

Status of Water Leak Bill Credits

June 5, 2019

Water Leak Adjustment Policy

- City Council adopted and amended Rule and Regulation 11
 - Updated the City’s bill adjustment process for water leaks and metering errors.
 - New policy went into effect April 1, 2018 (retroactive to July 1, 2017)
- Initial Annual Budget set at \$50,000

Customer Process

- Customer Process
 - Complete application for leak credit
 - Fix or repair leak
 - Submit application with documentation
 - Credit up to \$2500

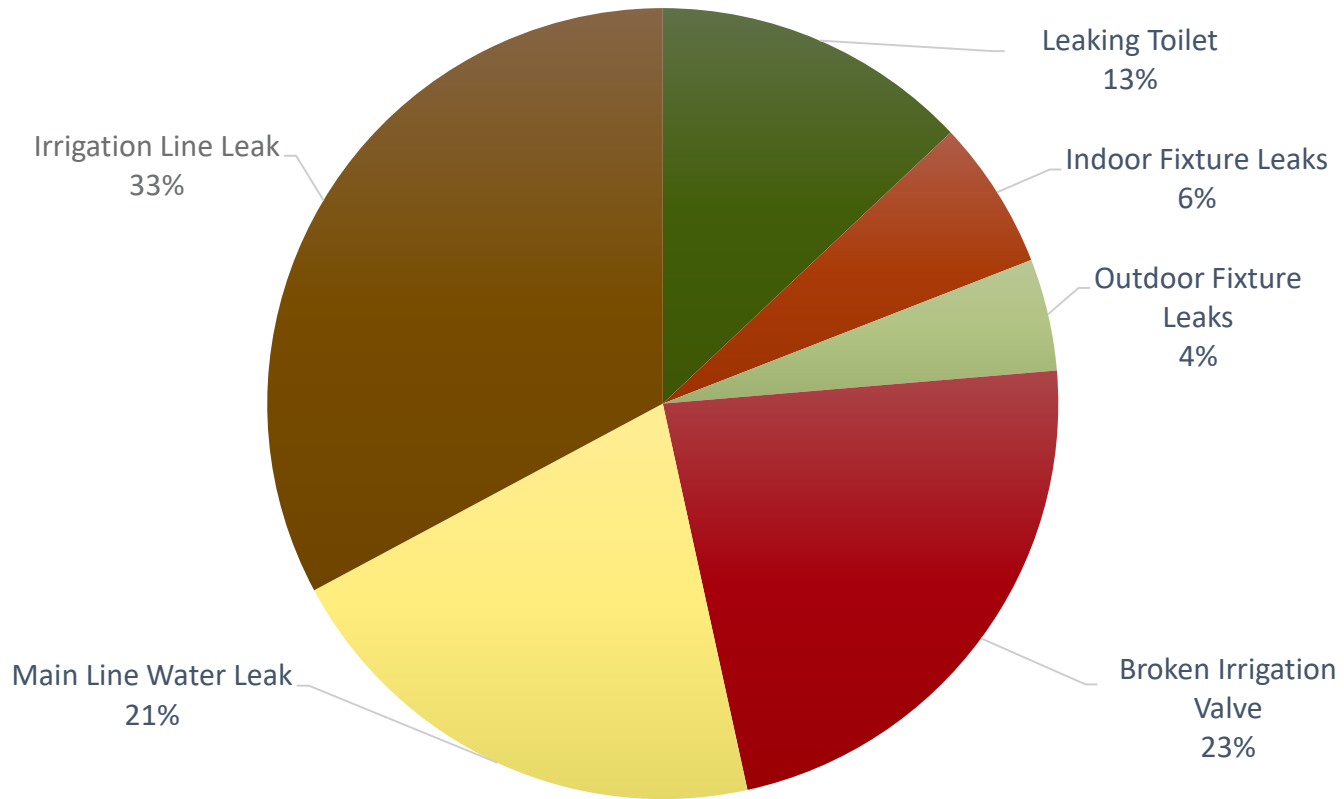
Current Status

■ Current Status

– As of 4/11/2019

- 7,069 ccf of water (52,876 gallons, or approx. volume of 2.5 residential swimming pools)
- Total Water Leak Adjustments (refunds) of \$48,950
- 131 customers
- Average credit \$373
- Max credit \$2500

Major Causes of Leaks



Staff Observations

- Staff Observations
 - CPAU should increase Water Leak Adjustment budget by 50%, to \$75,000, for future years
 - UPS should target specific water leak information at residential customers:
 - Training workshops for irrigation system maintenance and repair
 - Replacement of all primary and secondary older, high-volume, reservoir-style toilets in the household
 - Training workshops to conduct water leak tests on the home

- Workshop
 - [Maintaining Native Gardens and Leak Detection](#)
 - **Saturday, June 1, 9am-noon**
 - Palo Alto Art Center Auditorium, 1313 Newell Rd, Palo Alto, CA 94303
 - Learn how to create a beautiful, low water use and low maintenance landscape with native plants. You will learn design concepts, best practices, and how to set goals and a budget in this informative lecture class.

Education

■ Education

– Home Efficiency Genie

- Genie phone advisor will offer leak detection solutions from Valley Water
- Genie In-Home assessment offers tablets to assist in detecting leaking toilets and toilet flapper replacement