

# SMART WATER USE

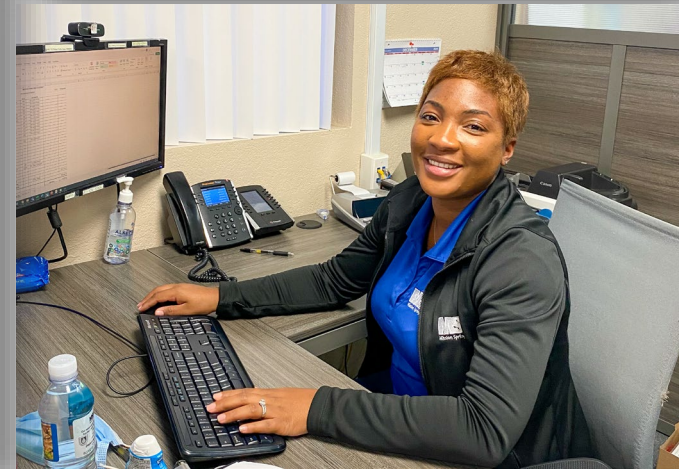
*April Scott, Customer Service Manager*

March 3, 2022

# Customer Engagement



# Customer Satisfaction





# Real Time Data

## Daily Consumption History

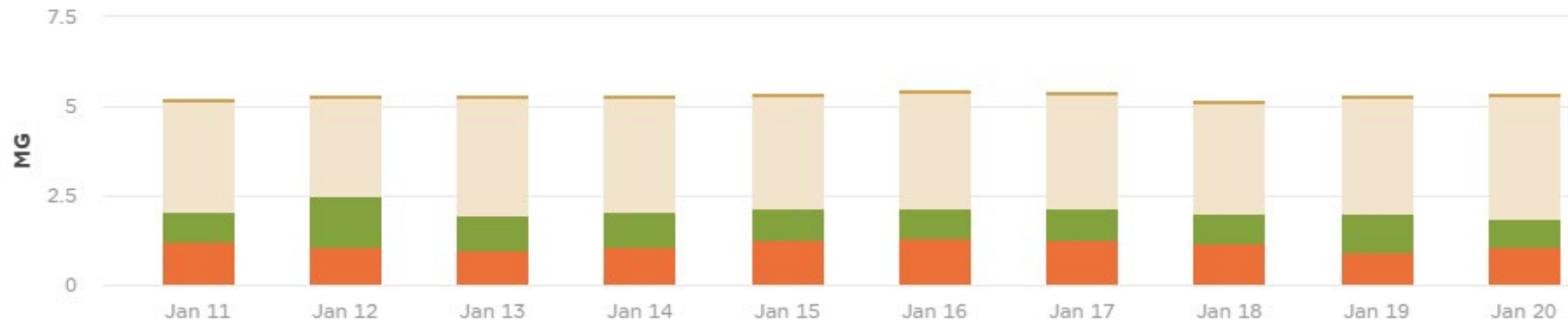
DATE RANGE

Jan 11, 2022 — Jan 25, 2022

METER CLASS

All

● Total Use
 ● Customer Leaks
 ● Timed Irrigation



Total Use  
73.031 MG

Customer Leaks  
16.323 MG

Timed Irrigation  
12.511 MG

## Consumption

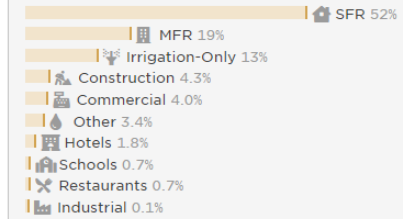
Total (2021-12)

**166.9** MG

5.54 MGD

▲ 3.1%  
previous period  
▼ 5.4%  
this period  
last year

MAKE-UP OF TOTAL



## Average (2021-12)

- SFR  
267 GPD
- Commercial  
1,104 GPD
- Irrigation-Only  
4,036 GPD
- MFR  
1,554 GPD
- Construction  
2,807 GPD
- Other  
1,763 GPD
- Restaurants  
1,163 GPD
- Hotels  
2,008 GPD
- Schools  
2,062 GPD
- Industrial  
1,697 GPD

# MSWD Water Smart Portal

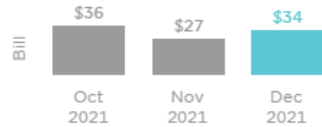
## View & Pay Bills

**\$0.00**

As of Jan 20, 2022

[View Bill](#)

Compare your current bill to recent past bills. **25%** ↑



## My WaterScore

**Way To Go!**

Nov 18 - Dec 16

Way to go, WaterSaver!  
You ranked in the top 20%.

[Who am I compared to?](#)

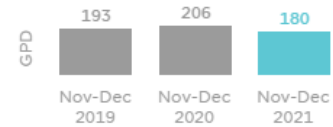
## My Daily Use

**180**

Gallons Per Day

[View use](#)

Compare your past use for this billing period. **-13%** ↓



## Tweets by @MSWaterDistrict

**Mission Springs Water District**  
@MSWaterDistrict

Save water (and make that pile of laundry disappear a little faster) by only washing and drying full loads every time, and using the appropriate setting on your machine to the size of the load you're washing.  
[#MSWD](#) [#ProvideProtectPreserve](#) [#WaterConservation](#) [#MSWDTips](#)

## Notifications

[Announcement](#)

Learn how to View and Track your usage in the Portal

[read more](#)

[Announcement](#)

Add a shortcut to the Portal on your mobile phone

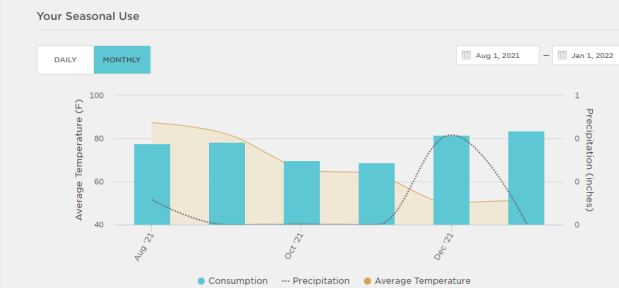
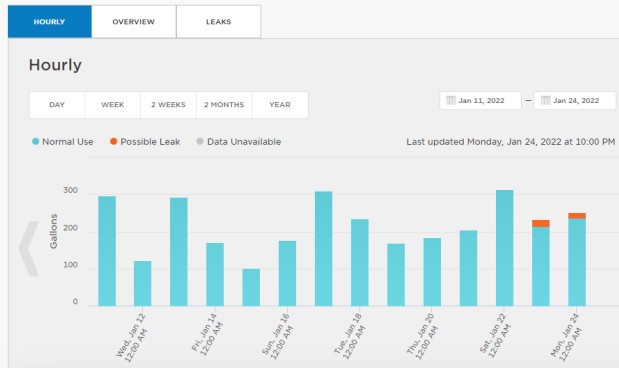
Did you know that you can add a ...  
[read more](#)

[Announcement](#)

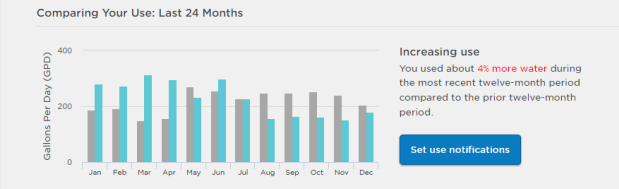
Get help understanding if your bill is higher than normal

Evaluate your bill, online, any tim...  
[read more](#)

**Continuous Use Detected**  
Your water has been running continuously since [since Sat, Jan 1, 2022](#) at an estimated rate of 1 gallon per hour. That's 87 gallons. [Investigate possible leak](#)



**Consistent year-round use**  
You use about the same amount of water in the summer as in the winter. It looks like you may be irrigating your landscape year-round. [Recommended Actions](#)



**Increasing use**  
You used about **4% more water** during the most recent twelve-month period compared to the prior twelve-month period. [Set use notifications](#)



# Demonstration

WaterSmart | Consumption

WaterSmart | Home



# Questions?

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