



Date Submitted: 1/23/2019

## Water Use Efficiency Annual Performance Report - 2018

WS Name: SURFSIDE HOMEOWNERS

Water System ID# : 86470

WS County: PACIFIC

Report submitted by: April Garcia

### Meter Installation Information:

Estimate the percentage of metered connections: 100%

If not fully metered - Current status of meter installation:

*68 abandoned/unused historical but unmetered water services are scheduled to be removed. 26 historical but unmetered water services are lost and are scheduled to be removed if and when located. 9 historical but unmetered water services are lost and are scheduled to be metered if and when located.*

### Production, Authorized Consumption, and Distribution System Leakage Information:

12-Month WUE Reporting Period: \_\_\_\_\_ To \_\_\_\_\_

Incomplete or missing data for the year? No

If yes, explain:

### Distribution System Leakage Summary:

Total Water Produced and Purchased (TP) – Annual Volume	62,760,000 gallons
Authorized Consumption (AC) – Annual Volume	58,910,000 gallons
Distribution System Leakage – Annual Volume TP – AC	3,850,000 gallons
Distribution System Leakage – Percent DSL = $[(TP - AC) / TP] \times 100$	6.1 %
3-year annual average	10.6 %

### Goal-Setting Information:

Date of Most Recent Public Forum: 03/21/2015 Has goal been changed since last performance report? No

Note: Customer goal must be re-established every 6 years through a public process

### WUE Goals:

Customer Goal (Demand Side):

*1. Reduce Average Day Water Demand (ADD) per Equivalent Residential Unit (ERU) by and average of 1% per year from 2015-2020. 2. Reduce Maximum Day Water Demand (MDD) per Equivalent Residential Unit (ERU) by an average of 2.5% per year from 2015-2020.*

### Describe Progress in Reaching Goals:

Customer (Demand Side) Goal Progress:

- 1 - annual water consumption history is sent to members every year in December
- 2 - leak letters are sent every month (574 in 2018) to every member who has a continuous leak flagged by their meter
- 3 - each leak letter mailing includes flyers on finding and fixing leaks
- 4 - leak notices require members to repair leaks within 30 days
- 5 - conservation information is posted online at Surfside's website including: average indoor water use, finding and fixing leaks, watering lawns wisely, freeze protection, how to read your meter, and how to request personal monthly water use data
- 6 - 169 investigations were performed in 2018 to assist members to find and fix leaks
- 7 - 5 final shut off notices were sent to members in 2018 requiring perpetual leaks to be repaired within 45 days
- 8 - in 2018 Surfside passed a resolution beginning January 2019 to lower the amount of allowable water consumption, before conservation charges apply, from 10,000 to 8,000 cubic feet for single family residences, and from 7500 to 6500 cubic feet for multi-dwelling units

#### **Additional Information Regarding Supply and Demand Side WUE Efforts**

Include any other information that describes how you and your customers use water efficiently:

- 1 - one mile of old asbestos cement pipe was replaced with C900 pvc.
- 2 - Surfside's goal is to replace one mile per year of old asbestos cement pipe
- 3 - new VFD pumps were installed which may have reduced the number of main breaks in the distribution system
- 4 - a new carbon filtration system was installed and members are being encouraged to reduce water use in an effort to reduce the frequency the expensive carbon will need to be replaced
- 5 - water system flushing was reduced from 18 MG to 3 MG
- 6- Surfside is pressure testing newly installed water mains

**Do not mail, fax, or email this report to DOH**