rights to the City (or contribute to the City’s water rights acquisition fund), rather than require.
- There was a comment that requiring water rights would create competition in the water rights market, which could inflate prices.
- Jim Chiasson said that the City is ahead of schedule on water rights acquisition, and that an aquifer study is underway in cooperation with the U.S. Geological Survey and New Mexico Bureau of Geology and Mineral Resources. He said it would be difficult to require new developments to bring water rights to the City, until there is more information about the water resources.

Water Reuse

- R.1, Continue implementing the Water Reuse Strategy (1) for managed aquifer recharge via direct injection, and (2) at City facilities (e.g., parks, schools, medians, golf courses).
 - The group decided to add installation of a second direct injection well for aquifer recharge to the list of actions for this initiative. This well has already been included on the City’s Infrastructure Capital Improvements Plan, indicating that the City plans to install the second direct injection well within the next 5 years. The City applied for funding for the project this year, but did not receive an award.

Conservation

- C.4, Develop a standard conservation plan format, and require that each new development adopt a plan that meets the City’s standards.
 - The group decided to revise this initiative to decide whether to develop a standard water conservation plan format, rather than requiring this. There was consensus that City staff need to meet to discuss this, before making a decision. The actions will be updated accordingly.

Source Water Protection

- P.6, Regularly meet with the Source Water Protection (SWP) team to discuss new potential sources of contamination in the City, and update the SWP plan.
 - Amy Ewing asked what the frequency of these meetings should be, and Marian Wrage suggested either annually or biennially.

Public Involvement

Marian Wrage is working on a public involvement handout, which will be included with the City newsletter that will be sent out in July. The purpose of this will be to obtain public input on the WRMP implementation plan update, including the initiatives, actions, and priority.

Tyler Smith has some ideas about this, and will coordinate with Marian. Marian said that she plans to put the names of people who submit public comment in a raffle, giving a new rain barrel to the winner that is drawn. Initiative prioritization will be done after public comment has been received and incorporated.

Next Steps

Marian Wrage will set up a meeting to discuss the public involvement process, including Marian, Phyllis Baker, the City's public information officer, Tyler Smith, and Amy Ewing, including the required format for posting.

Amy Ewing will revise the updated WRMP Implementation Plan initiative table per this meeting's discussion, and send it to Marian Wrage and then the full group for review.

The fifth WRMP implementation plan update meeting will be held by phone on September 23, 2020; Amy Ewing will send a meeting invitation out to the group. Discussion will focus on the public input received (public comments will be due to the City by the end of August), and any necessary additions or revisions to the initiatives during this call. We will also set the initiative priorities during this meeting.

City of Rio Rancho
Water Resources Management Plan
Implementation Plan Update Meeting
October 7, 2020

Meeting Summary

A City of Rio Rancho Water Resources Management Plan (WRMP) implementation plan update meeting was held on October 7, 2020, via conference call. The purpose of this meeting was to discuss the public input that has been received on the WRMP implementation plan update, and set the initiative priorities. This was the fifth WRMP implementation plan update meeting held in 2020.

Meeting participants:

- Louie Aguilar, City of Rio Rancho Environmental Programs
- Jim Chiasson, Utilities Department Director
- Amy Ewing, Daniel B. Stephens & Associates, Inc. (DBS&A)
- Annemarie Garcia, City of Rio Rancho Public Affairs Division Manager
- Victoria Garcia, City of Rio Rancho Environmental Programs
- Amy Rincon, City of Rio Rancho Planning and Zoning
- Tyler Smith, UNM Master of Water Resources student
- Dyane Sonier, City of Rio Rancho Parks, Recreation, and Community Services
- Marian Wrage, City of Rio Rancho Environmental Programs Manager

Summary

This was the fifth meeting held for the 2020 City of Rio Rancho WRMP implementation plan update. The meeting participants discussed the WRMP implementation plan update public input responses received, and assigned priority scores for each initiative based on this input.

The public input questionnaire comment period closed on September 30, 2020, and the City received 78 responses. Three initiatives tied for the highest score as the most important initiative: C.2 (Monitor water loss from the distribution system, and maintain distribution system loss at a volume similar to the 2019 value), R.1 (Continue implementing the Water Reuse Strategy), and I.2 (Continue working to identify funding for new infrastructure), with each of these initiatives receiving 52 of the 78 responses.

The initiative that received the most responses as the least important initiative (41 of 78 responses) was E.2 (Fund the design and placement of graphical displays in City facilities and on billboards to show water use, goals for water savings, and water conservation

initiatives). Other initiatives that were thought to have low importance included P.3 (Consider passing a new ordinance that requires existing homes that are served by domestic wells and/or septic systems to connect to City services when they change ownership), E.4 (Continue working with Rio Rancho Public Schools to implement a robust water resources educational curriculum), and E.5 (Develop a “packaged” educational/informational program addressing water issues).

The results of the public input questionnaire indicate that the public is concerned about groundwater quality, and in particular, the potential for contamination. The existing rebate program is seen favorably, and the respondents were fairly evenly split between wanting the community to maintain or further decrease the current daily per capita water demand. There were comments about the water tasting bad, and the City’s water rates being high. People indicated that the best ways to contact them are through the newsletter (where the questionnaire was posted), via the City website, and on social media.

There was consensus on this conference call that a summary of the public input received should be prepared and posted to the City’s web site. Marian Wrage will prepare a summary, and will send it to Amy Ewing for review before giving it to Annemarie Garcia for posting. Tyler Smith will also prepare a fact sheet for posting, listing the most frequently asked questions from the survey, and their answers.

The group discussed the priority of initiative E.4 (Continue working with Rio Rancho Public Schools to implement a robust water resources educational curriculum). The public felt that this initiative was one of the least important; however, the group agreed that by continuing this initiative, the City is supporting the school district in educating students about water resources issues, which will lead to the City having a better informed public in the future.

The group discussed the priority of initiative P.4 (Stressing the importance of proper hazardous waste disposal). The priority was set as a 2, not because it is not important, but because the City has limited control over this (in Rio Rancho, hazardous waste disposal is coordinated by Waste Management).

Next Steps

Amy Ewing will prepare the draft WRMP implementation plan update report, and send it to Marian Wrage and then the full group for review. Marian said that she would like to see a draft report in about a month.

Marian Wrage will check in with Henrietta Hughes (City of Rio Rancho Utility Services) and Jerry Ortiz (City of Rio Rancho Code Enforcement) regarding initiative F.1 (Consider passing a new ordinance that makes home owners responsible for water bills, rather than the individuals renting the properties), in order to assess whether implementation of this initiative would affect them.

Appendix B

Public Input



SUMMER 2020

IMPORTANT INFORMATION

All phone numbers have a (505) area code.

Utilities Administration
896.8715

Utilities Billing
891.5020

Report Leaks
891.5019
waterleaks@rrnm.gov

Water Conservation
896.8715

Engineering
891.5016

Environmental Programs
896.8737

Waste Management
892.1200

Water Waste
896.8715

Line Spots (NM811)
811

www.rrnm.gov



Smart Irrigation Controller is a 'No-Brainer'!

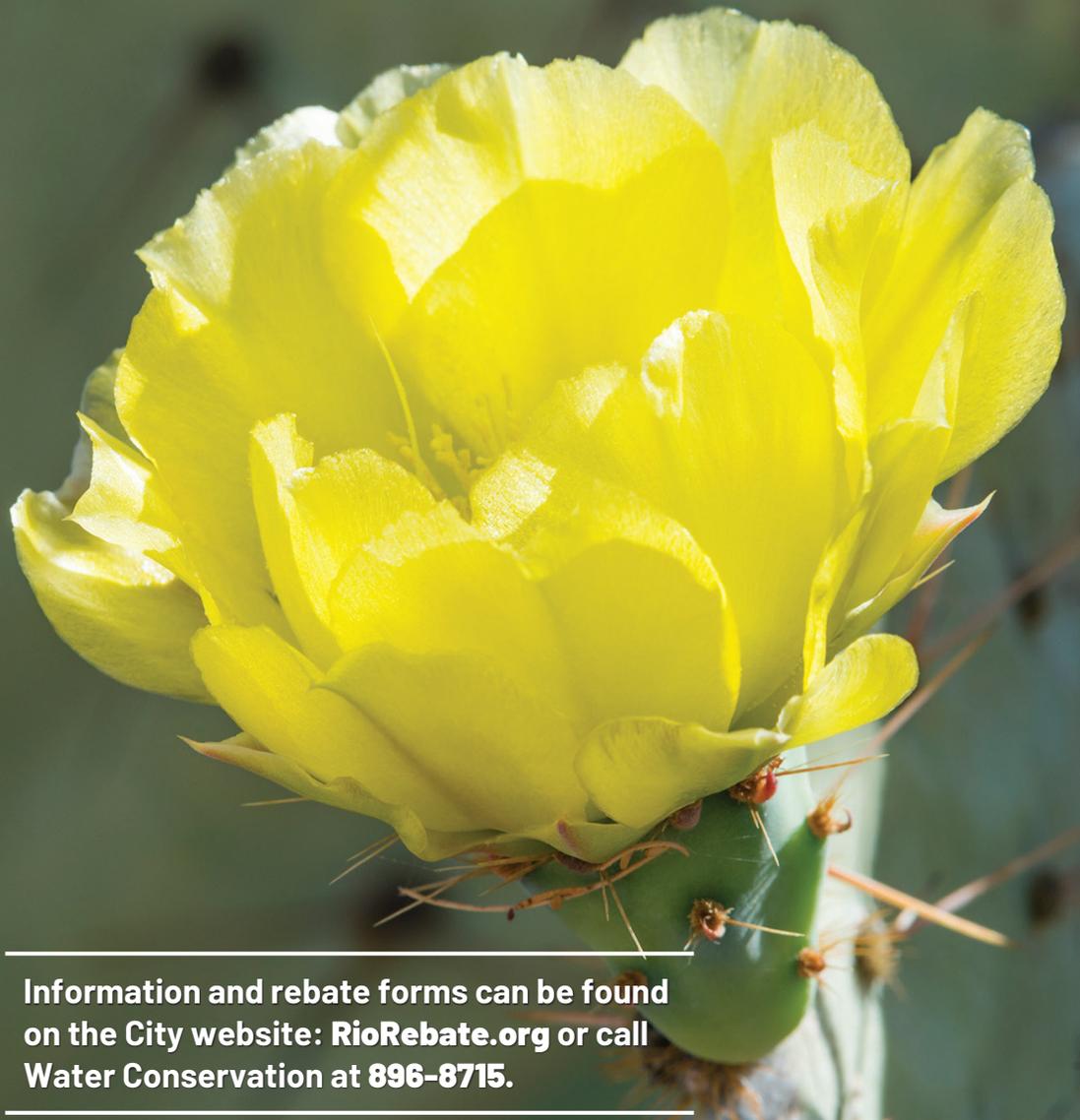
We purchased the b-hyve HRC 400 wifi/bluetooth. We love it. You start and stop watering when you want. Download the app to your smartphone, program it, and have control anywhere, anytime. During the winter we like to water a few times. This winter I turned it on to water and I got a message it was in rain delay. I had not heard anything about rain, but sure enough it did that evening. Saved us water. No need to worry that it is watering while it

is raining and you are not home. Rain delay is amazing. If it is too windy, it also has a wind delay for watering. With the rebate from the utility company it is a no-brainer.

We now have decided to plant a vegetable garden this year. It was too costly to extend the sprinkler/drip lines to this area. We hooked up a hose and sprinkler, worked great until we forgot to turn it off a few times. Did some research and found the b-hyve smart hose

faucet timer with wifi HUB. No more turning on the sprinkler and forgetting it, and drowning all the vegetable plants. This also has rain delay, and wind delay, you program the wind speed that it should not water at and it will delay the watering. Downloading the app is easy, you program it and nothing to worry about. Rebate from the utility company again is a no-brainer.

—lan and Dorothea Wright



Information and rebate forms can be found on the City website: RioRebate.org or call Water Conservation at **896-8715**.



Make the Most of Summer Monsoons with Passive Rainwater Harvesting

The next time it rains, take a look at your home's downspouts and you'll see gallons of rainwater pouring onto your property. Some of that water may flow downhill to the street and off your property, and some of it may flood your yard in rocky areas. Establishing a simple, passive rainwater harvesting system can help keep that water on your property to use for watering your landscape.

Passive water harvesting simply involves catching and directing rainwater to areas on your property that need it. By building swales (wide, shallow trenches), berms (mounds that can divert the direction of running water) and other structures that adjust the flow

and direction of stormwater, you can send trees and plants much-needed water without turning on your faucet.

Use various size river rock and boulders to alter the natural flow of rainwater and direct it towards trees, bushes, flowers and even a vegetable garden to take advantage of our summer storms and keep the stormwater from going to waste. Direct the stormwater away from areas that may receive too much water and cause flooding.

Once the water flows to where you've directed it, it will slowly drain into the ground, nourishing the

surrounding plants. There is no issue with standing water (an invitation to mosquitoes).

Passive water harvesting requires no rain barrels, pumps or hoses, and once your system is set up it usually requires little energy to maintain.

Set up a passive water harvesting system now so your trees and plants can reap the benefits when the rains come.

WHY HARVEST RAINWATER?

Did you know that every inch of rainfall delivers up to 600 gallons of water from 1000 sq. ft. of roof surface?

Harvesting rainwater:

- Reduces waste of a valuable resource,
- Reduces pollutants to area streams and rivers by keeping water on site,
- Directs water for use on landscape plants,
- Breaks down stormwater contaminants in the soil, and
- Is especially good for trees and plants with deep roots. Although the surface water will evaporate, the rainwater allowed to percolate deep into the soil will be available for the trees and other deep-rooted plants in the area.



In-line Scale Eliminator Protects Evaporative Coolers from Hard Water Buildup

The DIAL Scale Eliminator Cartridge contains a special formulation that conditions the water before it reaches your evaporative cooler. This process prolongs the life of your cooler and helps control corrosion. It also inhibits scale buildup in the cooler pads.

The cartridge is equipped with 1/4 in. compression fittings for use with 1/4 in. copper or poly tube. It must be used with a bleed-off kit or purge pump to be effective.

The unit lasts up to 3 months and can be found at many local hardware stores as well as online.



SUMMER GARDENING TIPS

- Adjust timers on your automatic sprinkler systems to water lawns and gardens three times a week depending on temperatures, wind and rainfall.
- Water established trees, slowly and deeply, once a week.
- Water in the morning before the sun is too high to prevent the water from evaporating before it has a chance to soak deep into the soil.
- Plant native trees, shrubs and perennials for beautiful low-water xeric landscape.
- Remove spent flower blossoms from roses and flowering plants to promote repeat flowering.
- Refresh mulches as needed to conserve moisture.





City of Vision

Utilities Department

3200 Civic Center Circle NE

Rio Rancho, New Mexico 87144

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Rio Rancho, New Mexico



Take Our Water Resources Management Plan Survey

The City is updating its Water Resources Management Plan and is seeking guidance and input from the citizens and businesses of Rio Rancho about our water resources and the direction the Utilities Department should follow for the next five years.

Take our Water Resources Management Plan survey to express your opinions and ideas about our water resources. The survey will be available through September 30, 2020.

Visit rrnm.gov/WRMP

ONLY THROW TOILET PAPER in the TOILET!



NEVER THROW THESE in the TOILET!

These items **WILL NOT disintegrate** like toilet tissue. They can cause clogs, and can back up pipes – in your home, and in your neighborhood:

- Baby Wipes • Flushable Wipes • Disinfectant Wipes
- Sanitary Pads • Tampons • Condoms • Contact Lenses
- Bandages • Cotton Balls • Makeup Pads
- Cotton Swabs • Diapers

City of Rio Rancho Water Resources Management Plan Public Input Questionnaire

Section I

Instructions

Please send in your comments on the strategies listed below, and rate their priority of importance by checking the box next to Most Important, Important, Least Important. Please also provide any suggestions that you have for other water resources initiatives, if you see something that has not been addressed.

(Section Break)

Background

The City has only one water source, the groundwater from the aquifer. Seventeen wells produce water from the ground for drinking water. In 2000, the gallons per person per day used was 188 gallons, in 2010 it was 146 per person per day, and in 2019, it was 99 gallons per person per day. Even though there are more people living in the City, we are pumping less water from the aquifer.

Maintain per capita water usage at a volume similar to the 2019 per capita demand (99 gallons per person per day).

(Section Break)

Background

The City has instituted water loss control programs including leak detection and replacing water service lines of inferior quality; with both programs aimed to reduce the number of leaks in the City. In 2014, the water losses averaged 37 gallons per connection per day, and in 2019, it had been reduced to 20 gallons per connection per day.

Monitor water loss from the distribution system, and maintain distribution system loss at a volume similar to the 2019 value (20 gallons lost per connection per day).

(Section Break)

Background

Outdoor rebates for sprinkler heads, irrigation controllers and turf conversion to

xeriscape were introduced in July 2017.

Continue the current water conservation rebate program, and consider adding rebates for installing rain catchment systems.

(Section Break)

Background

There is currently not a requirement for new development.

Develop a standard conservation plan format, and require that each new development adopt a plan that meets the City standards.

(Section Break)

Background

There is currently not a water conservation requirement for categories of businesses that use large amounts of water.

Require specific categories of businesses and/or individual businesses that use large volumes of water to file a water conservation plan, to be approved by both the Utilities and Development Departments.

(Section Break)

Background

There are currently no specifications or water budgets in place for these items. There are specifications for commercial and residential customers related to amount of turf grass allowed.

Establish landscape design specifications and water budgets for all new golf courses, common landscape areas, schools, and parks.

(Section Break)

Background

Funding is needed to add, retrofit, or change conservation measures at older, established parks.

Identify funding for implementation of water conservation measures at City parks.

(Section Break)

Review the City's commercial landscaping development standards and determine whether these requirements should be updated (e.g., decreasing the landscaping requirements, adding maintenance requirements and inspections, and requiring that plants be replaced if they die).

Section II

Background

The City mails "leak" letters to residents and businesses when a customer meter records water flowing though constantly in a 24-hour period. Free water audits are provided by on request. This is not a leak detection service.

Continue providing home and business water audits to help achieve water conservation goals, and provide educational materials on the potential monetary savings that can result from conserving water.

(Section Break)

Fund the design and placement of graphical

displays in City facilities and on billboards to show water use, goals for water savings, and water conservation initiatives.

(Section Break)

Background

The Water Conservation Office provides brochures and information at “tabling” events.

Encourage and educate residents about on-site rainwater harvesting and use, graywater harvesting and use, efficient irrigation controls, and soil amendments.

(Section Break)

Background

Continue working with Rio Rancho Public Schools to implement a robust water resources educational curriculum, instituting a formal program at two grade levels based upon available curricula.

The Water Conservation Office has hosted the annual Children’s Water Festival since 2007, and all 4th grade students are invited to attend.

(Section Break)

Develop a “packaged” educational/informational program for residents and business groups that address water issues, and repeat the programs on a quarterly basis (i.e., cycle the program once developed).

(Section Break)

Background

Since Rio Rancho only has one drinking water source, it is important to reuse the purified wastewater for irrigation and aquifer recharge rather than discharging this valuable resource into the river to flow downstream.

Continue the City's education efforts relating to water reuse.

(Section Break)

Background

There are over 3,500 private domestic wells in the City. Each domestic well can be a conduit for contamination to reach the aquifer.

Continue the City's domestic well user educational program regarding preventing aquifer contamination, and which water quality parameters to monitor for.

(Section Break)

Background

There are several large areas of the City where City sewer is unavailable, and residents have septic tanks for wastewater treatment. Improper maintenance and household hazardous waste disposal has the potential to contaminate the aquifer.

Develop and distribute educational materials about septic tank maintenance, and its relationship to aquifer protection.

(Section Break)

Background

The City has built two state-of-the-art wastewater treatment plants, one in Cabezon and the other in Mariposa. The treated wastewater from these plants is used to irrigate City parks and medians, and purified wastewater that has undergone advanced treatment is injected into the aquifer for future municipal use (and not just used for irrigation).

Continue implementing the Water Reuse Strategy (1) for managed aquifer

recharge via direct injection, and (2) at City facilities (e.g., parks, schools, medians, golf courses). This strategy includes large- and small-scale water reuse programs, reuse for aquifer recharge, irrigation and other non-potable uses, and development of reuse distribution and storage facilities. Keep up with any changes in technology that may affect the reuse projects.

Section III

Continue working to identify new sources of water.

Continue working to identify funding for new infrastructure (including water line replacements, new wells, and arsenic treatment facilities).

Section IV

Background

In 2007, the City began the domestic well program through an ordinance. Through this program, City well permits are required, residents cannot drill a domestic well when a water line is located within 200 feet and water meters and meter readings are required.

Continue to actively manage the City's domestic well permit program.

(Section Break)

Background

The volume of treated wastewater available for reuse would be greater with more customers being connected to the City sewer. In addition, decommissioning

existing septic systems would help to protect the water quality of the aquifer.

Take action to limit and reduce the potential for groundwater contamination from septic systems by extending wastewater utilities into areas not currently served by the City sewer system, encourage property owners to connect to the City system when City sewer becomes available, and decommission any on-site facilities.

(Section Break)

Background

All new development on properties located within 200 feet of an existing City water or sewer line are required to hook on to the City services. The proposed ordinance would expand this to require existing homes to hook up to City services if water/sewer lines are located within 200 feet of the property line, when there is a change in ownership.

Consider passing a new ordinance that requires existing homes that are served by domestic wells and/or septic systems and are located within 200 feet of existing service lines to hook onto the City services if they change ownership.

(Section Break)

Background

City residents are able to dispose of household hazardous waste with Waste Management through their WM At Your Door program, and this program is provided as part of the current solid waste fees.

Stress the importance of proper hazardous waste disposal.

(Section Break)

Continue to work with neighboring communities and/or entities to network and fund studies on water quality and quantity in the Middle Rio Grande Basin.

(Section Break)

Background

The Source Water Protection team meets every two years to discuss potential contamination sources.

Meet regularly with the Source Water Protection team to discuss new potential sources of contamination in the City, and update the Source Water Protection Plan.

Section V

Evaluate the City's economic development plan/water budgets and the impact of zoning on water use.

Develop guidelines for allowing development (including addressing the permanence of the jobs that are created).

Considering requiring high water users and/or new developments to bring water rights to the City.

Section VI

The per capita water use in Rio Rancho reached and is now less than the goal that was included in the 2014 Rio Rancho Water Management Plan update.

What are your thoughts on maintaining or continuing to decrease water demand?

(Section Break)

Which of these do you view as key to maintain our healthy water consumption rate?

(Section Break)

What is the best way for you to keep informed on Rio Rancho's water management updates?

(Section Break)

Do you know where Rio Rancho's water supply comes from?

(Section Break)

Do you have a domestic well on your property or are you connected to the City water utility?

(Section Break)

What is your greatest concern regarding current water issues in Rio Rancho?

(Section Break)

What should we as a community be aware of regarding future growth?

(Section Break)

How interested are you in learning about and

implementing the City's
water reuse projects?

(Section Break)

The City implemented a direct injection project to recharge the groundwater aquifer.

Are you familiar with this
project?

Are you new to learning
about Rio Rancho water
management?

(Section Break)

Are there any water-related
issues that you feel are not
being addressed?

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

Category	Most Important	Important	Least Important
C.1 Maintain per capita water usage at a volume similar to the 2019 per capita demand (99 gallons per person per day).	33	39	6
C.2 Monitor water loss from the distribution system, and maintain distribution system loss at a volume similar to the 2019 value (20 gallons lost per connection per day).	52	24	2
C.3 Continue the current water conservation rebate program, and consider adding rebates for installing rain catchment systems.	34	29	14
C.4 Develop a standard conservation plan format, and require that each new development adopt a plan that meets the City standards.	47	24	6
C.5 Require specific categories of businesses and/or individual businesses that use large volumes of water to file a water conservation plan, to be approved by both the Utilities and Development Departments.	47	22	10
C.6 Establish landscape design specifications and water budgets for all new golf courses, common landscape areas, schools, and parks.	45	26	7
C.7 Identify funding for implementation of water conservation measures at City parks.	21	44	12

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

Category	Most Important	Important	Least Important
C.8 Review the City’s commercial landscaping development standards and determine whether these requirements should be updated (e.g., decreasing the landscaping requirements, adding maintenance requirements and inspections, and requiring that plants be replaced if they die).	19	40	18
E.1 Continue providing home and business water audits to help achieve water conservation goals, and provide educational materials on the potential monetary savings that can result from conserving water.	44	32	2
E.2 Fund the design and placement of graphical displays in City facilities and on billboards to show water use, goals for water savings, and water conservation initiatives.	14	23	41
E.3 Encourage and educate residents about on-site rainwater harvesting and use, graywater harvesting and use, efficient irrigation controls, and soil amendments.	27	37	12
E.4 Continue working with Rio Rancho Public Schools to implement a robust water resources educational curriculum, instituting a formal program at two grade levels based upon available curriculums.	14	38	26

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

Category	Most Important	Important	Least Important
E.5 Develop a “packaged” educational/informational program for residents and business groups that address water issues, and repeat the programs on a quarterly basis (i.e., cycle the program once developed).	19	32	24
E.6 Continue the City’s education efforts relating to water reuse.	36	27	1
E.7 Continue the City’s domestic well user educational program regarding preventing aquifer contamination, and which water quality parameters to monitor for.	39	31	8
E.8 Develop and distribute educational materials about septic tank maintenance, and its relationship to aquifer protection.	34	33	11
R.1 Continue implementing the Water Reuse Strategy (1) for managed aquifer recharge via direct injection, and (2) at City facilities (e.g., parks, schools, medians, golf courses). This strategy includes large- and small-scale water reuse programs, reuse for aquifer recharge, irrigation and other non-potable uses, and development of reuse distribution and storage facilities. Keep up with any changes in technology that may affect the reuse projects.	52	22	3
I.1 Continue working to identify new sources of water.	48	27	3

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

Category	Most Important	Important	Least Important
I.2 Continue working to identify funding for new infrastructure (including water line replacements, new wells, and arsenic treatment facilities).	52	24	2
P.1 Continue to actively manage the City’s domestic well permit program.	30	37	11
P.2 Take action to limit and reduce the potential for groundwater contamination from septic systems by extending wastewater utilities into areas not currently served by the City sewer system, encourage property owners to connect to the City system when City sewer becomes available, and decommission any on-site facilities.	37	32	9
P.3 Consider passing a new ordinance that requires existing homes that are served by domestic wells and/or septic systems and are located within 200 feet of existing service lines to hook onto the City services if they change ownership.	27	21	29
P.4 Stress the importance of proper hazardous waste disposal.	52	24	2
P.5 Continue to work with neighboring communities and/or entities to network and fund studies on water quality and quantity in the Middle Rio Grande Basin.	33	37	7

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

Category	Most Important	Important	Least Important
P.6 Meet regularly with the Source Water Protection team to discuss new potential sources of contamination in the City, and update the Source Water Protection Plan.	36	28	14
D.1 Evaluate the City’s economic development plan/water budgets and the impact of zoning on water use.	37	36	5
D.2 Develop guidelines for allowing development (including addressing the permanence of the jobs that are created).	28	38	12
D.3 Considering requiring high water users and/or new developments to bring water rights to the City.	35	32	11

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

Main Themes for “The per capita water use is now less than the goal included in the 2014 WRMP. What are your thoughts on maintaining or continuing to decrease water demand?”

Maintain	Decrease	Other Comments
14	17	28

The per capita water use is now less than the goal included in the 2014 WRMP. What are your thoughts on maintaining or continuing to decrease water demand?

- Maintain the current limits
- Continue to work to maintain this less than goal average
- Maintain current limits
- Very much
- I would be in favoring of decreasing water demand per capita, but I believe the City shouldn’t skimp on landscaping in parks, medians and other highly visible areas that promote quality of life. In other words, if you’re asking us to continually save, what substantial return will we see.
- For properties that use more water than an acceptable (create a threshold) amount of water, they should be charged more for their consumption.
- Ordinance against (sic) ANY GRASS IN YARDS!
- No need to continue to decrease. Educate and promote conservation but do not punish residents for minor over use.
- Continue to educate the public on how to protect this precious resource.
- If we’re at or below goal, it’s important to now maintain.
- We must continue to decrease water demand. Our water source is a limited supply. Climate change will continue to reduce the amount of annual precipitation for the foreseeable (sic) future.
- N/A
- Maintain water demand
- I don’t think it is a good idea to decrease water demand.
- Space out housed to reduce overpopulation and over use of water
- Would like to see those businesses that have grass be required to xeriscape, like those around the Northern and Quantum area.
- Extremely important.
- It would be good to continue decreasing demand – in every way possible.
- Some of us are bottomed out already. In lots of cases, there isn’t realistically any more that we can do. Just maintain status quo. Keep up awareness of course, but understand man needs some minimal amount of water to survive. At some point you can’t use any less.
- Maintain and try to decrease
- Think it’s important to know this info as I live here
- No more “ornamental” water usage. Waterfalls and fountains.
- Maintain

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

- Continue to decrease
- Lower water rates
- Maintain as much as possible, not sure we can decrease much more.
- We must look for new ways to improve our water usage.
- Keep the water users well informed
- It is important for the city to keep the pressure on. Water is precious.
- Majority of residents have destroyed landscaping already
- Save water – Reuse it
- Keep doing what works while looking for better.
- Penalties and fees for not repairing leaks. Limit the number of homes built annually to keep population within limits so that the water last. Limit use of turf for disallow it altogether to prevent need for excessive watering. Restrict times of day for sprinkling in the private sector. City should also follow time of day watering restrictions to prevent evaporation loss.
- I think this is very important
- Find a way to keep this up without the high tier system
- Keeping the summer watering schedule
- Don't like it. Need plants and grass to make life worthwhile. Too much brown is not healthy.
- The lower the water use, the more development we can have, the more taxes brought in
- Just keep improving, educating and updating
- Maybe offer leak search assistance for irrigation systems.
- Very good thing to do.
- Conserving this natural resource is foremost...set a new lower goal! Give incentives to households who meet the goal for a year...5% rebate on the total water bill?
- Water is a limited resource, we must continue to decrease water usage.
- Build more runoff water collection
- You met the goal, keep it there.
- Decreasing is always a goal but let's not risk the frustration of citizens.
- It's very important. Who know how long the aquifer will last?
- Very important, due to present and future expected growth of the city
- Lesson and change rules for HOAs to allow more O scape
- Decrease
- If possible, decrease water demand, but maintaining the current goal would be good.
- Keep reducing water demand and quit building homes, large warehouse businesses and the repair of old infrastructure that causes leaks into the streets should be priorities.
- Maintain what we have – allow people to use more and they will use more.
- Continue to decrease this number
- Continue to decrease
- It is imperative that the larger water users, and residents (in total being the largest group of water users) find ways to reduce their consumption for purposes inside and outside of their businesses and homes in conjunction with trying to find ways to reuse waste water. I also believe that all three items in the question below are important and target different

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

user groups – they must all be addressed to fully maintain a healthy water consumption rate

- Continue to decrease water demand. Because even if the per capita water use might be down as the city continues to grow we will have more “capitas” and the total amount of water will continue to increase. We don’t want to run out of water.
- Info on how homeowners can use our own gray water
- The cost to decrease water usage any further will probably not be beneficial.

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

Which of these do you view as key to maintain our healthy water consumption rate?

Incentives through the rebate program	Landscape design specifications (residential/commercial)	Information distribution
34	29	14

What is the best way for you to keep informed on Rio Rancho's water management updates?

Utilities newsletter	Social media	City website	Local news outlets
53	23	24	19

Do you know where Rio Rancho's water supply comes from?

Yes	No
66	10

Do you have a domestic well on your property or are you connected to the City water utility?

City water utility	Domestic well
74	3

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

Main Themes for “What is your greatest concern regarding current water issues in Rio Rancho?”

Costs	Running out	Contamination	Leaks	Other
10	17	23	6	10

What is your greatest concern regarding current water issues in Rio Rancho?

- The fact that the bigger the business is the least concern they are about how much water they use. What do we do if we run out of water?
- The cost is out of control
- Contamination and overuse of aquifer water
- Safe Supply given out vulnerability of only one source. Also, is landfill a significant risk?
- Having enough for future home building
- None
- Costs have dramatically increased over the last 10-15 years, and many of the previous questions have side-stepped that impact on resident’s water use decision making.
- Undetected water leaks
- Filthly (sic) tasting disgusting water out of tap that has stuff floating in it. 2. Calcium that destroys my coffee pots, faucets, etc.
- Overuse by HOA or businesses. Do we really need waterfall displays?
- That we never run out of water.
- Prices are extreme in Rio Rancho. In some cases, the price is so high it has been a detriment to the community.
- I am concerned that too many residents do not understand how precious and scarce our water resources are. If we don’t understand the issues, our councilors will not make good decisions for the future.
- Senior citizen & paying \$111 month, no lawn to water, water in backyard twice a week.
- Having enough water and minimizing risk of contamination to our current water aquifer(s).
- Contamination and consumption from private wells/septic systems. With the increase in new housing all infrastructure (roads, utilities, water, sewer) need to be updated. Decommission private wells and put home on city water sewer. Prioritize by housing density.
- Quality of water in Rio Rancho. The quality of our water now is terrible!
- Clean drinking water and cost
- Septic system use in the older Rio Rancho areas
- Business that have grass and high water use plants.
- Since water is a limited resource, I’m concerned about scarcity and increasing cost.
- The ongoing over use of lawns in front of many commercial properties.
- High water rates!!!!
- I’m afraid we will run out of water.
- Water is running out

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

- With more city growth the demand on our resources need to be addressed.
- Maintaining water pressure
- Water rates that are too high
- We must continue to educate the public or we'll lose any advances we've made.
- Water is being wasted when pipes leak in the streets. We need to replace the water and sewer lines and repave the streets in the Western Hills neighborhood.
- Aquifer water depletion. Too much quick growth. Planned growth with water development.
- Quality of water
- Water pollution, conservation and stop the leaks, please
- My greatest concern is that we will run out of water.
- Waste of water on external plantings. It's the desert (sic), we don't need to water everything. Catch rain runoff from storm drains and reuse. Mariposa has the system in place but it was never put to use.
- The taste of the water. Very unhealthy.
- The terrible tasting water in Enchanted Hills area
- Water quality and water contamination from plants like Intel.
- The high costs
- The current water bill is confusing. Need just a normal bill with only current info, nothing else.
- Too much government control
- Our water is very hard and leaves scaly stuff all over the appliances and pipe. This shortens the life of the equipment. We have to have a whole house filter and a water softener and still get mineral buildup. This is not acceptable.
- Impact of "produced" water on the aquifer (sic)
- Mostly the safety of our water. Currently my water after sitting for a day will have a lot of sediment sitting at the bottom, plus things floating in the water. I'm not sure how clean and fresh the water coming out of the tap.
- More frequent publication of water testing results and contamination issues when they exist. I have a feeling the public is blind on both issues. What reasons are there to protect a resource that might be contaminated? Am I drinking it? Cooking with it?
- Keeping fluoride out of our system.
- Leaks, lots of water running down streets, particularly in summer. Pressure problem? Making sure meters are read correctly... basing billing on winter sewer use seems ambiguous and inaccurate.
- Sustainability with increased business and residential growth.
- Water must continue to readily available at a reasonable cost to users.
- Rain water run off that is not collected by the city to use.
- Conservation and the city using the money it gets wisely
- Cost. Also: Potential future contamination and availability.
- The old broken pipe lines wasting water, contamination of the aquifer and the aquifer running out of water.
- 2 concerns: conservation and purity

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- Able to maintain our current supply
- Commercial use
- Contamination from existing wells and septic systems as well as public ignorance to the conservation of water – lack of enforcement. Also coronavirus contamination!
- The stink of the water, the taste, the contaminants and the cost for crappy looking, tasting water. I boil then filter my water before it is drinkable.
- That the water lines in our streets continue to break and leak.
- That there will not be enough water for potential growth of the city
- None
- Cost of water is outrageously high
- Potable water for all! Xeriscaping regulations
- Future growth is tied to water resources. I think serious consideration should be had with respect to desalination.
- That the City's residential growth rate and associated landscapes and new users to the overall system will negatively impact/overdraw the aquifer that we rely upon. How much more would it cost us as rate payers to try to maintain this practice/use rate as time progresses without making necessary efficiency based improvements and (left off here)
- My greatest concern is to make sure that we are factoring in water supply when approving additional growth. I am also concerned about water quality impacts from fracking.
- The more construction happens, the more water will be drained from the aquifer.
- Water main leaks waste a tremendous amount of water. Develop a policy that if there are 3 or more water main leaks in a one city block section, then that entire section needs to be replaced.

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

What should we as a community be aware of regarding future growth?

- Limit the companies/development that use a great amount of water without producing a lot of money for our city (taxes).
- Stop growth until water available
- New developments tying into the water system and working to expand city water availability to decrease the number of septic tanks
- Does the water supply permit ongoing growth? If so, at what pace?
- Future water use for landscaping
- None
- I would consider it an affront to your existing residents if our utility rates continue to rise and it appears that the City is aggressively pursuing (sic) system expansion. We must see reinvestment in our existing system, and enhancements in our quality of life.
- I think we as a community should be more aware of the amount of water we're using.
- That drinking Rio Rancho could probably kill you.
- Businesses such as apartment that will have grassy areas should be encouraged to do more with xeriscape and less with grass.
- Prices that are too high will discourage business, and others from staying or moving here.
- Unless the citizenry understands the importance of each of the issues addressed in this questionnaire, we will not be able to continue to grow as a city.
- Not sure
- Future growth needs to be well planned and weighed against potential water deficiency.
- Current rate of housing increase and number of wells/septic creates high risks.
- Supply.
- Extend city sewer to these older areas, ie Rio Rancho Estates
- The limits of the water table.
- Planning!!
- Place serious restrictions on landscaping and non-health critical uses of water both household and Commercial properties.
- In general, impact on the environment and ways to minimize it.
- More people, more water usage.
- We need to landscape our city for the climate we live in
- Take water usage more seriously
- Not reducing water pressure
- That our water source is limited and more growth means we need to find more water.
- Where are we going to get more water to support the growth.
- That our water comes from wells, not the river it is limited.
- Sustaining municipal services economically
- Inform customers how to save water, repair the pipes that constantly leak
- More people, more water used. Maybe we should limit growth.
- Limit it. Cluster housing should be limited. It's understood that the city wants more residents to increase the tax base, but we are then increasing the demand on a limited supply system.
- How much water we are consuming, i.e. drinking, landscape, etc.

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- The quality of the water not just the quantity
- Get rid of Round Up!
- Catch up on infrastructure of current development prior to allowing growth at high rates.
- Flooding areas, major leaks and abuse of usage should be fixed right away.
- It takes too long to get permitting for anything new. 3 years to start a subdivision is overkill.
- As a community, in the North part of Rio Rancho, there is only one bridge to get to I-25, at Bernalillo.
- If the needed water is not here, do not develop further
- More harvesting of water for businesses to use for recycling
- Water testing results on a monthly basis especially as you inject more and more wastewater into the aquifer.
- That's there is only so much clean water and people need to be aware of how they waste it.
- Make sure water use plans are intact for all development.
- City should consider if we have budget capacity for growth.
- New users should provide methods to reduce their usage as part of the up-front development plans.
- Build more runoff water collection
- Allowing the growth to exceed the amount of water resources.
- Pros and cons. How to create interest in the subject and learning how to minimize water usage.
- All new neighborhoods should be more up to code with the pipelines that will last decades and new homes should water saving plumbing fixtures installed.
- That many of those moving here will be ignorant of or unconcerned about the need for water conservation.
- Try not to outgrow our supply of WATER
- Maintain views and (all that was written)
- Water is limited. Conservation must be a priority.
- Quit growing.
- Not letting developers get away with not addressing the lack of water to begin with.
- Supplying water to all the new developments and growth.
- Limit growth to total water available
- .ow (sic) population growth
- Need for desalination plant in western Rio Rancho and beyond. Seeking federal and state support as this will help region.
- A graph indicating how much water is "left", how many years it would last under current conditions and population, and how many years it will last with the current practices and rate of growth – could be an eye opener. The supply of quality water is finite. The City appears to grow as developers wish versus how our fiscal and water resources can allow – at a price that is affordable to the citizens/utility rate/tax base
- Let's make sure we have enough water for everyone and to return to the aquifer and the Rio Grande River for fish and wildlife. Also if you are going to require hookups for

Water Resources Management Plan citizen survey tabulation (October 1, 2020)

domestic well users and septic with the change of ownership you should provide financial assistance. Also, you should start a volunteer corps to help disseminate information about water conservation.

- Limit new construction

How interested are you in learning about and implementing the City’s water reuse projects?

Highly interested	Slightly interested	Not interested
35	35	7

Are you familiar with the direct injection project to recharge the groundwater aquifer?

Yes	No
38	39

Are you new to learning about Rio Rancho water management?

Yes	No
45	32

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Are there any water-related issues that you feel are not being addressed?

- The watering time limit – has anyone ever gotten a ticket for it?
- There is a sewer grate in the street close to my home that contains litter. Are these ever checked and have debris removed. I wonder if clogs from that may cause flooding into yards and homes.
- What are the threats to water quality and quantity? Landfill issues properly managed?
- Nope
- Generally, the quality of landscaping in medians, other community areas, and at businesses is fair to poor. I'm all for water conservation, but not if it means that the aesthetic of our community will suffer.
- The water rates are extremely high in Rio Rancho!
- Water leaks on medians water running down street being wasted.
- Residents need education on replacing their own water pipes. Educate on bad trees that ruin pipes. Provide a preparation plan for aging residential systems and how homeowners can save to repair or replace.
- Price
- This survey is excellent. Thank you very much! I have been interested in water conservation since the early 1970s and you have addressed everything I can think of. I just hope the city will be able to follow through with water conservation actions.
- I get letters about water leaks, but City came out and couldn't find a leak. How does this help?
- Water rates have been very high and can make it very difficult to properly maintain our property.
- Over-permitting of new wells/septic systems. It's 2020 in an urban city – we should not be building new homes on wells/septic.
- No.
- Need more water capture and city water treatment facilities to reuse our water
- Businesses with lots of grass in the Northern and Quantum area.
- Could use more encouragement/information about rainwater catchment (sic).
- Yes. I am informed our city wells are extremely too shallow. That is the main reason for excessively hard water. Wells need to be much deeper! This was explained to us by a very knowledgeable well digger.
- I think it would help to give a report card showing your usage compared to the normal person. You provide previous year usage, but how does this compare to the normal person? Am I doing well, on the whole, or am I someone who really needs to change things? I would also love to know where I can get some good affordable rain barrels.
- No
- HOAs who don't repair lines correctly...causes water loss and high rates passed down to homeowners.
- High water rates that were slated to come down
- Fix our infrastructure. It is getting old.
- The new VA cemetery is nice but was water considered? New industry and development should bring their own water.
- City needs more active daily management of contractor

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- The quality of tap water is the worst since I moved here in 2007
- There are way too many leaks and watering of roads and sidewalks that the city should address/fix.
- The future will be grim if it all ends up a ghost town because the water is gone.
- Again, the taste of the water, that's why we buy bottled.
- Is there any way for RR to filter its well water for better taste and to help the trees and plants from dying from the high concentrations of salts??
- Toxins and taste of drinking water
- No
- The current water bill. It needs to be easier to read and understand.
- The hard water in the North part of Rio Rancho. Especially the well on Napoleon Road NE seems to be awful.
- The impact of fracking on the City and its water supply
- Not sure at this time
- Public results of water testing and results explained. Contamination reports and investigations should be made public. Immediately.
- Keep fluoride out of our system.
- Water costs are too high...
- Is there any way to hold AMREP accountable for the sub-par water distribution and wastewater treatment system they installed within the city?
- Build more runoff water collection
- The waterline breakage. There are streets that are continually having leaks. After a while it seems it would be more cost effective to replace these older lines that to continue replacing them.
- Historic details concerning the build of the initial infrastructure.
- I feel there needs to be a oil fracking / drilling ordinance to protect the city water / aquifer. Sandoval county commission really dropped the ball a year or so ago with trying to establish a county fracking / drilling ordinance. As far as I know, there is nothing in place to protect Rio Rancho from oil drilling / fracking.
- Not that I'm aware of
- Not at this time
- Coronavirus contamination in water/wastewater systems?
- The fact that my neighbors and I have developed skin rashes, scabs, itches we have never had before. The water is not good for the body.
- Encouraging more trees be planted and grown in medians across the city to help with sand storm and hear along the roads.
- What if the ground water dries up? Has anyone thought about digging the Rio Grande out to deepen it so it could hole more water?
- Water quality
- Awareness of institutional and commercial water use amounts (that most people assume are high or don't think of at all) per area (restaurants, industry, schools, city, hospitals, etc.) would be interesting to me. I don't know if it would be interesting to other citizens (we are a culture of comparison).

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- Water quality due to fracking.
- I wanted to have a gray water recovery system in our home, but I didn't know how to get information
- Any thoughts to subscribing to the "WaterSmart" app which allows residents to monitor their individual water usage? <https://www.watersmart.com/>

