

# This presentation premiered at WaterSmart Innovations

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# HIGH CONSUMPTION AUDITS: STUDY AND RESULTS

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October, 2008

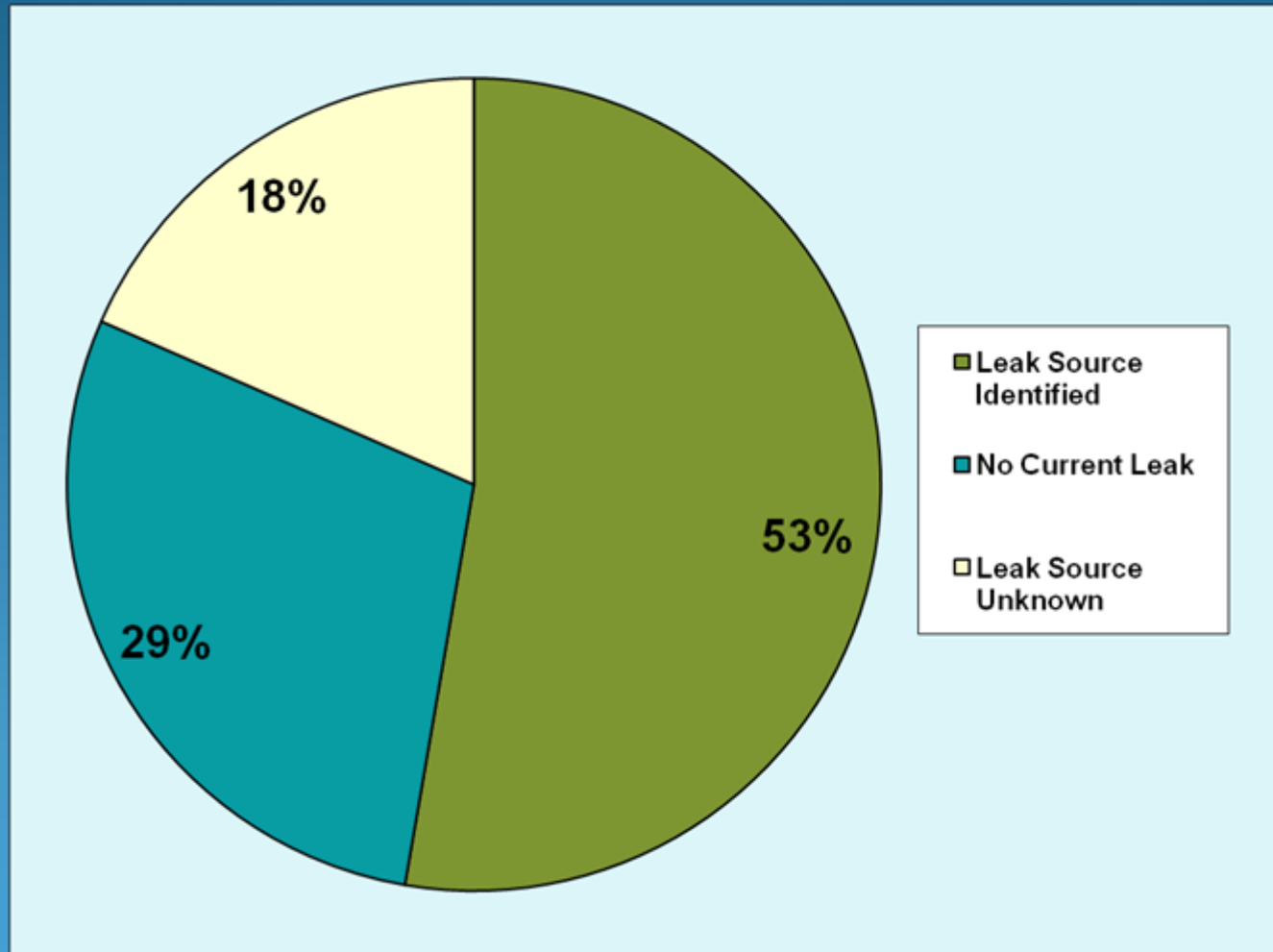
# HIGH CONSUMPTION LETTERS

- The Albuquerque Bernalillo County Water Utility (WUA) sends letters to customers whose water usage shows a significant increase over the previous month
- Letters are generated based on a “flag” from the meter reader (subjective); not computer generated
- Letter encourages resident to call for a free “leak check” to determine if there is a leak, and if so, where it may be
- Letter states that leaks will not be fixed by the WUA

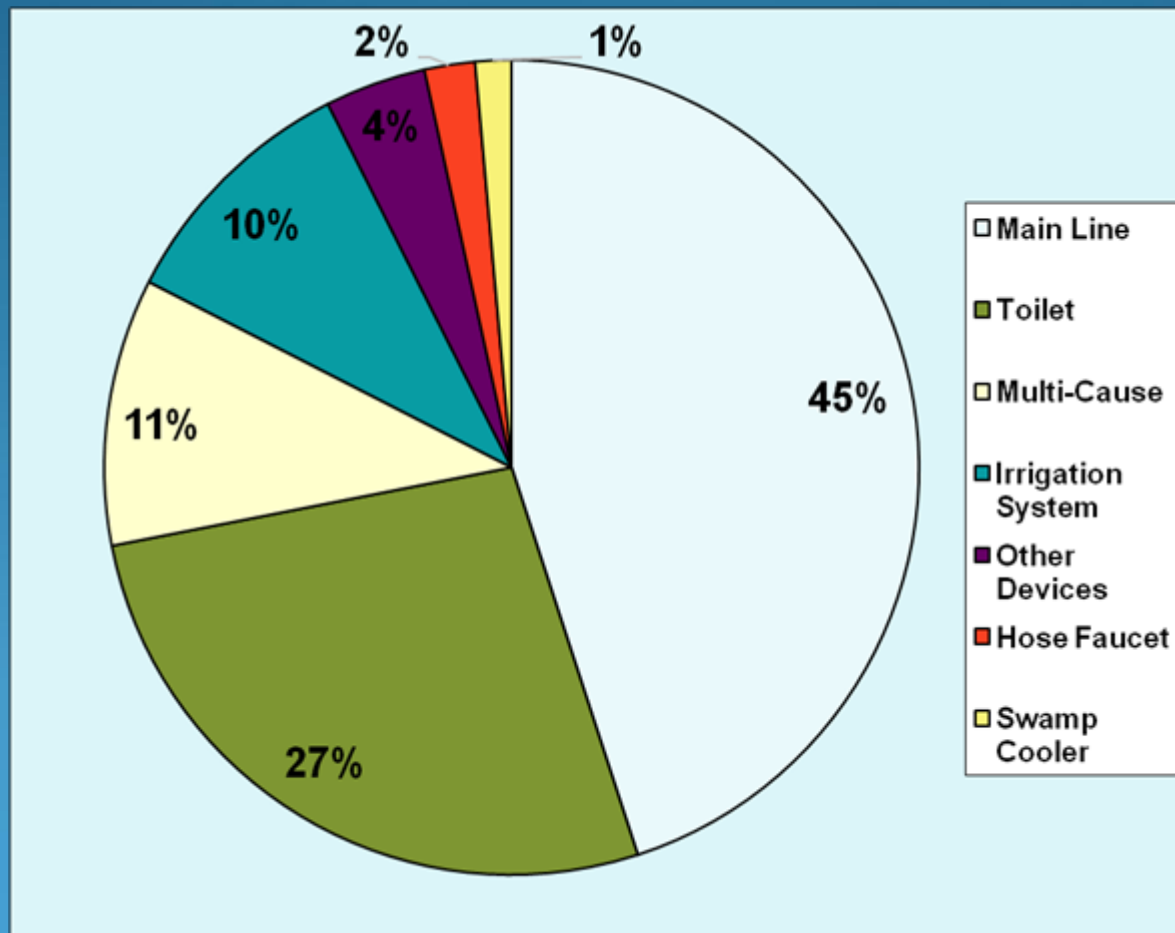
# High Consumption Letters

- Letters sent Jul 2005 – Oct 2007
- 21,335 letters sent
- Only 4% of those who received a letter called for an audit
- 880 audits were conducted
- Water histories were studied before and after the audits to determine impact

# Results of High Consumption Audits: Leaks Found



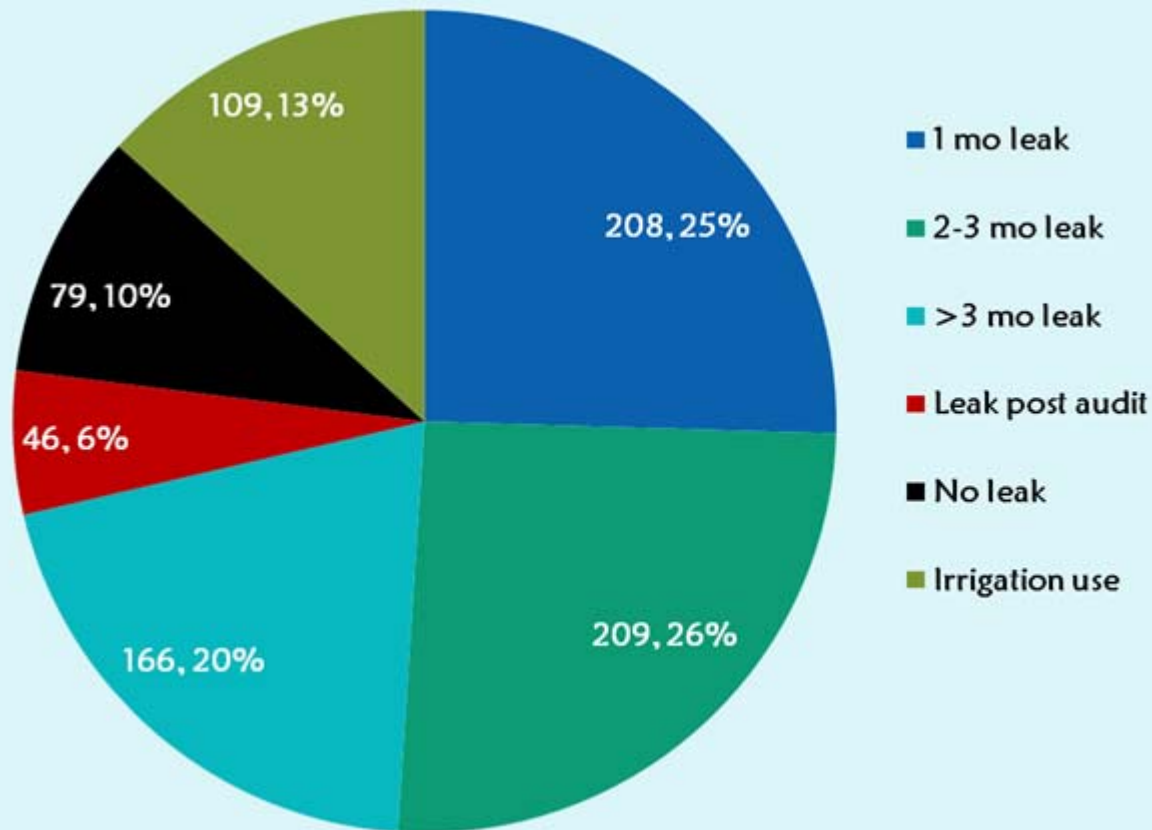
# Cause of Leak Identified by Auditor



# Classification of Audits Based on Water History

- Six patterns of water usage were identified for the 817 audits conducted prior to August 2007
- 1. One month leak abated after the audit
- 2. Two-three month leak abated after the audit
- 3. Gradual leak (>3 months) abated after the audit
- 4. Gradual leak with no resolution post audit
- 5. No visible leak onsite or on water history
- 6. High consumption due to rapid increase in irrigation usage

# Audits in Each Category





# Estimate of Water Saved

Methodology:

$X$  = total water usage in the calendar year in which the high consumption audit was conducted

$Y$  = average of water usage in all other years for which data is available on the account (up to 3 years)

$X - Y$  = change in usage

# Results: Changes in Usage for Each Audit Type

