

GARDEN ACRES MUTUAL WATER COMPANY
Sustainable Water Assurance for the Next Generation (“SWAN”)
Multi-lingual Education Program Final Report



Nyeland Acres Saves Water

Garden Acres Mutual Water Company is implementing the Nyeland Acres Saves Water Education Program to help Nyeland Acres residents of all ages learn about water, including where it comes from, how we use it, and how to conserve it. Water is our most precious resource, and we must conserve it for our future generations. Garden Acres and Nyeland Acres Mutual Water Companies are working on educating residents about their water.

Proponent: Garden Acres Mutual Water Company (GAMWC)
Type: Multi-lingual Educational Program and Community Outreach
Location: Nyeland Acres, Oxnard, California, County of Ventura
Cost: \$37,500

User Needs Supported Categories: (Generated from TAPPS) – **this will be generated by the consultant. As soon as I receive, I'll forward to you.**

Project Abstract: The SWAN project has three phases and Garden Acres. Phase 1 is to construct a back-up well site, Phase 2 is the replacement of aging infrastructure, and Phase 3 is a multi-lingual education component to increase awareness of water related issues the County faces.

Our goals are to build a strong, resilient and sustainable water system to deliver safe and reliable drinking water to our residents, reduce and eliminate any potential waste of water, and bolster drought resilience.



GAMWC developed and implemented the Nyeland Acres Saves Water multi-lingual education program which enhanced the public's knowledge and awareness of water issues. Nyeland Acres Saves Water was a program that was implemented in English, Spanish, and Mixteco. GAMWC aimed to target all residents in Nyeland Acres and conducting the educational outreach in the native language of residents was key to get the message across. This program focused on raising water education equity in the severely disadvantaged community of Nyeland Acres. Following the third consecutive year of drought in California, it is essential that all residents learn about the importance of water conservation and being water wise. Nyeland Acres Saves Water raised awareness on conserving water for future generations.

Project Outcomes: The Nyeland Acres Saves Water Program was developed with the goal in mind to engage residents to be part of the program. During the duration of the program, GAMWC collaborated with Nyeland Acres Mutual Water Company (the other water company serving our community) to execute the education program. It was essential that the two local water companies in Nyeland Acres work together to reach all 3,300 residents in Nyeland Acres.

GAMWC first measured the resident's existing knowledge by creating a pre-survey on water related topics. Based on the results, GAMWC tailored the program to raise water education equity for our audience.

The pre-survey asked important questions such as, if residents knew where their tap water came from, the amount of water lost through leaks, ways to conserve water, etc. Our intern built trust with residents and had 30 residents complete the pre-survey and post-survey which showed significant results.

The post-survey results showed that 85% of residents knew where their tap water came from compared to only 50% before the implementation of the program. Also, 75% of residents reduced their outdoor watering to only once a week to support drought efforts because of this educational program.

Nyeland Acres Water Education Pre - Survey



Fill out this survey completely

This will only take a few minutes of your time and will greatly help us better address water concerns in Nyeland Acres. We value this information, and your answers will be treated with complete confidentiality.

Name: _____ Phone #: _____

Address: _____

- 1) Are you a resident of Nyeland Acres? ➡ Yes No
- 2) Do you know where your tap water comes from? ➡ Yes No
- 3) Where does your tap water comes from?
 - City of Oxnard Water Department
 - Oxnard Beaches
 - Nyeland Acres Mutual Water Co.
 - Garden Acres Mutual Water Co.
 - I don't know
- 4) Do you drink tap water? ➡ Yes No
- 5) If you do not drink tap water, please say why: (select all that apply)
 - Tap water is dirty
 - Dislike the taste
 - Health reasons
 - No filtration system at home
 - I drink tap water
- 6) Do you buy bottled water? ➡ Yes No
- 7) Is the state of California in a drought? ➡ Yes No
- 8) How important is conserving water to you?
 - Very important
 - Neutral
 - Not very important
- 9) How do you conserve water at home? (select all that apply)
 - Short showers
 - Turn off faucet while brushing teeth
 - Wash full loads of laundry
 - Limit outdoor watering
 - Use a shut off nozzle when watering plants

- 10) How much water does the average person use per day?
- 20 gallons
 - 35 gallons
 - 60 gallons
 - 85 gallons

- 11) How often do you water your grass/plants?
- Once a week
 - Two times per week
 - Every day
 - I don't have grass/plants

- 12) If you have a toilet leak at home, how much water do you think is wasted from that leak?
- 50 gallons per day
 - 180 gallons per day
 - 200 gallons per day
 - 350 gallons per day

- 13) What is your age group?
- Under 18
 - 18-25
 - 26-35
 - 36-45
 - 46-55
 - 55+

- 14) How many people live in your household?
- 2
 - 3-4
 - 5-6
 - 7+

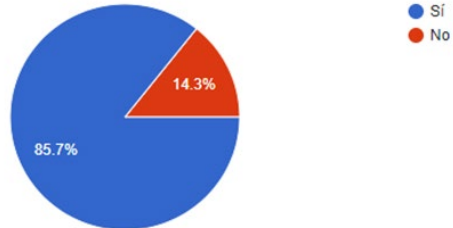
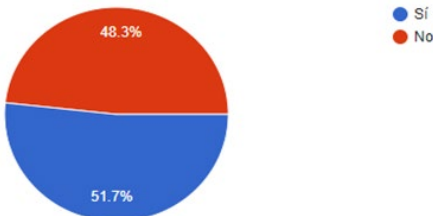
Thank you for taking the time to complete this pre-survey!
We will reach out soon so you can complete the post-survey.
Residents who complete the pre and post survey will receive an incentive.
If you have any questions about this survey, please contact 805-844-0861

Save Water
for our
FUTURE

Do you know where your tap water comes from?

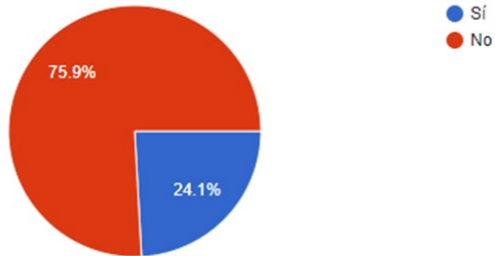
Pre-Survey

Post-Survey

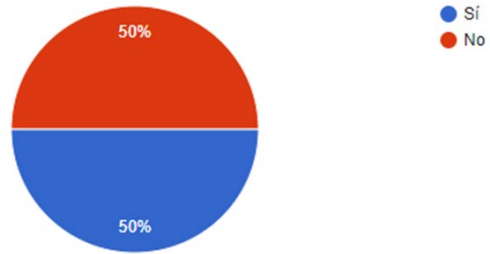


Do you drink tap water?

Pre-Survey

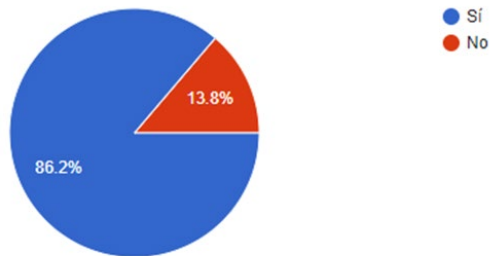


Post-Survey

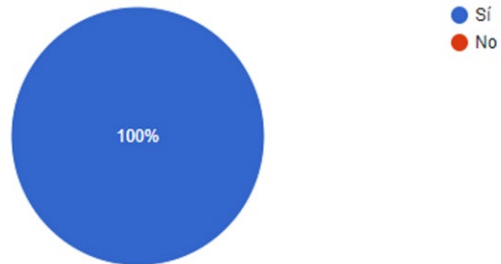


Is the State of California in a drought?

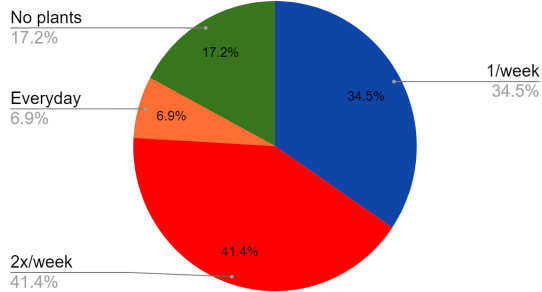
Pre-Survey



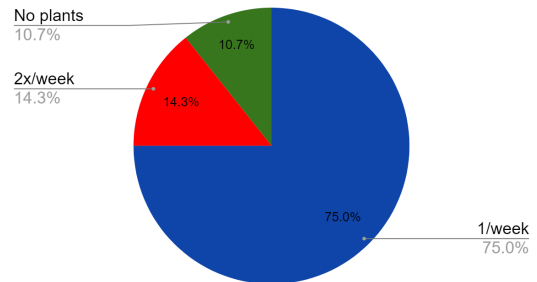
Post-Survey



How often do you water your grass/plants?

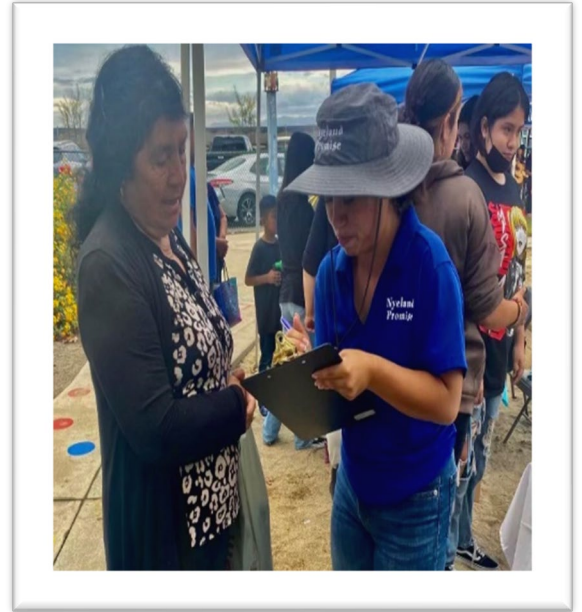


How often do you water your grass/plants?



GAMWC created culturally tailored materials for the residents of Nyeland Acres.

- The materials were distributed in various ways including via mail, social media, robo texts, lawn signs, banners, one on one outreach, and flyers.
- Residents received a utility bill insert in their monthly water bill educating them about simple ways to conserve water at home.
- Every week 225 residents enrolled in robo text notifications received water conservation tips.
- To reach a more diverse audience, GAMWC was very active on social media posting water education and sharing other relevant information.
- The monthly newsletter reached an audience of 240 subscribers to share water education updates. More than 600 families received information about the Nyeland Acres Saves Water program at the bimonthly food pantry. (See exhibit 1 for more materials)



The GAMWC website was updated regularly during the duration of the program. GAMWC created a page exclusively for water education related topics including a multi-lingual video created by our intern to educate residents on simple ways to conserve water. Our residents were very grateful for the video that was presented to them in their native language. (See exhibit 2 for video links)



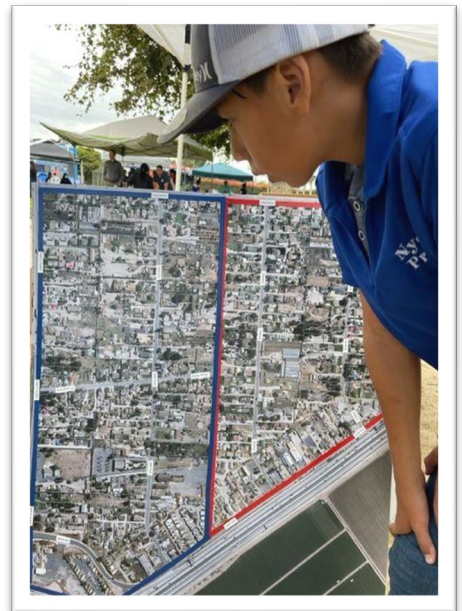
During the summer, GAMWC took a bus full of children on two educational field trips. The first stop was at the United Water Conservation District's Freeman Diversion Dam. Children learned about the water cycle, sources of water, water issues, and received a tour by a water treatment operator. Then, the group of children headed to the Ventura Aquatic Center where they received a presentation on water conservation by Ventura Water and took a tour of the facility.



GAMWC coordinated two community clean-ups to raise awareness of maintaining our stormwater drains to minimize the amount of trash and pollutants that end up in our oceans. Resident volunteers came out to assist in picking up bulky items to properly dispose of them. Residents focused on picking up trash along a very busy road with a lot of storm drains. There were volunteers of all ages that picked up 30 bags of trash.



GAMWC also planned and coordinated a Water Awareness Festival to educate and raise awareness about water conservation. We collaborated with other organizations to make this event a success for our community. The 200 Nyeland Acres residents that attended received a lot of valuable information and many conservation devices to conserve water.



Here's what some of our residents had to say about the Educational Program:

The residents of Nyeland Acres demonstrated that they were satisfied with the program by providing us with their testimonial.

"It was interesting knowing how water travels through the county and that when we waste water, it makes an impact on a lot more people. We need to conserve water since we are in a drought."

Avilene, 13 years old - Testimonial on the Water Education Field Trip she attended

"I enjoyed the Water Awareness Festival in Nyeland Acres. I learned a lot from the different water related organizations. I also received a water conservation kit which included a hose nozzle. I use the hose nozzle to water my plants and conserve water."

Emma, 75 years old - Testimonial on the Water Awareness Festival in Nyeland Acres

"Seeing the Save Water lawn signs around Nyeland Acres reminded me to conserve water. I received the utility bill inserts with water conservation tips which showed how simple it is to do my part to conserve water."

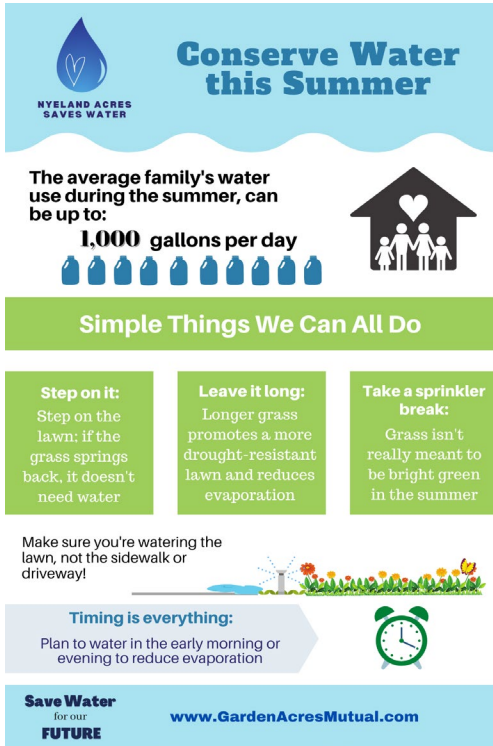
Maria - Testimonial on the Save Water Nyeland Acres Program

We appreciate the opportunity to offer this extensive educational program to the residents of Nyeland Acres and thank you for awarding this grant to our water company.

Sincerely,

Mike Barber
President

Exhibit 1a: Each month, Bilingual Utility Bill Inserts were mailed to 310 households in Nyeland Acres. These were mailed to both mutual water companies that serve Nyeland Acres (6 inserts mailed out from July 2022 - December 2022. See examples below.)



Conserve Water this Summer
 NYELAND ACRES SAVES WATER

The average family's water use during the summer, can be up to:
1,000 gallons per day

Simple Things We Can All Do

- Step on it:** Step on the lawn; if the grass springs back, it doesn't need water.
- Leave it long:** Longer grass promotes a more drought-resistant lawn and reduces evaporation.
- Take a sprinkler break:** Grass isn't really meant to be bright green in the summer.

Make sure you're watering the lawn, not the sidewalk or driveway!

Timing is everything:
 Plan to water in the early morning or evening to reduce evaporation.

Save Water for our FUTURE
www.GardenAcresMutual.com



Conserve Agua este Verano
 NYELAND ACRES AHORRA AGUA

El uso de agua promedio de una familia durante el verano puede ser de hasta:
1,000 galones por día

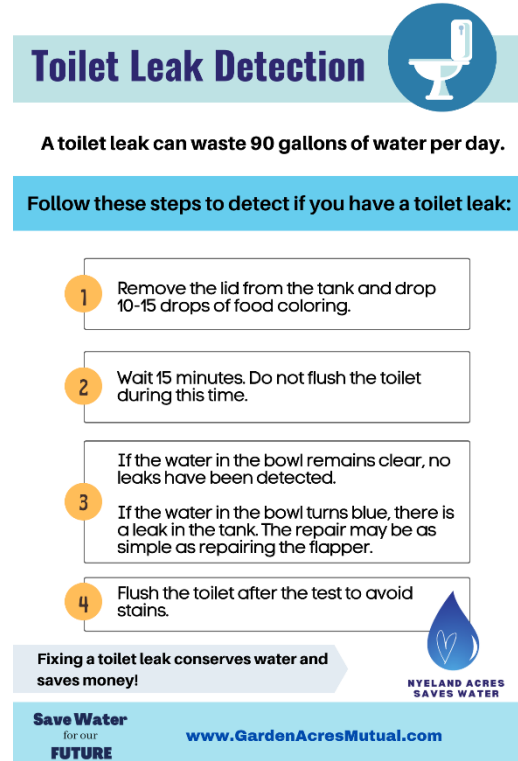
Cosas Simples que Todos Podemos Hacer

- Píselo:** Camine sobre el pasto, si el pasto regresa a su estado normal no necesita más agua.
- Déjelo Crecer:** Un pasto un poco más largo promueve la resistencia a las sequías y reduce la evaporación.
- Deje que el sistema de riego se tome un descanso:** En realidad, el pasto no debe ser súper verde durante el verano.

Asegúrese de que riego el pasto, y no las banquetas o cocheras!

La hora del día lo es todo
 Planee regar temprano en la mañana o en la noche para reducir la evaporación.

Ahorra Agua para nuestro FUTURO
www.GardenAcresMutual.com



Toilet Leak Detection

A toilet leak can waste 90 gallons of water per day.

Follow these steps to detect if you have a toilet leak:

- 1 Remove the lid from the tank and drop 10-15 drops of food coloring.
- 2 Wait 15 minutes. Do not flush the toilet during this time.
- 3 If the water in the bowl remains clear, no leaks have been detected. If the water in the bowl turns blue, there is a leak in the tank. The repair may be as simple as repairing the flapper.
- 4 Flush the toilet after the test to avoid stains.

Fixing a toilet leak conserves water and saves money!

Save Water for our FUTURE
www.GardenAcresMutual.com



Conserve Water During the Holidays
 NYELAND ACRES SAVES WATER

The holiday season brings with it a lot of water consumption. Conserve water with these simple tips.

- Make sure you know how much water your Christmas tree needs.
- Check for toilet leaks before guests arrive.
- Thaw frozen food in the refrigerator.
- Avoid running the tap, instead fill up a bowl with water to rinse fruits and vegetables.
- Use melted ice to water christmas trees and poinsettias.

Save Water for our FUTURE
www.GardenAcresMutual.com

Exhibit 1b: An educational brochure was distributed at the food pantries in Nyeland Acres. We distributed a total of 200 brochures in English/Spanish. See brochure below.



ABOUT OUR WATER

The residents of Nyeland Acres are served by two mutual water companies:

Garden Acres and Nyeland Acres

These companies obtain local groundwater that is pumped by wells, treated and delivered to your home.

See the map above to find out which company serves your water.



WATER CONSERVATION

Learn more about water in Nyeland Acres and how easy it is to conserve water at home.

No matter if you're young or an adult follow the basic tips to save water for our future.

To learn more about water conservation visit:
GardenAcresMutual.com

CALIFORNIA DROUGHT

Following the third consecutive dry year, the state of California is in a severe drought and we all need to do our part to conserve water.

Although, Garden Acres and Nyeland Acres Mutual Water Companies are not imposing mandatory water restrictions, conserving water and avoiding water waste is particularly important when drought strikes.



FUN WATER FACT

Did you know that the water machines in Nyeland Acres receive water from our two local mutual water companies: Garden Acres and Nyeland Acres?

When you're filling up your water jugs remember that this is the same water that comes out of your tap.

WATER CONSERVATION TIPS



Take short 10 minute showers.



Turn the faucet off when brushing your teeth and soaping your hands.



Do full loads of laundry to make the most of the water you will use.



When watering plants do it early in the morning or in the evening to reduce evaporation.



Repair leaks as soon as possible to avoid wasting water.

Exhibit 1c: We distributed Water Conservation information in the monthly newsletter to 240 subscribers. A total of 1,440 newsletters which impacted approximately 7,920 resident views.

Festival de Conciencia del Agua
10 DE SEPTIEMBRE
11:00 a.m - 3:00 p.m.
 Centro Comunitario de Nyeland Acres
 3334 Santa Clara Ave.
 Oxnard, CA 93036

ACTIVIDADES

- Puestos Educativos
- Consejos para la Conservación de agua
- Educación sobre la agua
- Conciencia sobre el Océano
- Especialistas de Salud
- Juegos para Niños/as

GRATIS dispositivos de conservación de agua

Financiado por: **PROP 1**

Para más información contacte a GardenAcresMCR@gmail.com o 805-844-0861
www.GardenAcresMutualWater.com

Water Awareness Festival
SEPTEMBER 10
11:00 a.m - 3:00 p.m.
 Nyeland Acres Community Center
 3334 Santa Clara Ave.
 Oxnard, CA 93036

ACTIVITIES

- Educational Booths
- Water Conservation Tips
- Water Education
- Ocean Awareness
- Health Specialists
- Children's Games

FREE water conservation devices

Financed by: **PROP 1**

For more information contact GardenAcresMCR@gmail.com or 805-844-0861
www.GardenAcresMutualWater.com


Exhibit 1d: These are some examples of the robo text messages sent to residents. Please see attached Social Media post links to all messages sent.

Thu, Oct 27, 12:54 PM

Message from Garden Acres Mutual Water Company:

Consejos de Conservar Agua:
 -Cerrar el grifo al lavarse las manos
 -Lavar cargas completas de ropa
 -Limitar el riego exterior
 -Reparación de fugas

 Water Conservation tips:
 -Turn off the faucet when washing your hands
 -Do full loads of laundry
 -Limit outdoor irrigation
 -Repair leaks



Severe Drought Save Water for Our Future Now
 Sequía Severa Ahorre Agua para Nuestro Futuro Ahora
 www.GardenAcresMutual.com






Message from Garden Acres Mutual Water Company:


California is in a severe drought. Save Water for our Future 💧
 Watch this video to learn more water conservation tips <https://youtu.be/NyEPKTfFRbE>

Save Water for Our Future WYLAND ACRES SERVING WATER

California is in a severe drought and we all need to do our part to conserve water.

Follow these easy water conservation tips

 Take short 10 minute showers	 Do full loads of laundry	 Turn off the faucet when soaping hands and brushing teeth
 Clean driveways with a broom instead of a hose	 Water outdoor plants early or late in the day to reduce evaporation	 Repair leaks as soon as possible to avoid wasting water



Wash your car using a bucket of water and a damp rag
 www.GardenAcresMutual.com

Mutual Water Companies Serving the Community of Nyeland Acres



Site of Interconnection
 2025 Flamingo Road

Message from Garden Acres Mutual Water Company:

The residents of Nyeland Acres are served by two mutual water companies:

Garden Acres and Nyeland Acres

These companies obtain local groundwater that is pumped by wells, treated and delivered to your home. 💧

See the map to find out which company serves your water

Message from Garden Acres Mutual Water Company:

Every drop counts!
 Skip the car wash during this drought. When you really need to wash your car consider going to a car wash facility. If washing it at home, do it using a bucket and damp rag to conserve water.

 ¡Cada gota cuenta!
 Omita el lavado de autos durante esta sequía. Cuando realmente necesite lavar su automóvil, considere ir a un centro de lavado de automóviles. Si lo lavas en casa, hazlo con una cubeta y un trapo húmedo para conservar el agua.
 Ahorra Agua para Nuestro Futuro

Exhibit 1e: We shared water conservation education to reach 522 followers on Facebook and 337 followers on Instagram with each message. Please see attached Social Media post links to all messages sent.

 nyelandpromise



1/2

A leak that drips once per second can waste more than 1,800 gallons/year.

NYELAND ACRES SAVES WATER

www.GardenAcresMutual.com



Water Awareness Festival

SEPTEMBER 10
11:00 a.m - 3:00 p.m.

Nyeland Acres Community Center
3334 Santa Clara Ave.
Oxnard, CA 93036

ACTIVITIES

- Educational Booths
- Water Conservation Tips
- Water Education
- Ocean Awareness
- Health Specialists
- Children's Games


FREE water conservation devices

PROP 1
WATER BOND 2014

Funded by: WATER BOND 2014


Come join us for a day filled with family fun and water education.


For more information contact GardenAcresMGR@gmail.com or 805-844-0861
www.GardenAcresMutualWater.com

 Nyeland Promise
Published by Brenda Heredia Cordova · October 17 at 12:00 PM ·

Message from Garden Acres Mutual Water Company:
Every drop counts!

Skip the car wash during this drought. When you really need to wash your car consider going to a car wash facility. If washing it at home, do it using a bucket and damp rag to conserve water.... See more



 Nyeland Promise
Published by Brenda Heredia Cordova · September 12 ·

The Water Awareness Festival was this weekend in Nyeland Acres. Residents had an opportunity to learn about water conservation and other important services. It was a family friendly event where residents received many FREE water conservation devices.

Thank you to all the organizations that took the time to come out to Nyeland Acres. 🙌

Special shout-out to Inlakech for playing some good musical! **... See more




Exhibit 2: Nyeland Acres Saves Water created three videos and posted on website and distributed to residents via robo text. Here is a link to English, Spanish, and Mixteco videos.

<u>Nyeland Acres Saves Water</u>	<u>Nyeland Acres Ahorra Agua</u>	<u>Nyeland Acres Ahorra Agua - Mixteco</u>
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