



Date Submitted: 6/30/2016

Water Use Efficiency Annual Performance Report - 2015

WS Name: SPANAWAY 192ND WATER SYSTEM Water System ID# : 15531 WS County: PIERCE

Report submitted by: *Erica Schilt*

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: *12/09/2014* To *12/10/2015*

Incomplete or missing data for the year? *No*

If yes, explain:

Distribution System Leakage Summary:

Total Water Produced and Purchased (TP) – Annual Volume	8,065,931 gallons
Authorized Consumption (AC) – Annual Volume	7,476,268 gallons
Distribution System Leakage – Annual Volume TP – AC	589,663 gallons
Distribution System Leakage – Percent DSL = $[(TP - AC) / TP] \times 100$	7.3 %
3-year annual average	6.3 %

Goal-Setting Information:

Date of Most Recent Public Forum: *06/28/2015* 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):

HRWW's companywide goal is a 5% reduction in peak demand and reducing system leakage to less than 10% in each system.

Describe Progress in Reaching Goals:

Customer (Demand Side) Goal Progress:

Since implementation of our Water Use Efficiency Goals in 2009, our company has achieved a reduction in demand and is meeting its conservation goals. While we focus on the 48 Group A systems we operate, we do also strive to accomplish conservation goals at the 90 Group B systems as well. As we work through the larger systems to the smaller systems we expect to achieve all of our conservation goals. In June and July of 2015 we reevaluated our conservation goals through several community planning meetings to both educate our customers on our progress and to seek ideas on setting new goals.

In support of reaching our goals, HRWW 1) Makes available DOH informational brochures “Water Conservation Guidelines to being Waterwise” available to all customers; 2) Provides customer access to 24 months of usage history online, in addition to 13 months of usage history on each monthly bill which allows customers to compare their usage to the prior year; 3) Has product pricing which promotes conservation by imposing higher product cost as usage increases; 4) Has conservation tips available on website; and 5) Uses billing system to flag unusually high consumption so that we may contact customers for possible action on potential leaks.

Additional Information Regarding Supply and Demand Side WUE Efforts

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

HRWW has established a goal for each part of the conservation equation; supply and demand. Our supply side plan goal takes into consideration, for example, the difference in the average size of the lots in a particular water system when setting a goal for the necessary supply for that system. Some systems serve a 60 condominium community with virtually no yards while at other systems the lot sizes may range between .25 acres to 1 acre. Clearly, the supply side goal must accommodate these differences which occur as a result of different planning and zoning. Our water well supplies do not exceed current appropriations. We measure the efficiency of our supply side conservation activity through reductions we can achieve in supply production while adequately meeting customer needs. Initially using formulas based on use we can estimate changes in peak demand. Ultimately we plan to track peak use and demand in real time through use of our proprietary MobileWaterCo software and hardware, in the cloud and in the field. Additionally, we strive to reduce water loss by finding and fixing leaks in the various distribution systems. The conservation impact is measured by tracking Distribution System Leakage (DSL). Our goal in this metric is <10% DSL in each system. Our current three year average DSL scores range from 0% to 28.9%. The average DSL rate over all 48 Group A systems is 6%.

Our demand side conservation goal is being met as described above under “Progress in Reaching Goal”. Water usage is relative to the economy and is somewhat influenced by our pricing structure. HRWW has created an extensive database which allows us to compare and contrast production and consumption data for each system. In addition, HRWW employs a cloud based reporting system to enter source meter readings to register current readings as well as taking readings at each meter reading cycle. These readings allow us compare “sold” water with “production water” to determine if there is a problem.

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