



STAFF REPORT

Meeting Type: Planning Committee
Title: Water Efficiency Update on High-Use Customers
From: Paul Sellier, Director of Water Resources
Through: Ben Horenstein, General Manager
Meeting Date: July 22, 2025

BS *BH*

TYPE OF ITEM: Approve X Review and Comment

RECOMMENDATION: Review and comment on update regarding high use customers' water use trends

SUMMARY: Staff will provide an update on general water use trends of District customers, focusing on single-family residential customers.

DISCUSSION:

The Water Efficiency Master Plan, adopted in 2024, identified high water users as a target area and highlighted the need for data driven solutions. This presentation aims to demonstrate the progress made in these key areas. Staff will provide an update on the general water use trends among District customers. This update will include a detailed review of single-family high-water users, focusing on their consumption patterns from 2018 to 2024. The review will cover tiered water use structures and the impact these have on customer water use. The District adopted tiered rates in mid-2023 that changed the volume of water use within each tier and, as a result, historical comparison of tiers would not provide useful insights. However, for 2024 staff will review the breakdown of water use by tier and how each tier contributes to revenue.

To determine the top users, all users were sorted by their annual water use; then we pulled the top 1%, 5% and 10% for the analysis. In order to compare water use over time, staff considered the highest 1% of users which is 526 accounts; highest 5% of users which is 2,580 accounts on average; and highest 10% of users which is 5,163 accounts on average over a 7-year period. These top 10% of users accounted for approximately 30% of single- family water usage and 40% of District rate revenue in calendar year 2024.

The update will also include a discussion of the participation levels in various Water Efficiency Programs among high-use customers. There are a number of challenges in managing high water users. For example, not all high-water users are inefficient in their use of water and landscape size drives the need for water. While some customers are repeatedly in the high use categories, many appear once or

twice over the 7-year period of the data. For many of these customers that are regularly in a high use category, incentive programs are ineffective at reducing water use suggesting that other approaches such as regulations restricting landscape may be more effective at reducing water use.

ENVIRONMENTAL REVIEW: Not Applicable.

FISCAL IMPACT: None.

ATTACHMENT(S): None