

C. USAGE, DEMAND AND SYSTEM CHARACTERISTICS

1. Customer and Consumption Data

For Fiscal Year 2010, ACSA's water system customer base includes approximately 16,500 water customers and approximately 13,500 wastewater customers broken into six customer classes. Total consumption for the water system in FY 2010 is estimated to be 1.60 billion gallons and total wastewater system usage is estimated to be 1.29 billion gallons. Table 2 below shows a breakdown of customer accounts and corresponding billable consumption and usage in the six existing customer classes and identified non-residential/ multi-family irrigation category.

Table 2: FY 2010 Water and Wastewater Customer, Consumption and Usage Summary

Customer Class	Water		Wastewater	
	# of Accounts	Billable Consumption (1,000 Gallons)	# of Accounts	Billable Usage (1,000 Gallons)
Single-Family Residential (includes Aux and Irrigation)	14,936	702,828	12,293	544,409
Multi-Family	438	370,624	361	341,489
Commercial (Offices)	285	43,187	159	35,158
Commercial (Others)	644	266,912	522	226,134
Industrial	19	25,746	14	22,052
Institutional	144	147,938	125	118,892
Irrigation (Non-Residential and Multi-Family Only)	-	45,377		-
TOTAL	16,466	1,602,615	13,474	1,288,134

In order to project the future number of customers, current customers were increased by an annual growth rate of 1.0% for FY 2011 – FY 2018. By the end of the planning period (FY 2018), the water and wastewater systems will serve approximately 17,830 and 14,590 total customers, respectively. Billable consumption and usage is projected to increase at a 0.5% annual growth rate for FY 2011 – FY 2018 resulting in 1.74 billion gallons of total billable consumption for the water system and 1.39 billion gallons of total billable usage for the wastewater system.

A summary of the current and projected water customers and consumption and wastewater customers and usage can be found on Schedule 12 of the Appendix to this report.

Figure 1 has been magnified to show up to and including 18,000 gallons per month to provide a close-up view at how the majority of the single-family and irrigation customers behave. As the figure shows, the number of customers peaks at a range from 2,200 to 3,800 gallons per month. Table 3 summarizes the same billable consumption data, showing the percentage of customer and corresponding percentage of total consumption that fall into defined levels of usage.

Table 3: CY 2008 Single-Family Residential and Irrigation Customers Water Use Summary

Gallons per Month	% of Customer Bills*	% of Annual Consumption
0 -3,000 gallons	40.8%	54.2%
3,000 – 6,000 gallons	41.4%	23.3%
6,000 – 9,000 gallons	11.9%	6.9%
9,000 – 18,000 gallons	4.5%	5.3%
18,000 – 36,000gallons	1.0%	3.0%
Over 36,000 gallons	0.4%	7.3%
Total	100.0%	100.0%

**Single-Family Residential (including irrigation) customers and usage + all Multi-Family and Non-residential customers and usage*

The following conclusions can be drawn from this data and analysis:

- As an overall class, 40% of the Single-Family Residential (including irrigation) and all other Irrigation Customer bills are for 3,000 gallons or less per month. As an overall class, over 54% of all consumption used by the Single-Family Residential and Irrigation Customers falls into the 0 – 3,000 gallon per month range. The analysis supports using 3,000 gallons per month as a minimum required usage per month; therefore to implement ACSA’s policy of providing affordable rates, usage at this level should be charged at an affordable water rate. Affordable rates will be discussed in more detail in Section G of this report.
- As an overall class, only 6% of Single-Family Residential (including irrigation) and all other Irrigation Customer bills are for consumption greater than 9,000 gallons per month, accounting for approximately 16% of the total usage. The national average of water usage per Single-Family Residential customer is 6,000 gallons a month. The specific data analysis for the customers in this water system combined with national water usage data support using 9,000 gallons per month as a lower limit to implement an excess use water rate. Excess use water rates will be discussed in more detail in Section G of this report.

A detailed analysis of the current water customers and consumption can be found on Schedule 11 of the Appendix to this report.