

SUNSHINE COAST REGIONAL DISTRICT

WATER EFFICIENCY PLAN 2026-2035

Introduction

The Water Efficiency Plan is a strategic action plan supporting the goals of the Sunshine Coast Regional District's (SCRD) 10-Year Water Strategy (2025-2035). The Strategy and the Water Efficiency Plan (WEP), working together with the Water Infrastructure Master Plan and Source Water Projection Plan, support the SCRD's commitment to providing a safe and reliable water supply.



Figure 1. Implementing the 10-Year Water Strategy

Water Efficiency Plan Purpose

The 10-Year Water Strategy acknowledges, *"that achieving our collective water conservation goals requires a fundamental shift in the ways we utilize water"* (page 7). The WEP is the SCRD's Board-endorsed framework for turning the Strategy's direction into coordinated, measurable action. The WEP brings together existing and planned water efficiency initiatives into one clear plan for the next 10 years. By

aligning and optimizing programs across departments, the WEP strengthens Water Stewardship by focusing efforts where they deliver the greatest demand reduction and service reliability benefits. The WEP establishes consistent performance measures, targets, and reporting so the SCRD and the Board can track progress, identify gaps, and make informed decisions about program improvements and future investments.

Benefits of Water Efficiency

Water efficiency has short and long-term benefits:

1. Reduces the likelihood of seasonal water supply shortages
2. Increases service levels by minimizing the need to elevate water conservation restrictions to manage peak summer demand
3. Reduces the need for premature capital investments in new water supply, storage, and infrastructure upgrades
4. Reduces the operating costs associated with the treatment and distribution of potable water

Water System Background

The SCRD has seven independent water systems managed within three Water Service Areas. The North Pender and South Pender Water Service Areas each have a single water system. The Regional Water Service area has five independent water systems: four have a single water source, and the largest water system, Chapman, has multiple sources.

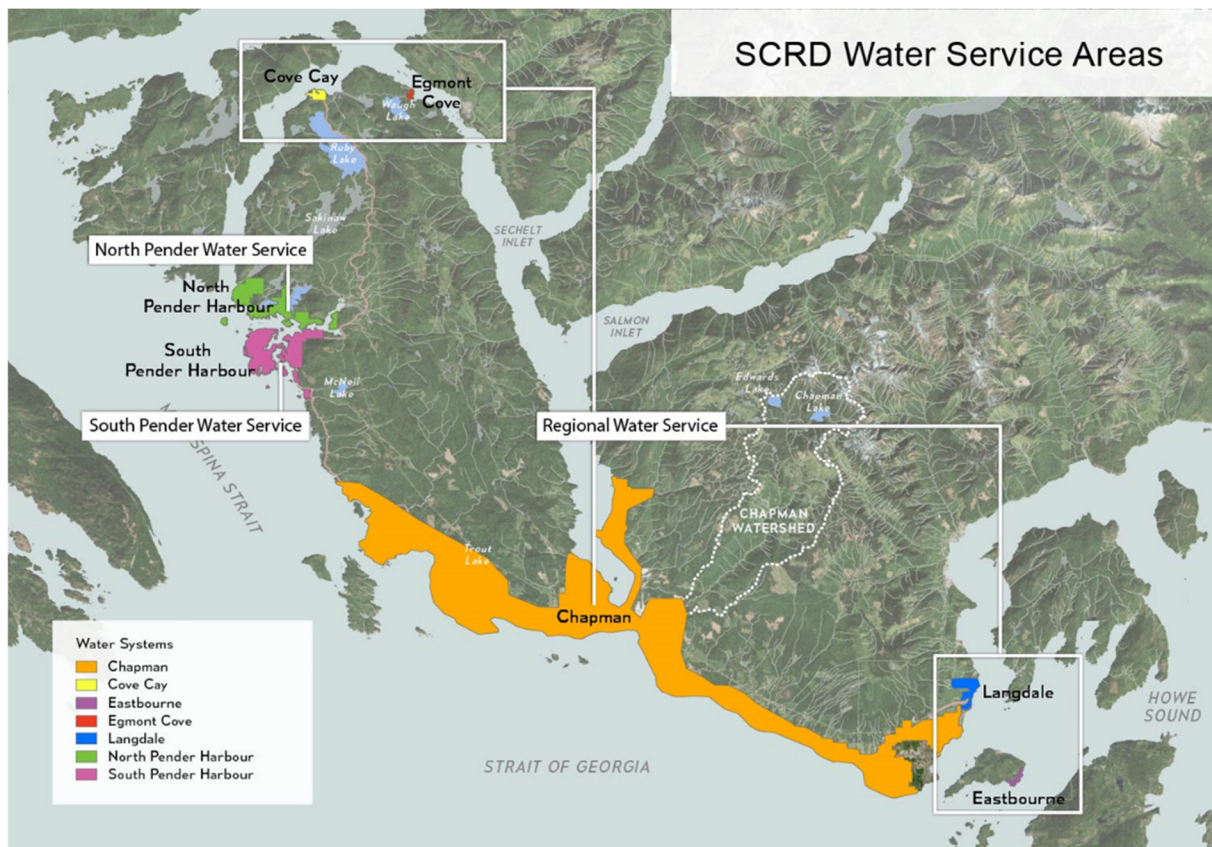
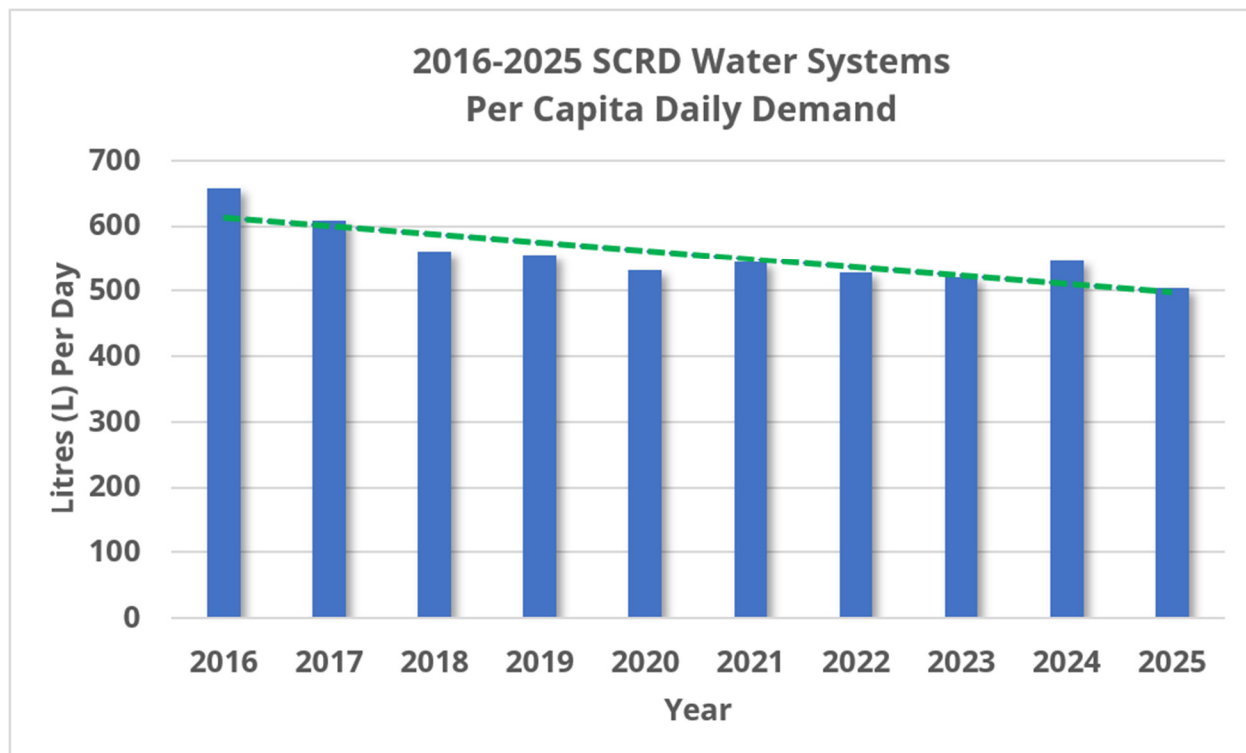


Figure 2. SCR Water Service Area and Water System Map

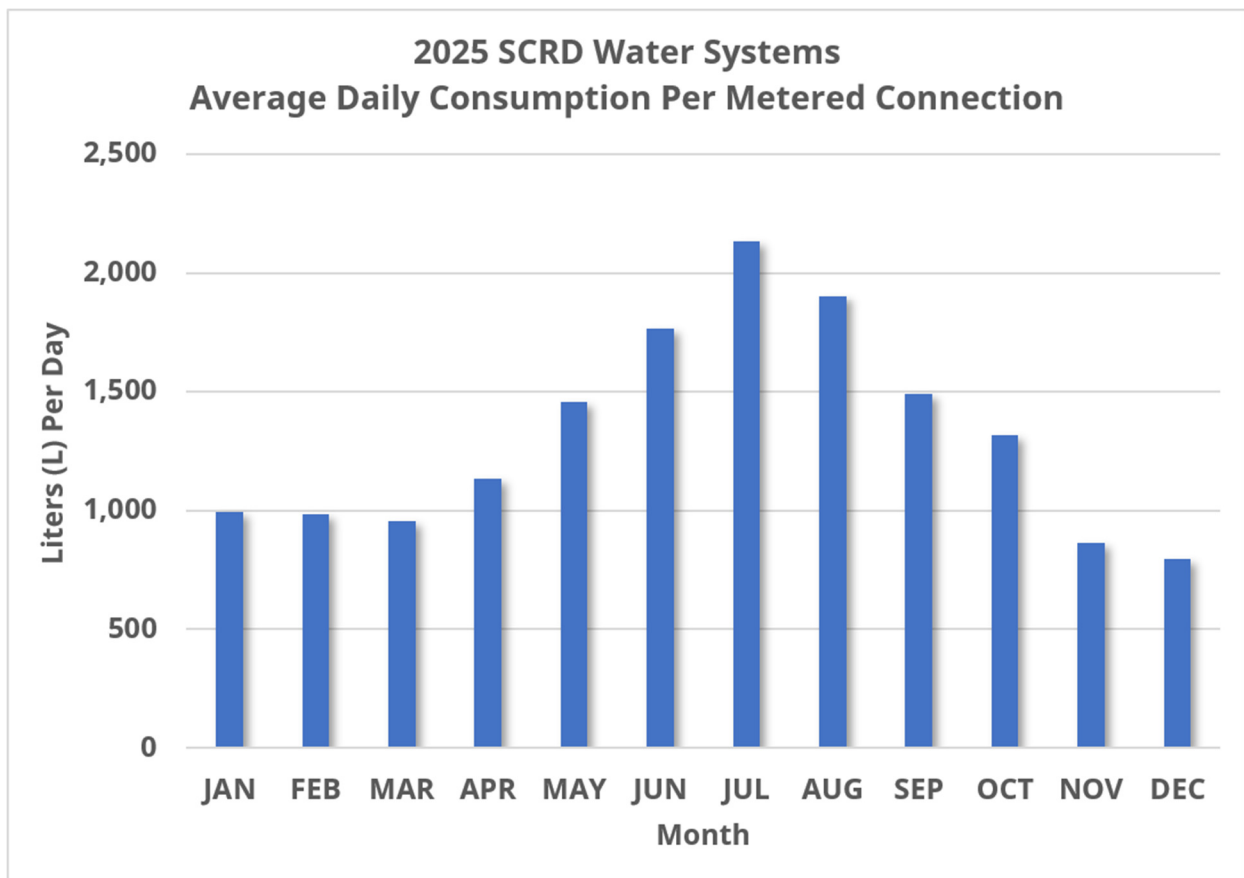
Water Use Background

Sustainable water management requires effective measurement of water use. Water meter data provides the foundation for developing, monitoring, and evaluating water efficiency actions. With the completion of the Universal Water Metering Project, robust, system-wide water use data is now available. The visualizations below provide a high-level overview of current system conditions and historical trends, illustrating the significance of water efficiency.



Graph No. 1 – 10-Year Water Average Daily Demand Per Capita, All SCRD Water Systems

The above graph illustrates the 10-year trend in average daily water demand per capita, including all SCRD water systems. In this context, water demand includes all water withdrawn from sources for treatment, operational use, distribution, and customer use. The per capita value is derived from historical annual water demand volumes for all SCRD water systems, and modelled population using census data. Overall, the trend indicates a decline in per capita water demand over the past decade, demonstrating that water use efficiency has improved on a regional basis. The intent of the WEP is to ensure that this declining trend is continued.



Graph No. 2 – 2025 SCRD Average Daily Consumption by Month

The above graph illustrates average daily water consumption by month across SCRD water systems. In this context, water consumption represents customer water use only, as measured at each property's water service connection. The monthly trend shows a consistent annual pattern, with customer water use increasing significantly during the summer months and peaking at about twice winter levels. Overall, this pattern highlights the importance of water efficiency programs, initiatives, and policy measures aimed at reducing peak summer demand to support reliable seasonal supply, maintain system operating capacity, and comply with water licence requirements.

2025 SCRD Water System Statistics			
Water System	Total Annual Demand (Cubic Meters)	Population modelled (*estimated)	Average Daily Demand Per Capita (Litres)
Egmont	8,144	44	507
Cove Cay	16,790	126	365
Chapman	4,330,315	24,190	490
Langdale	83,465	841	272
Eastbourne	9,152	100*	251
North Pender	230,846	568	1,113
South Pender	388,971	1,692	630
Totals	5,067,683	27,561	504

Table No. 1 – SCRD Current Water System Statistics

The above table provides a temporal snapshot of SCRD water system annual statistics for 2025. Total annual demand is the sum of water withdrawn from all sources for each water system. The population is modelled based on census data or estimated when modelled data were not available (Eastbourne Water System). The average daily demand is calculated by dividing the total annual demand by the number of days in the year and the population served.

The Comprehensive Regional Water Plan (CRWP), implemented in 2013, found that average daily demand in the Chapman Water System was approximately 650 litres per capita between 2003 and 2011. The CRWP set a target of reducing demand to 480 litres per capita by 2036. To achieve this target, it recommended intensive demand management measures, including universal metering, volumetric conservation-based pricing, leak resolution, and water conservation regulations. In 2025, average daily demand in the Chapman Water System reached 490 litres per capita while remaining within Stage 2 water conservation regulations, demonstrating measurable progress in water efficiency.

Strategic Priorities

The 10-Year Water Strategy sets one goal and five objectives for the WEP.

Goal: Improve water demand management and increase the efficiency of drinking water use through water meter installation, volumetric billing, community education, water data analysis, and program and policy development.

Objectives:

1. Reduce use of drinking water outdoors
2. Measure water use
3. Increase community water literacy
4. Optimize Regional District operations
5. Integrate water efficiency in policy and planning

Water Efficiency Targets

Phase 1 of the WEP (see Plan Implementation) includes reviewing, improving, and standardizing water data management practices. In Phase 2, enhanced water data will support the establishment of water efficiency targets to help achieve efficiency goals, guide program actions, and evaluate outcomes.

Water Efficiency Programs

Eight existing core water efficiency programs are currently implemented through interdepartmental efforts. The following list identifies the programs and highlights their importance and benefits.

Universal Metering is a program to install and maintain water meters on every private water service connection and at water intakes and treatment plants. This is important because accurate, system-wide measurement is the foundation for managing demand, tracking losses, and informing billing and operational decisions. Benefits include foundational support of water data management, volumetric billing, non-revenue water, leak resolution programs, and readiness for possible future advanced metering infrastructure (AMI).

Water Data Management is the monthly recording, analysis, and reporting of supplied water (demand), customer consumption, and water loss. It is important

because consistent data enables performance tracking, target setting, and transparent reporting of key efficiency indicators (e.g., per-capita demand). Benefits include earlier detection of abnormal trends, improved decision-making for operations and programs, and stronger accountability to customers and Board.

Volumetric Billing is the program that bills customers based on metered water use to recover the full cost of providing water service. It is important because price signals and rate design can incentivize efficient use while supporting fairness and sustainable service levels. Benefits include proportional cost recovery, reduced peak demand, and increasing water literacy through clearer linkages between individual use and system impacts.

Non-Revenue Water (supply-side) is the program that identifies and reduces physical water losses within SCRD infrastructure (e.g., through leak correlation, repairs, and water balance audits) and revenue losses through administrative means. It is important because supply-side losses increase treatment and operational costs and can contribute to seasonal supply risk. Benefits include lower system losses, improved operational efficiency, and deferred capital needs through maximizing the use of existing supply.

Leak Resolution (customer-side) is the program that reviews customer meter data for continuous flow indicators and notifies property owners to investigate and fix potential leaks, with escalation for major unresolved cases. It is important because customer-side leaks can drive high demand, waste drinking water, and increase the likelihood of summer restrictions. Benefits include reduced household and system-wide consumption, lower customer costs under volumetric billing, and measurable water savings across all systems.

Seasonal Water Supply Plan is the annual operational planning and communications approach (formerly the Drought Response Plan) that uses forecasting and system conditions to guide summer supply management and water conservation stages. It is important because drought conditions are increasingly predictable and require proactive, consistent coordination of operations and public messaging. Benefits include improved service levels, earlier

risk identification, clearer stage communications, and reduced likelihood of supply shortages.

Rainwater Harvesting rebates are a user-fee-funded incentive that helps eligible properties install rainwater collection for non-potable uses, up to a lifetime maximum per property. It is important because shifting outdoor uses (like gardening) to stored rainwater reduces demand on drinking water supplies during summer periods. Benefits include lower peak summer demand, greater household resilience during conservation stages, and improved community water stewardship.

Water Literacy is the education and engagement program that shares practical conservation guidance and customer water-use data through online tools, mail-outs, and community outreach. It is important because informed residents are more likely to adopt efficient behaviours and respond effectively to conservation stages and leak alerts. Expected benefits include sustained demand reductions, improved public understanding of system constraints, and stronger support for water efficiency initiatives.

Plan Implementation

The WEP includes a three-phase implementation of actions. Within the 10-year period of the WEP, the current programs will be continued, enhanced, or reviewed. Using a phased approach supports adoption of a plan now, which allows for existing actions to continue within a structured approach, with the potential to add new programs during future WEP updates in Phases 2 and 3.

Implementation Alignment with Water Strategy

The following tables outline alignment between WEP programs and the 10-Year Water Strategy's five water efficiency objectives and 17 recommended actions. The implementation of the specific WEP program (element) is shown across the three phases.

Objective A – Reduce use of drinking water outdoors					
#	Water Strategy Action	WEP Program (element)	Phase 1 2026-2027	Phase 2 2028-2030	Phase 3 2031-2035
A1	Conservation regulations & outreach	Seasonal Water Supply Plan (conservation regulations)	Continue	Continue	Continue
A1	Conservation regulations & outreach	Seasonal Water Supply Plan (operations & communications)	Continue	Continue	Continue
A2	Enforce resolution of major leaks & excessive water use	Leak Resolution (customer-side)	Continue	Continue	Review (billing impacts)
A2	Enforce repeat violations & non-compliance	Seasonal Water Supply Plan (bylaw enforcement)	Continue	Continue	Continue
A3	Rebates for non-potable outdoor use	Rainwater Harvesting (rebates)	Continue	Review	TBD

Objective B – Measure water use					
#	Water Strategy Action	WEP Program (element)	Phase 1 2026-2027	Phase 2 2028-2030	Phase 3 2031-2035
B4	Meter all sources & service connections	Universal Metering (installation & maintenance)	Continue	Continue	Continue (renewal planning)
B5	Improve water data management practices	Water Data Management (best practices)	Enhance	Enhance (add enviro data)	Enhance
B5	Improve water data management practices	Universal Metering (AMI feasibility study)	New	TBD	N/A
B5	Improve water data management practices	Universal Metering (AMI pilot)	N/A	TBD (New)	Review
B5	Improve water data management practices	Universal Metering (AMI implementation)	N/A	N/A	TBD (New)

B6	Review user rates for fairness & efficiency	Volumetric Billing (rate structure & communication)	New	Continue	Continue
B7	Perform year-round leak analysis & resolution	Leak Resolution (supply-side)	Continue	Continue	Continue
B7	Perform year-round leak analysis & resolution	Leak Resolution (customer-side)	Continue	Continue	Review (billing impacts)

Objective C – Increase community water literacy

#	Water Strategy Action	WEP Program (element)	Phase 1 2026-2027	Phase 2 2028-2030	Phase 3 2031-2035
C8	Share household & garden information	Water Literacy (online resources)	Continue	Continue	Continue
C9	Share customer water use data	Water Literacy (MySCRD online portal)	Enhance	Continue	Continue
C9	Share customer water use data	Water Literacy (Monthly Water Use Update)	Continue	Review	TBD
C9	Share customer water use data	Universal Metering (AMI-My360 online portal)	N/A	TBD (New Pilot)	TBD (New - Implementation)
C10	Share regulations & practices with tourism sector	Water Literacy (resource sharing)	Continue	Continue	Continue
C11	Engage with high volume users	Volumetric Billing (resource sharing)	Enhance	Enhance	Continue

Objective D – Optimize Regional District operations

#	Water Strategy Action	WEP Program (element)	Phase 1 2026-2027	Phase 2 2028-2030	Phase 3 2031-2035
D12	Improve efficiency at SCR D facilities	Volumetric Billing (operational improvements)	Continue	Continue	Continue
D13	Explore non-potable use where feasible	Seasonal Water Supply Plan (parks irrigation & ice)	Continue	Continue	Continue

Objective E - Integrate water efficiency in policy and planning					
#	Water Strategy Action	WEP Program (element)	Phase 1 2026-2027	Phase 2 2028-2030	Phase 3 2031-2035
E14	Improve Non-Revenue Water management	Seasonal Water Supply Plan (leak correlation & repairs)	Continue	Continue	Continue
E14	Improve Non-Revenue Water management	Non-Revenue Water Program (supply-side)	N/A	New	Enhance
E14	Improve Non-Revenue Water management	Universal Metering (AMI-pilot & implementation)	N/A	TBD (New Pilot)	TBD (New - Implementation)
E15	Encourage water efficiency in development policy	OCP Renewal Project (policy integration)	Continue	TBD	TBD
E16	Develop water use efficiency targets	Water Efficiency Plan (efficiency targets)	N/A	New	Review
E17	Evaluate potable water use alternatives	Policy project (e.g. Agricultural Water Supply Analysis)	Continue	Continue	Continue

Implementation Schedule

The following table highlights the key priorities of the three WEP Phases and indicates the expected dates for updates to come before the Board. Any necessary resources or budget requests will be addressed in future updates.

Phase	Year	Priorities	WEP Updates
1	2026-2027	• Volumetric Billing • Water Data Management • Advanced Metering Infrastructure (feasibility study) • Develop water efficiency targets	Bring forward WEP 2.0 in Q4 2027 with related budget requests
2	2028-2030	• Develop comprehensive Non-Revenue Water Program • Launch AMI pilot (subject to feasibility study) • Integrate environmental data into Water Data Management	Bring forward WEP 3.0 in Q4 of 2030 with related budget requests

3	2031-2035	• Evaluate effectiveness of WEP programs • Update WEP • Consider AMI implementation and long-term meter renewal strategies	Complete strategic review and consider next steps
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