



Top 50 Water Users

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- Report spans October 2016 to September 2017
- Some areas are consistently high users
 - Nearly half of Top 50 (46%) were in 78746
 - 78730 (16%) and 78703 (14%) were also high
 - 4 high users on the same street
 - Two other streets appeared 3 times
 - 3 streets appeared twice
- For this list, use is largely expected high use
 - 16 of the top 50 were also on the FY2016 list
 - 10 of the 50 claimed high use was due to a leak
 - Not all received leak adjustments

- Water use fluctuates widely
 - List based on total annual use for fiscal year
 - Comparing FY2016 to FY2017 use:
 - Top user was higher in FY16, lowest user used less*
- FY2017 use among top 50 users reflects approximately 0.1% of total water pumpage

* Of non-confidential accounts on the list

– Education

- Education efforts focus on the general population
- Early efforts to focus on top users (phone, direct mail) were largely unsuccessful in generating behavior change
- AMI should provide additional tools to reach customers with unusual behavior

– Irrigation Evaluations

- No one on top 50 had an irrigation evaluation during the reporting period or more recently

– Water Use Enforcement

- 4 of top 50 had an enforcement action



- Price signals
 - 13 had some level of bill dispute or inquiry
 - No customers were disconnected for non-payment

- FY17 price estimates (water only)
 - Highest month (no adjustment)
 - 433,000g at \$6,276.04
 - Highest user average (equalized over 12m)
 - 113,000g at \$1,587/mo
 - Median (non-confidential users)
 - 74,500g at \$1,023/mo

- June 2008 Top 10
 - Top user: 222,900g at a cost of \$1,630
 - That amount would have cost \$3,192 in 2017

