



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



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

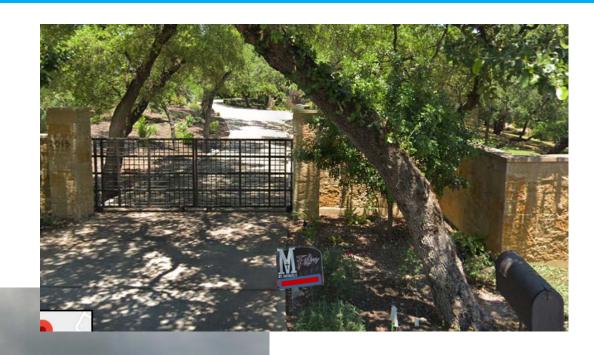
 No one on top 50 had an irrigation evaluation during the reporting period or more recently

Water Use Enforcement

4 of top 50 had an enforcement action



Facts about FY2017 Top 50 Users







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



