

## Rincon Customer-Driven Demand Management Program



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## Advanced Metering Infrastructure (AMI)

**AMI** = mechanical meter + data transmitter

### Why AMI ?

- Reduced costs for meter reading
- Reduced carbon footprint
- Increased data availability
- Increased future opportunities like customer interface

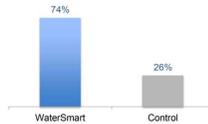
Rincon Water  
& WaterSmart



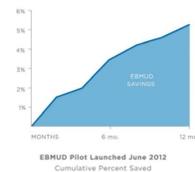
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## Advanced Metering Infrastructure (AMI)

3x  
customer  
engagement



5%+  
water savings



### Conservation on Demand Budget (2015)

#### Prop 84 – Round 3

- DWR \$600,927
  - Rincon Water 200,309
- |       |           |
|-------|-----------|
| TOTAL | \$801,236 |
|-------|-----------|



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## Project Milestones

- Purchase and install 812 AMI-compatible meters
- Purchase and install 1,000 meter transmitter units (MTU)
- Purchase, install, and execute WaterSmart software
- Notify and assist all customer with the use of WaterSmart



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## What We Learned (2020)

- People do not react well to comparisons with “neighbors”
- We needed to work harder on collecting customer email addresses
- Rincon Water’s mixed variety of meters (different mfgs) out in the field began causing problems for the MTU vendor
- Missing AMI data needed to be better explained to customers
- After every mailing of Home Water Reports, the District was flooded with incoming customer phone calls
- Customer interface had increased much more than anticipated
- We needed to increase customer outreach to make this a self-monitoring tool for customers
- The original MTUs were becoming obsolete by newer, better technology
- The WaterSmart software was becoming an essential tool for direct customer contact
- Customer leaks were much more significant than anticipated.



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## WaterSmart Software – Customer (then and now)

**YOUR HOME WATER REPORT**  
THIS IS AN INFORMATIONAL REPORT AND NOT A BILL.

SERVICE ADDRESS: 426 Washington St., Anytown  
ACCOUNT NUMBER: 12387324-01

Blair Jones  
123 Washington St.  
Anytown, CA 98765

**Your WaterScore**  
JUL 10 TO SEP 30, 2014

You used **more water** than most of your neighbors.

Gallons Per Day (GPD)  
22 CCF = 216 GPD

Efficient Neighbors	111 gpd
Average Neighbors	250 gpd
You	276 gpd

Water-saving actions just for you:  
 24 GALLONS PER DAY = \$142 DOLLARS PER YEAR (Faucet aerator)  
 18 GALLONS PER DAY = \$92 DOLLARS PER YEAR (Clothes washer)  
 82 GALLONS PER DAY = \$281 DOLLARS PER YEAR (Native plants)

**YOUR HOME WATER REPORT**  
THIS IS AN INFORMATIONAL REPORT AND NOT A BILL.

SERVICE ADDRESS: 186 LAHLE LANE  
ACCOUNT NUMBER: 9120037

**Your WaterScore**  
APR 20 TO MAY 18, 2018

You met your May goal!  
Take action to save even more.

Gallons Per Day (GPD)  
28 CCF = 1,680 GPD

Efficient Neighbors	161 gpd
Average Neighbors	322 gpd
You	1,000 gpd

Water-saving actions just for you:  
 452 GALLONS PER DAY = \$1,024 DOLLARS PER YEAR (Summer savings)  
 222 GALLONS PER DAY = \$504 DOLLARS PER YEAR (Weather-based watering)  
 98 GALLONS PER DAY = \$221 DOLLARS PER YEAR (Phosphate-free fertilizer)

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## Extending the Project (2020)

### Additional Conservation on Demand Budget (2020)

- DWR \$201,507
- Rincon Water 67,738
- TOTAL \$269,245

### FINAL Conservation on Demand Budget (2015-2022)

- DWR \$802,434
- Rincon Water 268,047
- TOTAL \$1,070,481



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## Final Outcome

Potential Leak Alerts Successfully Sent to Customers								
Month	2015	2016	2017	2018	2019	2020	2021	2022
Jan	-	63	123	145	173	276	407	373
Feb	-	107	-	147	134	260	288	461
Mar	-	125	10	138	160	239	318	370
Apr	-	146	562	181	258	244	399	428
May	-	160	291	174	200	367	464	667
Jun	Program Launch	274	316	220	229	445	615	705
Jul	-	308	303	241	306	656	406	701
Aug	-	388	327	282	310	572	835	774
Sep	-	274	272	264	452	737	644	686
Oct	-	292	230	226	430	687	568	678
Nov	104	410	235	218	318	405	450	579
Dec	100	257	220	158	293	498	424	-
<b>Total</b>	<b>204</b>	<b>2,804</b>	<b>2,889</b>	<b>2,394</b>	<b>3,263</b>	<b>5,386</b>	<b>5,818</b>	<b>6,422</b>



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## Final Outcome

Monthly Estimated Savings Due to Successful Leak Notifications (1,000 gallons)								
Month	2015	2016	2017	2018	2019	2020	2021	2022
Jan	-	97	142	206	1,662	1,598	2,556	1,389
Feb	-	59	45	146	1,811	1,963	1,296	1,781
Mar	-	74	-	177	5,379	1,599	1,465	2,476
Apr	-	106	95	128	1,427	1,431	2,109	2,179
May	-	107	228	186	2,088	2,147	2,146	2,837
Jun	Program Launch	142	274	261	1,565	2,198	2,822	3,278
Jul	-	167	335	322	2,050	3,022	2,843	3,771
Aug	-	288	470	85	1,954	3,192	2,418	3,252
Sep	-	280	1,178	1,889	2,862	3,518	3,013	3,783
Oct	-	192	424	2,219	2,858	3,458	2,987	2,943
Nov	51	295	261	2,309	1,789	2,669	2,652	2,931
Dec	120	269	205	1,468	2,011	2,385	2,278	-
<b>Total Gallons (KG)</b>	<b>171</b>	<b>2,076</b>	<b>3,657</b>	<b>9,396</b>	<b>27,456</b>	<b>29,180</b>	<b>28,585</b>	<b>30,620</b>
<b>Total AF</b>	<b>.52</b>	<b>6.37</b>	<b>11.22</b>	<b>28.83</b>	<b>84.26</b>	<b>89.55</b>	<b>87.72</b>	<b>93.97</b>

**402.44 acre feet or 131,135,454 gallons**



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## Questions



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