

Torrance Water

SCOPE OF SERVICES

January 1, 2022 – December 31, 2022

The South Bay Cities of Governments (SBCCOG) through the South Bay Environmental Services Center (SBESC) will provide Torrance Water with support services targeting businesses and the community on water conservation, water quality, and waste reduction. Services will include marketing, promotion, educational support, event registration, community outreach, and related activities for the implementation of residential, commercial, industrial, institutional (CII) conservation programs. The SBCCOG will also serve as a resource center for various water conservation, rebate and incentive programs offered by the City. Specific programs the SBCCOG will support include, but are not limited to, the following:

- Provide public workshops with water conservation content directed toward various customer sectors.
- Provide facilitation of educational conservation programs.
- Assist with Water Efficient Landscape workshops for both residential and CII sector.
- Provide information on rebate, incentive demonstration and pilot programs for business, institutional, and residential customers.
- Assist with Special City events, environmental fairs, and related community outreach activities.
- Provide information on landscape and outdoor conservation programs.
- Assist with registration and program promotional services for City sponsored Conservation programs.
- Assist and/or provide conservation training for the restaurant / commercial Sector, including the Cash for Kitchens program.
- Assist, as mutually agreed upon, with other existing or new conservation programs that are in place during the Term of the agreement.

I. GENERAL PROGRAM MARKETING & PROMOTION

Working with Torrance staff, the SBCCOG will distribute Torrance Water information, promote programs and mission, and help to raise awareness through social media platforms, e-newsletter, newsletter, e-blast, and website postings. The SBCCOG will share timely and relevant information on Torrance programs and activities and collaborate with Torrance staff to identify specific projects and programs of local interest to the Torrance community.

Deliverables:

- Report on analytics for e-blasts, e-newsletter, social media, newsletter, and weblinks

II. CASH FOR KITCHENS PROGRAM

The goal of the Program is to improve overall water-use efficiency by visiting commercial food facilities, providing water audits, distributing water-efficient devices provided by the City of Torrance, assisting with training, providing post-visit reports, and following-up to ensure devices were installed. Information on waste reduction and water quality will also be disturbed when appropriate. The SBCCOG through the SBESC will provide Torrance with all documentation associated with the above activities.

A. Audits & Visits

The SBCCOG will target 10 new commercial kitchens. The SBCCOG will promote the program using its contacts and make appointments for new site visits. Follow up visits will also be conducted to ensure installation of devices. As part of this effort, the SBCCOG will coordinate with other utilities incentive programs as available. Site visits will vary depending on the size of the kitchen and staff and include audit

and presentation of recommendations, devices, collateral/training materials. Program administration will include:

- Perform outreach and marketing activities for the program
- Schedule 10 new Cash for Kitchens (CFK) visits and provide Torrance with a tracking list of site visits
- Coordinate visits with other incentive program providers as available Perform the kitchen facility audit
- Distribute educational materials
- Distribute water-efficiency devices, provided by the City of Torrance, to replace qualifying equipment. Devices replaced through a prior program and still in working order will not be retrofitted. Potential items include:
 - Pre-rinse spray valves
 - Faucet aerators
 - Flow restrictors
- Provide customer with information about major equipment upgrades, such as ice machines and dishwashers. Provide information on rebate incentives available through the Metropolitan Water District (MWD) and other organizations as available
- Provide recommendations on investing in equipment upgrades including on-bill financing
- Perform 10 follow-up site visits at locations that have already participated in CFK and provide Torrance with a tracking list of follow-up site visits
 - Document equipment distributed and equipment installed

B. Coordinate Trainings

SBCCOG staff will determine if management at a commercial kitchen would like a longer training session for their staff and provide Torrance staff with this information. SBCCOG will then schedule the training session. Coordinate Training Sessions:

- Offer one training session per contract
- Coordinate date/time for each training with kitchen owner/manager/staff, Torrance staff, and other program providers' staff as available

Deliverables:

- Conduct a minimum of 10 new Cash for Kitchen audits
- Conduct a minimum of 10 follow-up site visits at locations that previously participated
- Document name of business, date of audit or follow-up appointment, and equipment provided or installed

III. IN-PERSON AND VIRTUAL EVENTS & WORKSHOPS

The SBCCOG will conduct outreach to the local community by attending and/or facilitating events and workshops for residents and businesses to promote Torrance Water programs and educational content. Events and workshops will be both City of Torrance implemented as well as other agencies including chambers, community groups, homeowners' associations, farmers' markets, etc. In addition, the SBCCOG will assist with registration for City of Torrance workshops as needed.

Deliverables:

- Outreach at a minimum of 10 events and workshops
- Document events attended including name and date and approximate number of attendees

COMPENSATION SCHEDULE

January 1, 2022 – December 31, 2022

The SBCCOG will submit quarterly invoicing and progress reports documenting deliverables.

Tasks	Description	Total Cost
Task I	Provide water conservation programs and serve as a resource center on an as requested basis for the Public Works Department, Water Operations Division	\$9,000
Task II	For the one-year period, provide water assessments at commercial kitchens in the City of Torrance and follow up assessments to ensure water saving devices have been installed; conduct one training session at an identified commercial kitchen for kitchen staff as needed	\$10,000
Task III	Provide outreach services at in-person and virtual events and workshops – both City of Torrance implemented as well as other agencies including chambers, community groups, homeowners’ associations, farmers’ markets, etc.	\$10,000

PURCHASE ORDER TOTAL \$29,000