

Helping Water Systems Use Data to Meet Their Priorities

HWWA Conference 2019

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WATER FINANCE
ASSISTANCE

Premise

Drinking water is a vital public service that needs to be available and accessible to all customers today and into the future, and having plentiful, reliable water helps drive local economies

In order to best serve the community, all water systems should set priorities



Priority #1:

Improved efficiency of water use
by customers



Priority #2:

Maximize the number of
customers paying their bills



Priority #1:

Improved efficiency of water use
by customers



Efficient Customer Use

- Your water supply, or treatment capacity, or storage capacity, or permitted allowance is limited, and you want to encourage conservation



Metric 1: Discretionary Water Use

- We all need a certain amount of water to live on, and a certain amount more to live comfortably
- Beyond that can be considered discretionary use—irrigation, pools, hot tubs, water features, and leaks



Metric 1: Discretionary Water Use

Percentage of customers where their usage in one billing cycle per year is at least twice their minimum billing cycle usage

Customers with a relatively high usage

Total Customers



Metric 1: Discretionary Water Use

To calculate this metric, you need:

- Customer usage records for at least year, broken out by billing period
- A good spreadsheet



Metric 1: Discretionary Water Use

Where to find this information:

- Your billing software or customer records



Metric 1: Discretionary Water Use

Your target—it depends!

- If you want to promote conservation, you want this number to be low



Metric 1: Discretionary Water Use

417

611

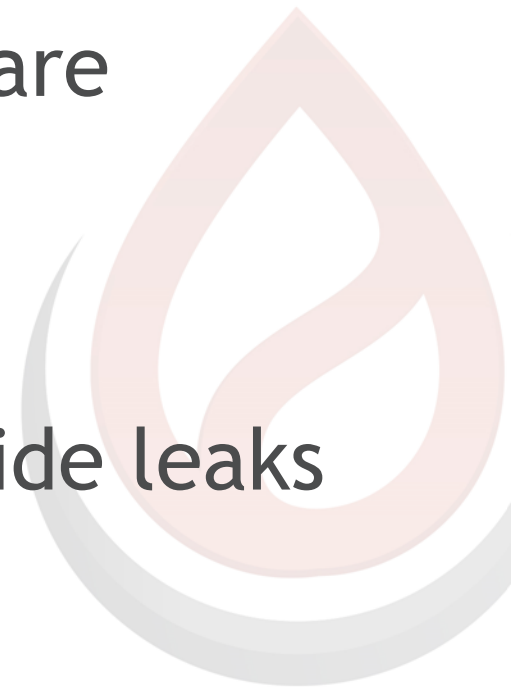
68%



Efficient Customer Use

Other metrics to consider

- Non-Revenue Water
- Percent of billing periods that are relatively high usage
- Water likely consumed outside
- Water likely lost to customer-side leaks



Priority #2:

Maximize the number of
customers paying their bills



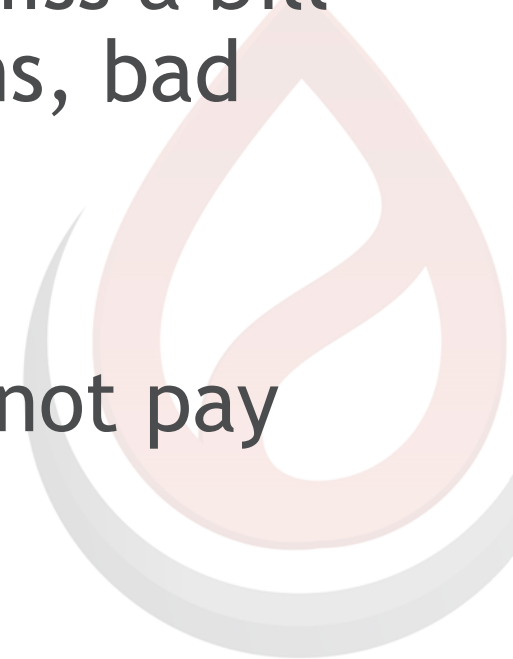
Maximize Bill Payments

- Limit the number of customers who are not paying their bills each billing period, for whatever reason
- Increase cash flow by lowering the arrearage rate



Metric 2: Habitual Non-Payers

- Most customers pay their bills regularly and on time
- Some customers occasionally miss a bill payment, for legitimate reasons, bad reasons, or dumb reasons
- A few customers habitually do not pay their bills, in part or in whole



Metric 2: Habitual Non-Payers

Percentage of accounts in arrears that come from customers who habitually have issues paying their bills on time and in full

Number of Habitual Non-Payers

Total Customers



Metric 2: Habitual Non-Payers

To calculate this metric, you need:

- Customer billing records for at least year, broken out by billing period
- A good spreadsheet



Metric 2: Habitual Non-Payers

Where to find this information:

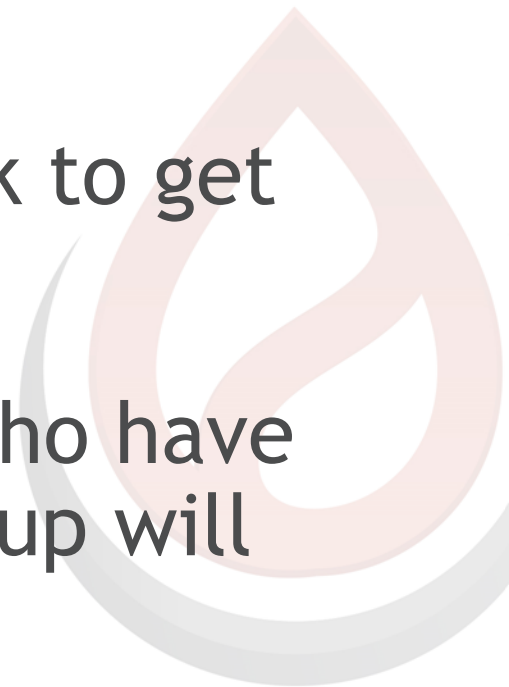
- Your billing software or customer records



Metric 2: Habitual Non-Payers

Your target—as low as possible!

- These customers are never good for your water system
- If the number seems high, work to get it lower over time
- Keep in mind that customers who have set up payment plans to catch up will be captured here



Metric 2: Habitual Non-Payers

28

241

12%



Maximize Bill Payments

Other metrics to consider

- Amount in arrears compared to total annual revenue
- Customers on social safety net programs
- Affordability at the 20th percentile
- Bills in terms of hours of minimum wage labor



Priority #3:

Appropriate revenue to protect public health and to maintain infrastructure



Priority #4:

Adequate water supply capacity and infrastructure to promote and sustain economic development



Is Your Water System Meeting its Priorities?

4 Metrics to Calculate Today!

June 19, 2019



Is Your Water System Meeting its Priorities 4 metrics to calculate today!

52 views • Jun 19, 2019

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Thank You!

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