

UNDERSTANDING NON-REVENUE WATER

What is Non-Revenue Water and why is it important to understand?

Consolidated Water measures the water pumped from each of thirteen wells each month and compares it to the monthly usage billed, according to monthly meter readings taken at each residence or business in the District. When this comparison results in a greater amount of water pumped as compared to water usage billed, the difference is Non-Revenue Water. The District tracks Non-Revenue Water and actively seeks to determine the source of the loss.

Why is Non-Revenue Water important to track?

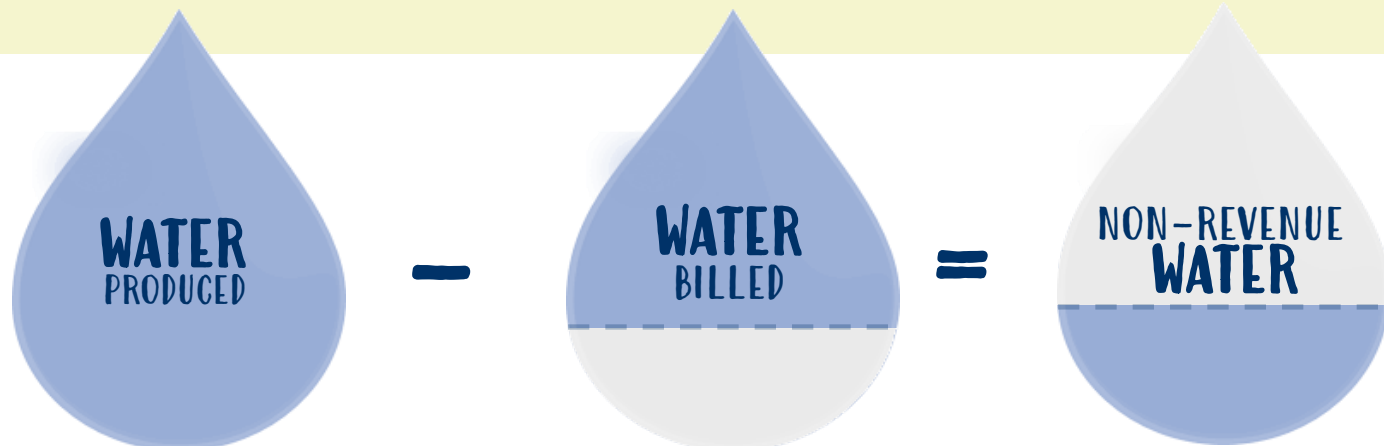
Water not sold has been produced as if it were going to be delivered to a District patron. Electricity is used to pump the water and chlorine is added to treat the water, so effectively the District is bearing the expense of water production that is never sold.

You may ask how water can be pumped but not sold?

There are a number of factors making up this equation. Water loss may be considered in two categories, real loss and apparent loss. Real loss is the easiest to track and is typically found in the form of leaks. The District has an ongoing leak detection program to help identify leaks for timely repair. Other examples of real loss include water used for flushing after a main break or to maintain water quality and firefighting. Apparent loss is not as easy to determine. Some factors to consider are theft from unauthorized connections or inaccuracy of meter readings since meters slow down as they age and may not record all water used. The District is currently in the midst of a meter change out program to help ensure accurate meter readings.

So, how can you help reduce Non-Revenue Water?

District patrons know their neighborhoods best and are the most qualified to know if there is water standing where it has not been seen before. In addition, you may notice excavation or some indication of unauthorized use or connection to the water distribution system. Remember, the rule is one connection for one water user. In any of these instances, just contact the District via email staff@consolidatedwater.com or phone 573.449.0324 and a serviceman will come out to investigate. Reduction of Non-Revenue Water is part of the conservation of this precious resource, is a cost savings for the District and helps hold the line on rate increases. Thank you for helping us help you!



CONTEST CORNER

Consolidated Water consist of approximately 10,000 customers. What is the average daily amount of water sold District wide?

If you can guess how many average gallons of water are sold per day district wide, you could be entered to win a \$50.00 credit on your June water bill!

Send your Account Number, Name and Service Address along with your answer to staff@consolidatedwater.com to be entered to win!

All entries must be received by May 31st and the winner will be randomly selected on June 3rd!

UPCOMING CLOSINGS

May 27—Memorial Day
 June 19—Juneteenth
 July 4—Independence Day
 September 2—Labor Day
 October 14—Columbus Day

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LEAK DETECTION

If you see a District service man in your neighborhood that looks like this picture, no he is not listening to a personalized playlist.

The District recently purchased an Acoustic Leak Detector to aid in locating leaks that may be contributing to water loss, but are not visible at the surface. The detector uses a portable electronic ground microphone that amplifies noise created by water escaping pipes while under pressure.

Prior to the purchase of this equipment, District staff worked with a Missouri Rural Water Association Circuit Rider in the field to train on the use of acoustic leak detection equipment. This training assisted the District in making an informed purchase decision and prepared District staff to be able to hit the ground running when the equipment was received.

Since receiving this equipment, approximately four leaks have been located and repaired.



INACTIVE METER UPDATE

Thank you for the responses received to date regarding inactive meters. The District has received a number of “Opt Out” requests and maintenance crews will be scheduling removal of these meters.

If you have an inactive meter and have not completed an “Opt Out” form, you will begin to receive a monthly availability fee bill based on meter size on May 1, 2024. While a new monthly charge is never a popular topic, payment of the monthly availability fee ensures an equitable contribution to the maintenance of the system.

Please contact the District office if you have questions or concerns.

CAPITAL IMPROVEMENT PROJECT UPDATES

Keeping infrastructure up to date and reliable is a part of our commitment to providing quality service to our customers. Capital Improvement Projects help ensure that we maintain enough capacity to meet water needs. Below is a partial list of the Capital Improvement Projects the District has planned/completed for 2024.

Project	Estimated Cost
Highway AB 6” Waterline Upgrade: Upgrading approximately 9,500’ existing waterline with 6” waterline along Highway AB from Rangeline Road to Ginn Lane. District Crews will start construction early Spring 2024.	\$260,000.00
Pierpont Area Upgrade Phase 1: Upgrading approximately 7,500’ of existing waterline with 6” waterline along Tomlin Hill Road. District crews will start construction late Summer 2024.	\$262,000.00