



# **UPDATE ON WATER LOSS AND LEAK MANAGEMENT**

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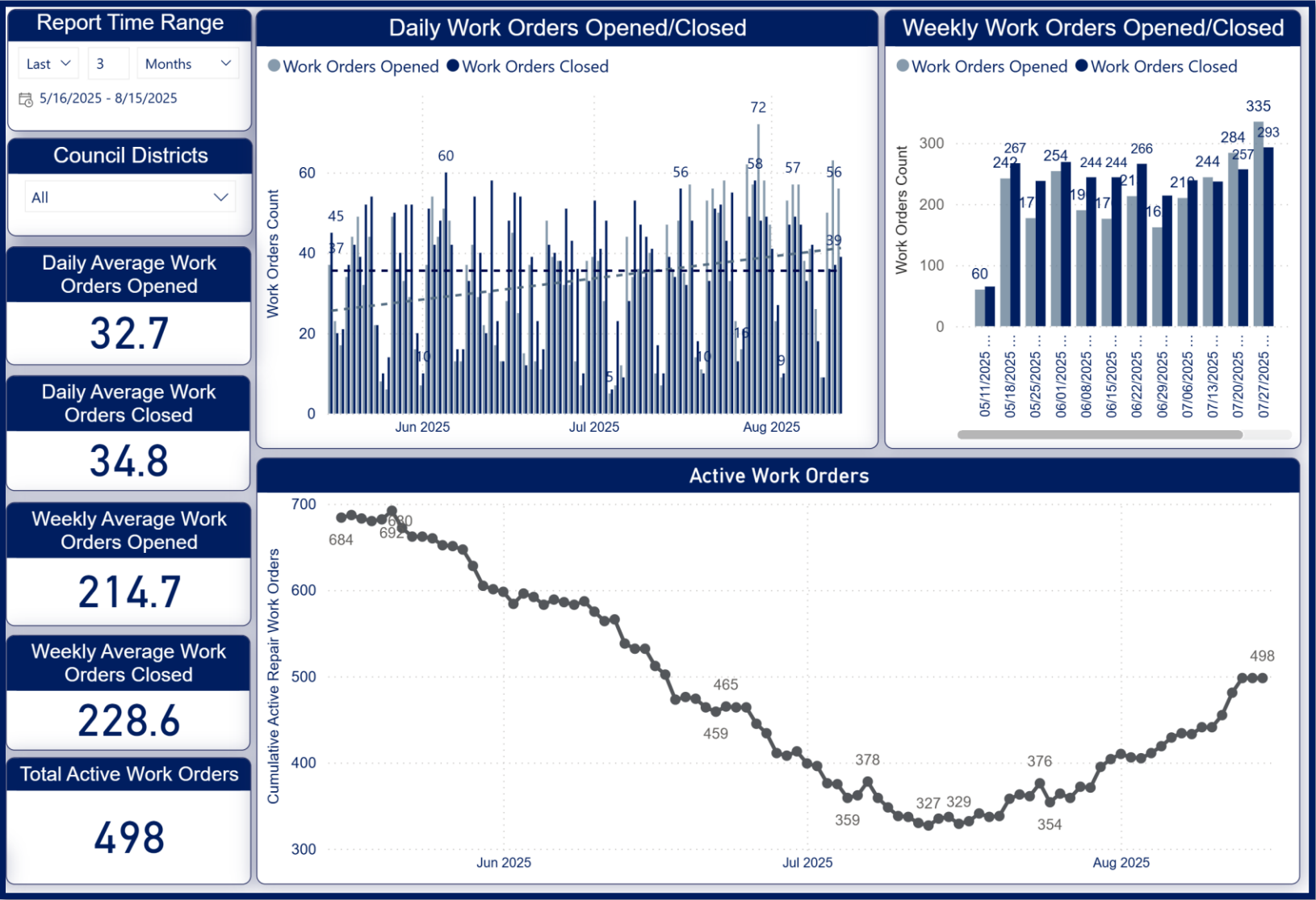
# AGENDA

- Snapshot of water line leaks/loss program to date
- Process improvements made to date
- Current operational challenges
- How the Program Manager for the water line leaks/loss contract will help



# WORK ORDER UPDATE

- High of **1,901 Work Orders** on March 18, 2025.
- Currently at **498 Work Orders** as of August 13, 2025



# IMPROVEMENT UPDATE



## Additional Resources

Procured 4 additional contractors.



## Advanced Analytics

Developed dashboards and daily reports.



## Improved Contract Management

Contracts moved to internal CIP management software for better transparency and accountability.



## Efficiency Improvements

Consolidated the restorations group into Distribution Systems Maintenance



## Pipe Replacement

Established KPI of 3% Pipe Replacement, identified 9% of distribution system for program.



# ON-GOING OPERATIONAL CHALLENGES

## High Number of Incoming Leaks

- Average number of incoming leaks – 40/day

## Bad Infrastructure

- ~25% of valves are inoperable.

## Staffing

- Difficult to hire equipment operators with sufficient equipment experience.



# PROGRAM MANAGER – SHORT TERM OBJECTIVES

- Optimize work order scheduling and routing
- Develop cost analysis for repairs
- Review existing SOP's and provide recommendations
- Evaluate Leak Detection technologies and provide recommendations
- Review water loss accounting methodology and provide recommendations
- Perform valve assessments



# PROGRAM MANAGER – LONG TERM OBJECTIVES



Develop water line  
repair prioritization  
framework



Develop and  
implement a repair  
notification system



**100%**  
Smart Meter  
Installation



**9%**  
Replace 9% of  
Distribution System



**3%**  
Maintain 3% Annual  
Pipe Replacement

# Thank you!



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