

WaterSmart Metrics and Large Leak Notification Program

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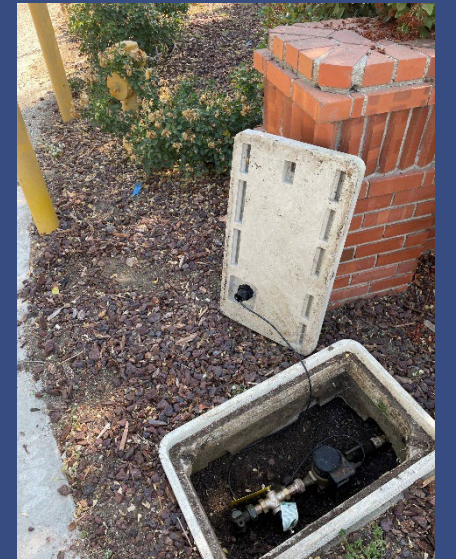
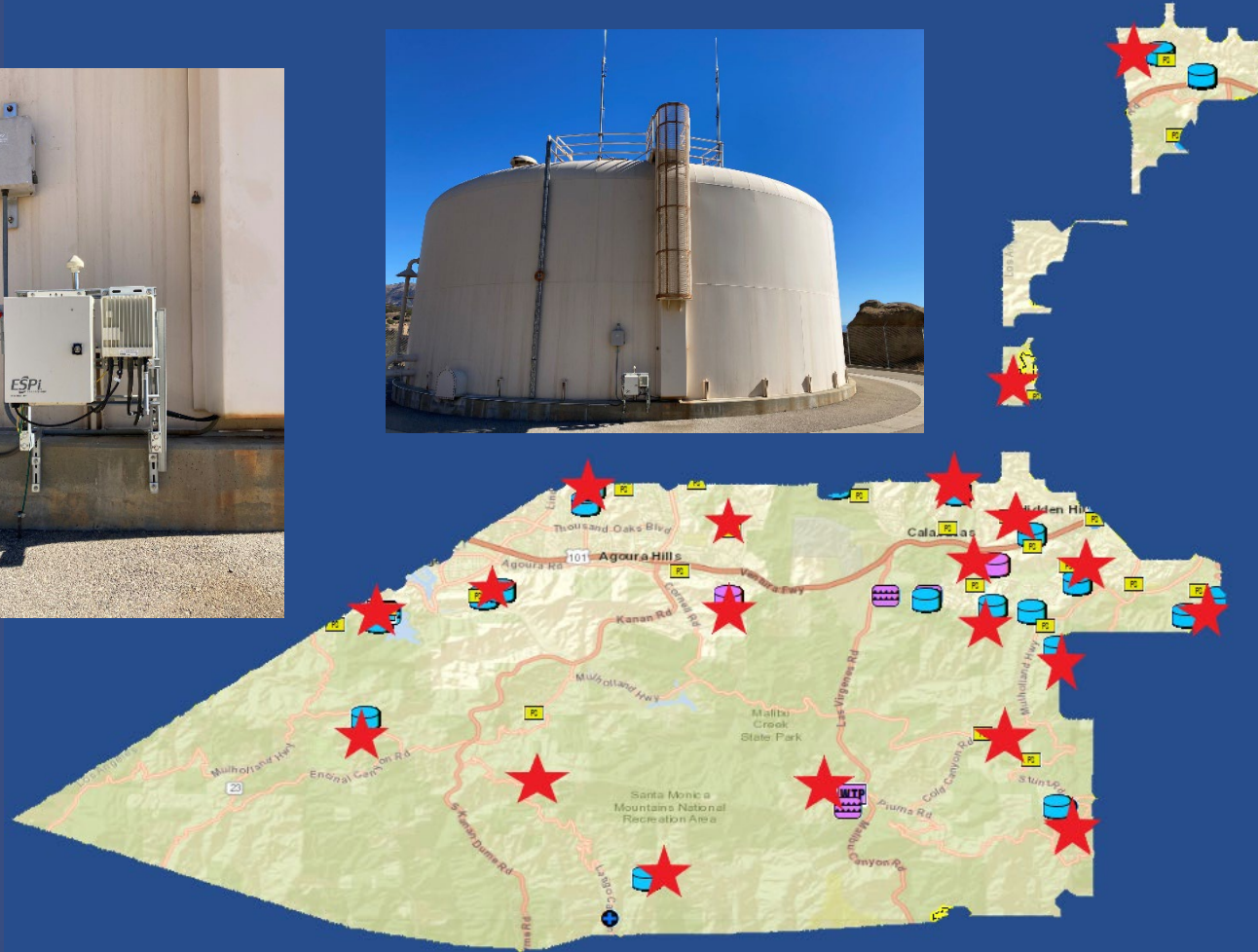


Program Objectives

- Utilize AMI network and water usage data in WaterSmart
- Help the District with water conservation efforts
- Promote customer involvement in WaterSmart
- Educate LVMWD customers on leak detection and resolutions
- Reduce LVMWD customers high water bills due to leaks



AMI Network



WaterSmart

Big Picture

Filter

Leak Detection

Detection LEAK SETTINGS

33,284 detected
In the past year

24,791 3,048 697 2,708 38 1 2,001

Alerts VIEW NOT ALERTED

15,615 alerted
In the past year

@ 15,354 899 60 0 0

RATES OF ENGAGEMENT AS A PERCENT OF ALERTS SENT

- Emails Opened: 76%
- Emails Clicked: 19%
- Digitally Resolved: 9.1%

Leaks **252 results** FULL SCREEN DOWNLOAD

Leaks 14 results

This report provides a comprehensive overview of leaks detected using your leak detection findings over the past 18 months. You can utilize the Date Range filter to identify leaks that...

DATE RANGE: Oct 1, 2023 - Oct 31, 2023

SEARCH ACCOUNT: [x]

LEAK STATUS: Ongoing

METER CLASS: All

ALERT STATUS: Not Alerted [x] Print Alert Pending [x]

ACCOUNT	ESTIMATED RATE	ALERT STATUS	LEAK STATUS	WHY NOT ALERTED
...	6,427 GPD 267 GPH	Not Alerted	Oct 30 started Ongoing	Email, sms, voice, and pri... MORE
...	3,159 GPD 131 GPH	Not Alerted	Oct 17 started Ongoing	Email, sms, voice, and pri... MORE
...	3,034 GPD 126 GPH	Not Alerted	Oct 31 started Ongoing	Email, sms, voice, and pri... MORE
...	1,741 GPD 72 GPH	Not Alerted	Oct 31 started Ongoing	Email, sms, voice, and pri... MORE
...	903 GPD 37 GPH	Not Alerted	Oct 31 started Ongoing	Email, sms, voice, and pri... MORE
...	856 GPD 35 GPH	Not Alerted	Oct 31 started Ongoing	1. No valid email address ... MORE
...	691 GPD 28 GPH	Not Alerted	Oct 27 started Ongoing	1. No valid email address ... MORE
...	651 GPD 27 GPH	Not Alerted	Oct 30 started Ongoing	Email, sms, voice, and pri... MORE



Sample of Water Leaks Detected

Stuck Irrigation



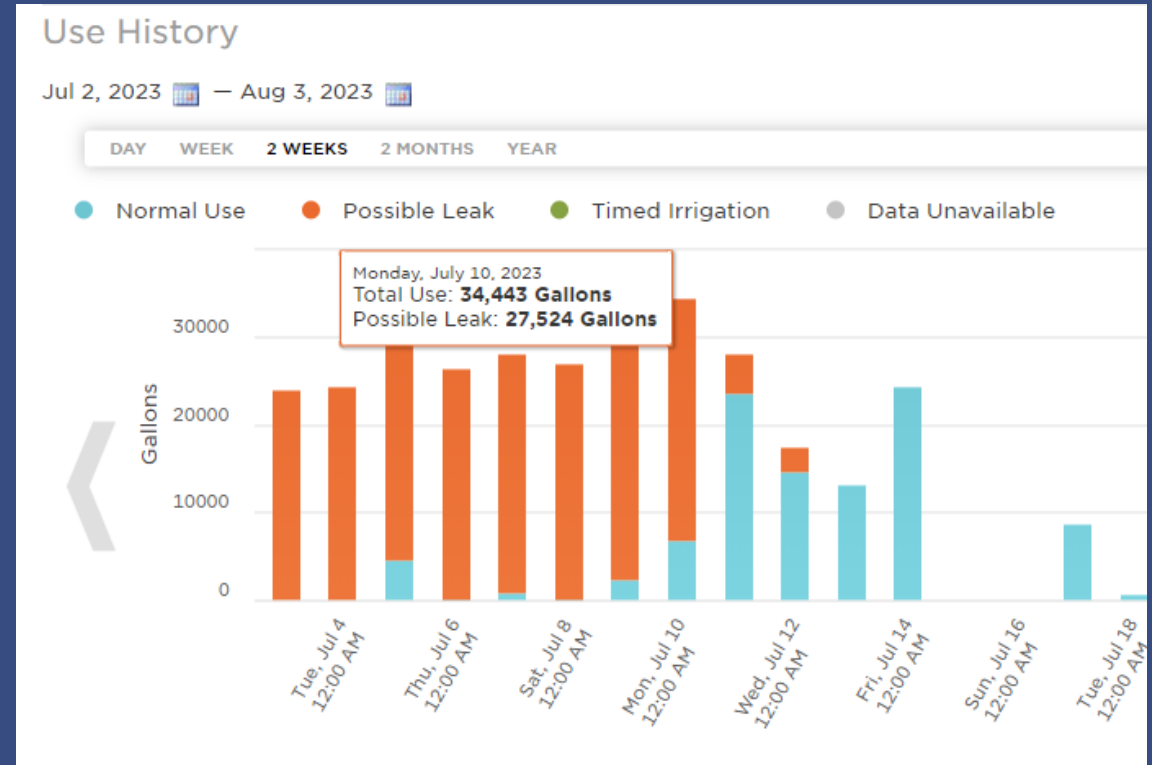
- At the peak this leak ran at 19,440 GPD or 810 GPH
- Customer did not respond to email or phone calls.
- Field Operations Technician found sprinklers stuck in the on position during his field inspection.



Sample of Water Leaks Detected

- Over 27,000 GPD or 1,150 GPH
- Leak was underground and not showing any evidence on the property.
- This leak probably would have continued if not for Watersmart notifications.

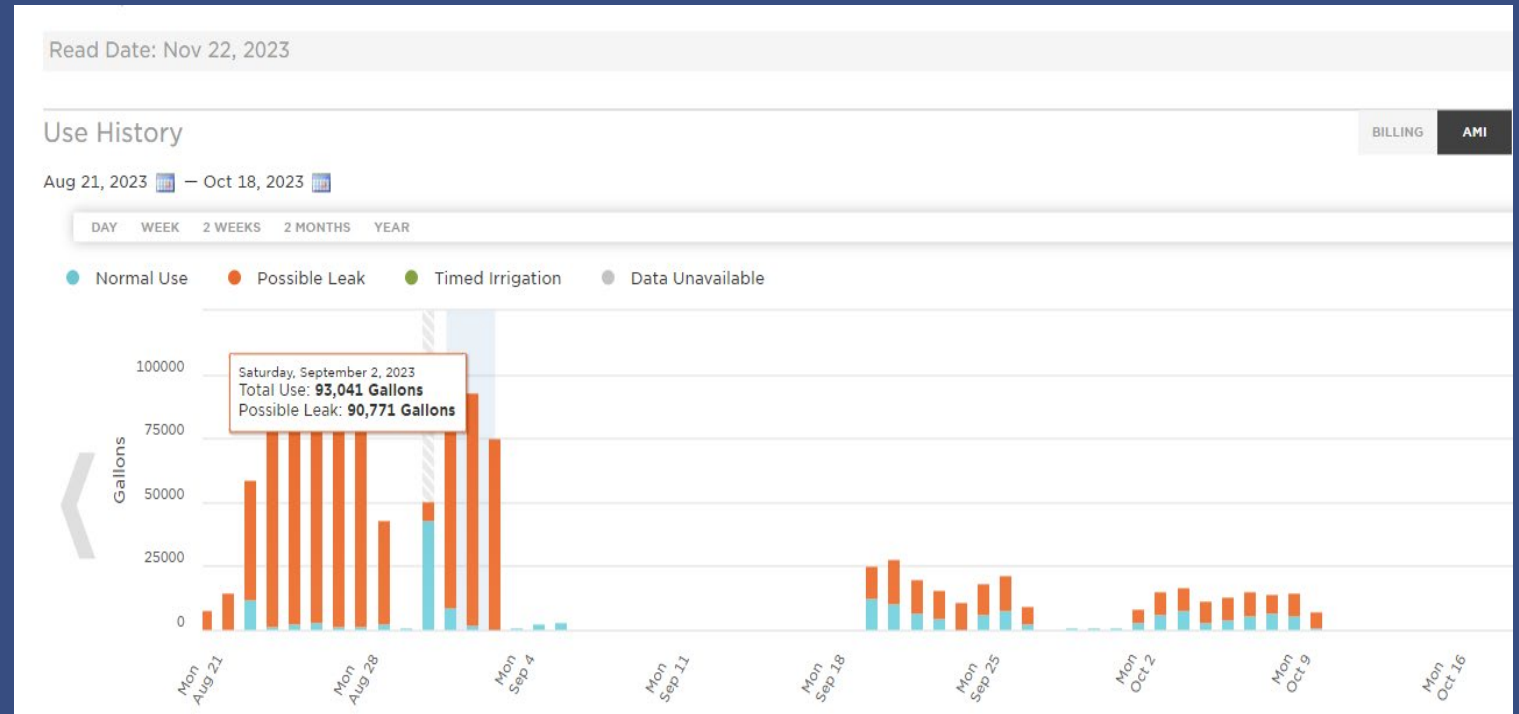
SFR Mainline Leak



Sample of Water Leaks Detected

Reclaimed water account with several large leaks

- 93,041 GPD peak
- HOA was not responding to alerts
- District staff locked meter
- Customer reached out and was made aware of the issue.
- Leaks were identified and repaired by HOA.



Common Issues

- The average resident is not aware of their unique water usage trends
- The person paying the water bill is not always the same person who is using the water
- Correct contact information is important
- Cities, HOA's, Landscapers and Property Managers are not always on the same page
- Communication on all levels



Short- & Long-Term Success

Customer Side Leaks	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Running Total	EOY Target
Large Leak Notifications	NA	0	0	0	0	1	20	20	20	20	20		101	240
Estimated Annual Gallons Saved (millions)	NA	0	0	0	0	9.8	28.8	2.96	5.6	5.9			53.06	NA

- While this program has saved tens of thousands of actual gallons with the potential of millions of gallons lost, LVMWD has identified areas for improvement that will dramatically increase the water savings in the future.
- As a result of this program we have worked with Cities, HOA Boards, Large Businesses, and Landscapers, connecting our community and affecting change.



