



Date Submitted: 6/27/2017

## Water Use Efficiency Annual Performance Report - 2016

WS Name: SNOW CREEK

Water System ID# : 01220

WS County: JEFFERSON

Report submitted by: *William Graham*

### Meter Installation Information:

Estimate the percentage of metered connections: *100%*

If not fully metered - Current status of meter installation:

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

12-Month WUE Reporting Period: *12/15/2015* To *12/15/2016*

Incomplete or missing data for the year? *No*

If yes, explain:

### Distribution System Leakage Summary:

Total Water Produced and Purchased (TP) – Annual Volume	<i>1,453,400</i> gallons
Authorized Consumption (AC) – Annual Volume	<i>1,393,430</i> gallons
Distribution System Leakage – Annual Volume TP – AC	<i>59,970</i> gallons
Distribution System Leakage – Percent DSL = $[(TP - AC) / TP] \times 100$	<i>4.1 %</i>
3-year annual average	<i>13.1 %</i>

### Goal-Setting Information:

Date of Most Recent Public Forum: *12/15/2010* 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):

*Reduce residential customer demand by 2% over 6 year planning period (2011-2017) Reduce state and local governmental demand by 2% over planning period (2011-2017)*

### Describe Progress in Reaching Goals:

Customer (Demand Side) Goal Progress:

*In 2016, Snow Creek customers used more water as a group than in 2015 despite a warmer than normal summer in 2015. Historically, Snow Creek system has had some part time recreational properties. Usage as a whole is somewhat variable year to year as has the active number of customers (billed).*

*Snow Creek did not save water relative to its 2011 baseline either. The reason was due to more landscaping and significant leakage (over 100k gallons) on the customer side of the meter that was not immediately addressed. The leak has since been fixed so 2017 consumption numbers should be more representative of actual use. Regardless of the customer leak, Snow Creek likely would not have saved water in 2016 compared to 2015.*

*Over the course of planning period measures available to Snow Creek customers included conservation kits and low flow showerhead giveaways at office and fairs, conservation education billing inserts, web pages and tiered conservation water rates and usage graphics on bill statement. In the last two years, rebates have been available for clothes washers and showerheads. Of these measures, the tiered rates and graphics showing usage, have been active consistently over the entire rate period while others have been intermittently deployed, most often during drought. Water conservation goals for Snow Creek will be re-evaluated when the PUD updates its water system plan in 2018.*

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

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

*PUD crews identified at least one supply side leak in 2016 that likely helped reduce the annual leakage to less than 10% (4%) from an all time high in 2015 of nearly 25% loss. While the 3 year average is still above the 10% standard, the PUD expects this number to meet its goal of under 10% leakage. Infrastructure upgrades are scheduled in the next year or so that may help prevent unaccounted for water losses in the future. In general, PUD crews respond to leaks when identified and attempt to fix them immediately. While the same is generally true of our customers, it is not the rule. We will continue to make efforts to get customers to fix their own leaks in the future, but acknowledge there are limits as to what the PUD can do. Water conservation goals will be revised for both supply and customer demand in the next update of the water system plan scheduled for 2018.*

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