

APPROACH TO INSTITUTIONAL COMMERCIAL AND INDUSTRIAL HIGH-WATER USERS

February 2026

This appendix provides additional information about the Capital Regional District's (CRD) approach to high water users in the industrial, commercial and institutional (ICI) sector.

Peak Demands

Over the last two years, the ICI program reached out to 12 large consumers who are under Regional Source Control Waste Discharge Permits to share messaging around peak demand issues, and request that any non-essential operational use be shifted away from peak hours. The majority already conducted their water-using processes away from peak hours. However, the Hartland Residual Treatment Facility, using approximately 206,000 m³/year, agreed to reschedule their operational use in early 2025. Additionally, staff who work with irrigation systems in parks, playing fields and boulevards from all municipalities, ten golf courses, and all school districts were contacted, all of which have since committed to making the switch.

Water Use Audits

The CRD has conducted over 40 water use audits over the past several years at various ICI facilities. These are significant undertakings and can take years to implement any findings. This program has included several large consumers including:

- Agropur (Island Farms)
- Public Services Procurement Canada (formerly Public Works Government Services Canada)
- The Bay Centre and Mayfair Mall
- The University of Victoria, and
- Camosun College (Lansdowne)

In more recent years, staff targeted water audits and assessments on a sector-by-sector approach, based on the retail water use data and starting with the top three largest ICI categories. Note that the hotel, motel, and campground category was targeted first due to the potential presence of Once-Through Cooling (OTC) at these businesses. The table below outlines the category, % consumed for the category, and estimated water and greenhouse gas (GHG) savings if all reported recommendations were implemented for all the facilities that participated.

Water-Use Category	% of Total Retail Use	Reporting Years	Potential Annual Water Savings (m ³)	Potential GHG Savings (tCO _{2e})
Hotels, motels, campgrounds	2%	2017-2019	70,000	180
Retail sector: Grocery stores, Malls, shopping centres	6%	2021 - 2022	42,626	224
Schools and research facilities: High schools and middle schools	3.5%	2023 - 2024	20,000	8

The program is voluntary, and some highest users identified in the analysis declined to participate or failed to implement recommendations. High use itself is not enough to create the desire for change.

Staff are evaluating barriers to implement operational changes that could save business and organizations significant money. Staff are also investigating alternative strategies and messages (and audiences) in an effort to implement this voluntary program which has clear benefits for both the CRD but specifically water users.