

**Present:**

Chairperson – Councillor Hepner  
Councillor Gill  
Councillor Hayne  
Councillor Hepner  
Councillor Martin  
Councillor Steele  
Councillor Villeneuve  
Mayor Watts

**Absent:**

Councillor Hunt  
Councillor Rasode

**Staff Present:**

City Clerk  
City Manager  
Assistant City Solicitor  
General Manager, Engineering  
General Manager, Finance & Technology  
General Manager, Human Resources  
General Manager, Parks, Recreation & Culture  
General Manager, Planning & Development

**A. DELEGATIONS**

1. **K. K. Li, Water Engineer, with students of the City's Operation Save H2O Program and Managing Partner, Dillon Consulting Limited.**  
File: 5600-01; 0550-20-10

In attendance before Council to advise on the effectiveness and growth of the Operation Save H2O Program.

The following comments were made:

- Operation Save H2o is a creative, education based approach program designed to reduce water consumption in the City of Surrey. The program provides free tools, information, and education to encourage residents to save money by conserving water.
- The program originally started as an 8-week program with one campaign. It has since been developed into an 8-month program that includes the following components:
  - High water user campaign for single and multi-residential
  - Community Education
  - Student Ambassador Program (SAP)
  - Promotion of the City's Volunteer Water Meter Program
  - Water Wise Establishment Program - Industrial, Commercial and Institutional (IC&I)
  - Media Awareness

This year, Operation H2o is focussing on the following initiatives:

1. High Water Use Campaign
2. School Campaigns
3. Water Wise Establishment Program (IC&I)
4. User Education

An overview of some of the programming includes:

- **High Water User Campaign** - The high water user campaign is the longest running component of Operation H2o; the team is now directing their efforts toward combatting the outdoor water usage. They are monitoring residential homes, through voluntary residential surveys. Once trends are established, in the future, the group will contact lawn companies directly to discuss different ways they can address their water usage from a commercial standpoint. The delegation noted since the inception of the program there has been an estimated cumulative savings in residential water usage of \$3 Million.
- **School Based Education** - The group is growing their school based education programs. They visited 1500 students and presented to them using various styles and methodologies. They will target the grade 4 – 6 levels, this year they have visited 9 different schools and plan on visiting many more in the fall. The effectiveness of the elementary school program has generated positive response and requests from schools for return visits.
- **Student Ambassador Program** - There is a 4-week student ambassador program where students are asked to track their consumption at home and they are provided with kits and tools for monitoring and suggestions for implementation within their households. Community education kits are provided as well and students are encouraged to provide, educate their community and peers about the importance of water conservation.
- **Water Wise Establishment Program** – This program is unique to the IC&I sector. It is a certification program to reward businesses for making positive changes. Students visit businesses and perform high level water audits and tailor solutions that are specific for each individual site visit. Businesses participating in the program then receive either a standard or a gold certification based on compliance/success. Businesses upon completing the program will also be recognized on the City of Surrey website as a "Water Wise Establishment.
- **Community Education Events** – Students provide water conservation information and tools. There are children, elderly and diverse cultures and it is a great way to encourage people to sign up for the volunteer water metre program. The group has attended over 70 events and have talked to over 1100 people.
- **Blue Team** - The Blue Team will be implemented in the fall and is a spin-off of the green teams for recycling. The blue teams are focussing on water conservation within schools and will be led by volunteer students in their schools. Students will mentor and educate their peers; high-school students will mentor the elementary schools and provide more information about water-wise practices.

The delegation noted that the Operation H2o team hope to continue to work with the CoS and elementary schools to implement the Blue Team. Going forward the group plans to work with irrigation companies to ensure water wise practices have been carried out. Operation H2o will continue to work toward expanded and developing the high-water usage campaign to match the City's changing needs and population growth.

Councillor Hayne noted that as the chair of the Environmental Sustainability Advisory Committee (ESAC) that he appreciates and recognizes the value of the program and importance of reducing the amount of water usage as a city more detail on the program can be found on the City of Surrey website as follows:  
<https://www.surrey.ca/city-services/3643.aspx>

Mayor Watts thanked the group for their presentation and for creating awareness. Councillor Hepner suggested this program would be a good presentation to deliver at Union of British Columbia Municipalities (UBCM) and other municipalities. The presentation will represent best practice for educating residents of all ages and the IC&I sector on water conservation.

**B. ITEMS REFERRED BY COUNCIL**

**C. CORPORATE REPORTS**

**D. DELEGATION REQUESTS**

**E. COUNCILLORS' REPORTS**

**F. OTHER COMPETENT BUSINESS**

**G. ADJOURNMENT**

It was

Moved by Councillor Martin


Seconded by Councillor Steele

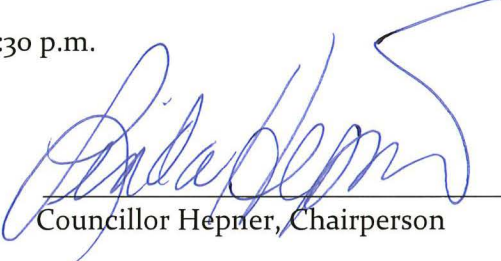
That the Council-in-Committee meeting do

now adjourn.

Carried

The Council-in-Committee adjourned at 5:30 p.m.

  
\_\_\_\_\_  
Jane Sullivan, City Clerk

  
\_\_\_\_\_  
Councillor Hepner, Chairperson