Leaks range from a drip to serious water loss

Small leak

A slow faucet drip can waste about 300 gallons per month.

Common household loss

An intermittently running toilet can waste approximately 10k gallons and add more than $100 to a customer's monthly bill.

Largest observed cases

One leak exceeded 800–1k gallons per hour. That's equivalent to 19k – 24k gallons per day if not found.

Why speed matters

Identifying these conditions early can prevent significant water loss and financial hardship.

Board Meeting August 10

Preventing Water Loss

How our new process works

DETECT → VERIFY → RESPOND

Usage triggers report

AMI data identifies meters with sustained use over an extended window.

AMI team review

Staff examines each meter's usage pattern to determine leak probability.

Utility action

Potential leaks receive a robocall; urgent or high-volume usage may receive a truck roll.

Customer-First Success

700+ water accounts reviewed

590

customer actions initiated

431

robocalls
73.1%

159

truck rolls
26.9%

Customer-First Success

Early results show a positive response

Data from the first week of leak detection shows strong results. High-priority leaks were resolved quickly, and automated customer notifications also proved effective.

92%

Urgent leaks resolved
24 of 26

37%

Robocall cases resolved
22 of 59

46

total resolved
in early sample

Note: Updated customer phone numbers will increase the success rates of robocalls*