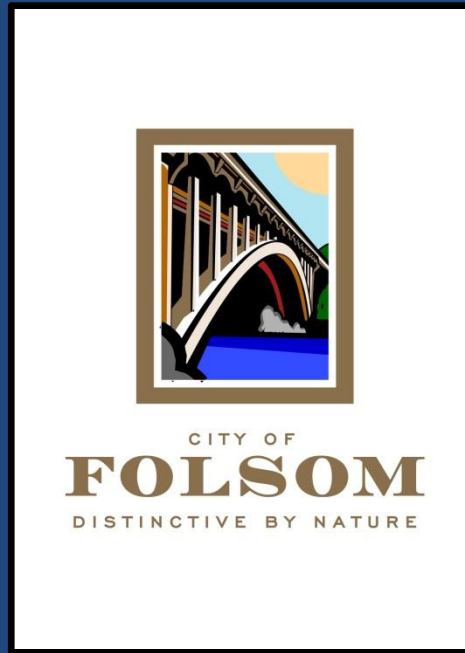


Technology and Water Management Folsom, California



Don Smith

Water Conservation Coordinator

City of Folsom, Environmental and Water Resources Department

Folsom California



**23 Miles NE of
Sacramento, CA**

32 Sq Miles

Elevation 220' +

Population 72,000

Folsom Water Service

- Folsom Lake - sole source of water
- Annual Water Rights - 34,000 af
- Water Service Area Population - 63,376
- 22,000 Connections - 18,000 Residential
- Water meter retrofit completed January 2012
- Completed 100% AMI Installation in January 2012
- 100% volumetric/metered rates in Jan 2013

Advanced Metering Infrastructure (AMI)

Automate meter reading

Detailed water data

Daily meter reading

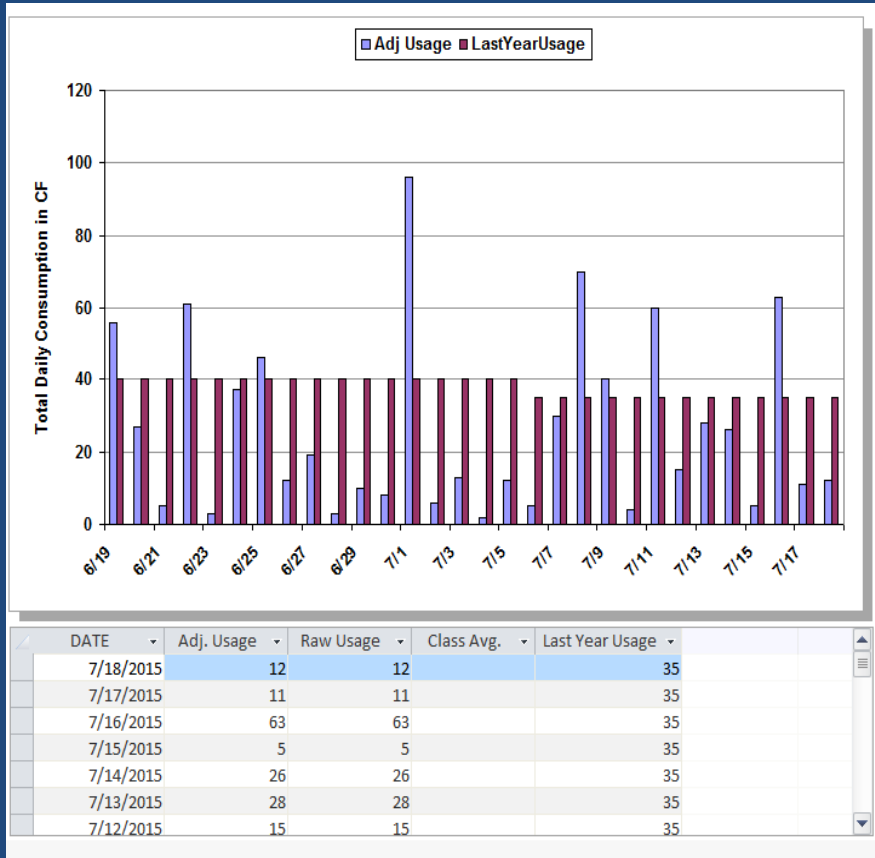
Hourly reads

Water Meter Data



Now that you have it, what do you do with it?

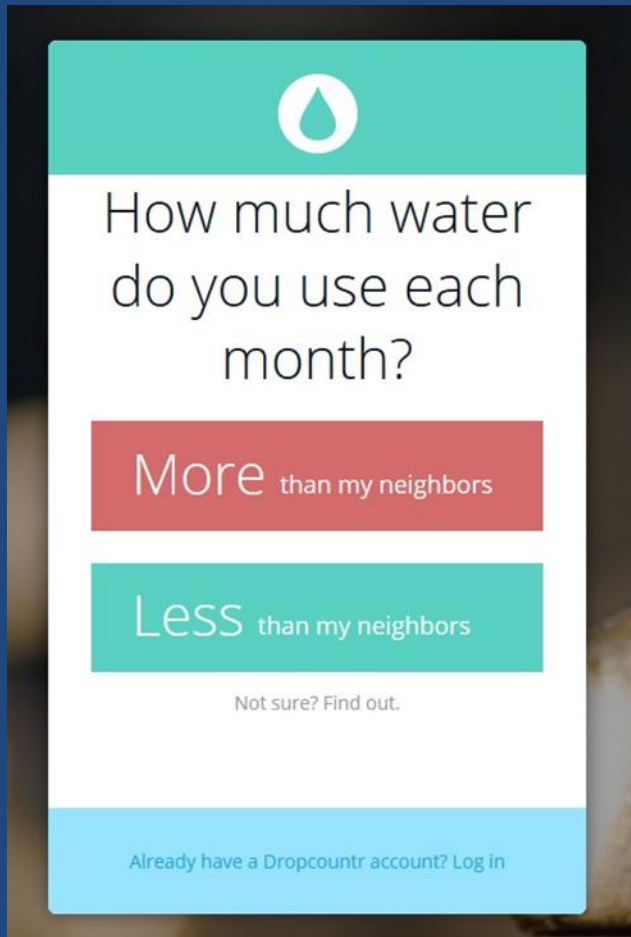
Water Meter Database



- Designed by
 - Water Works Engineers
- Functions
 - Daily meter data
 - Multiple reports
 - Year to Year Comparisons
 - Exception Reports
 - High/low use
 - No read
 - leaks

Enhanced Customer Service

dropcountr
your water, right now



A mobile app interface for Dropcountr. At the top is a teal header with a white water drop icon. Below it, the text asks "How much water do you use each month?". There are two large buttons: a red one labeled "More than my neighbors" and a teal one labeled "Less than my neighbors". Below these is a link "Not sure? Find out." and at the bottom, a light blue bar with the text "Already have a Dropcountr account? Log in".



A promotional advertisement for Dropcountr. It features the logo "dropcountr your water, right now" at the top. The background is a blue gradient with a water splash graphic. The text "SIGN UP NOW" is prominently displayed in bold black letters, with "For City of Folsom Water Customers" underneath. In the bottom right corner, a person is shown holding a tablet displaying a water usage graph.

Challenges

- Raw Unscrubbed Data
 - Causes some excitement for a few customers
- Data from multiple databases
 - Name field problems
 - Account number issues
- Customers seeing their consumption data for the first time
- Hand holding of early adopters and tech challenged customers

Start-Up Strategies

- Start with a small trusted group
 - City/Agency employees
 - Colleagues from other agencies
 - Knowledgeable civilians
 - Fix (*most*) bugs before you launch the program to your entire customer base.

Benefits

- Enhanced customer communication
 - Emails and Push Messages

The screenshot displays the Dropcountr interface for Dropcountr Water Company. A sidebar on the left contains navigation options: Dashboard, Customers, Email, Push Messages, and Water Saving Tips. The main content area shows a table of 750 customers with a filter overlay applied. The filter overlay includes fields for Usage (Greater than 110) and Zip Code (Equal to 91228), along with a Refresh button. The table columns are: TOTAL (CCF), GAL./DAY, LAST MONTH (GAL.), LAST YEAR (CCF), and TREND. Below the table, a 'Compose a notification' screen is visible, featuring a mobile phone icon and a message composition area. The message text reads: 'Your household is eligible for a rebate on low-flow toilets, follow this link to find out more!'. The interface also shows 'Sending to 750 recipients.' and 'Use the filter to change.' with a 'Send message' button.

dropcountr® CLEAR Dropcountr Water Company

750 Customers May '15

Filter Users

Usage Greater 110

Zip Code Equal 91228

Choose a Filter

Refresh

	TOTAL (CCF)	GAL./DAY	LAST MONTH (GAL.)	LAST YEAR (CCF)	TREND
11	207	4,203	122		
21	542	9,016	253		
34	851	14,462	369		
10	259	3,963	126	↓	
25	639	7,245	240		
John Doe	100 Main St #100	test.1	94062	7,759	10 258 3,869 119 ↓

Compose a notification

Message: 43 characters

Your household is eligible for a rebate on low-flow toilets, follow this link to find out more!

Sending to 750 recipients.
Use the filter to change.

Send message

Benefits

- Mobile App
 - iOS and Android



Benefits


- Effective use of data
 - The utility dashboard is customizable

The screenshot displays the Dropcountr utility dashboard. At the top, the logo 'dropcountr' is visible with a 'CLEAR' button. The user is logged in as 'Dropcountr Water Company'. The dashboard includes a sidebar with navigation options: Dashboard, Customers, Email, Push Messages, and Water Saving Tips. The main content area shows a 'Filter Users' button and a total of '37,565 Customers' for 'May '15'. Below this is a table with customer data and a map showing the geographic distribution of customers.

NAME	STREET ADDRESS	ACCOUNT ID	ZIP CODE	TOTAL (GAL.)	TOTAL (CCF)	GAL./DAY	LAST MONTH (GAL.)	LAST YEAR (CCF)	TREND
Lani Ptacek	696 Lowell St	dropcountr.13	94062	10,075	13	335	5,077	127	↑
Ross Farah	114 Ebener St	dropcountr.14	94061	18,099	24	603	8,254	243	↑
Leoma Gorton	1035 Clinton St	dropcountr.15	94061	26,275	35	875	14,143	369	↑

Benefits

- Trends help direct outreach

TOTAL (GAL.)	TOTAL (CCF)	GAL./DAY	CA DROUGHT TREND	TREND	
16,172.80	21.62	557.68	↑ 69%	↑ 170%	
9,754.60	13.04	336.37	↑ 302%	↓ 16%	
29,922.10	40.00	1,031.80	↑ 880%	↑ 1,718%	
5,236.36	7.00	180.56	↑ 350%	↓ 56%	
27,057.00	36.17	933.00	↑ 320%	↑ 1,076%	

Benefits

- Encourages conservation
 - 6% reduction in average use households
 - 12% reduction in high use households
- Educates customers
 - “There’s absolutely no way we used 500 gallons at 5 am last Wednesday!”



Thank You

Contact Info

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