# 2020 ANNUAL WATER REPORT

***WATER Commission Annual Review:***

**2020 Highlights:**

* 100% Compliance with IDEM
* 24.48% rate increase due to 36% rate increase from Prince’s Lakes
* Completed the water utility’s Asset Management Plan
* The lowest real water loss percent in 5 years in October 2020 (26%)
* Every meter, hydrant, and valve are now GPS and included in our GIS map
* Line locates nearly tripled due to beginning stages of Fiber Optic infrastructure by REMC

**Metrics:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *2016* | *2017* | *2018* | *2019* | ***2020*** |
| Total Work Orders | 787 | 832 | 1074 | 1663 | **1432** |
| Customer Leak Report | 0 | 42 | 159 | 393 | **199** |
| Water Turn On/ Turn Offs | 197 | 218 | 277 | 268 | **186** |
| Water Leaks | 72 | 56 | 61 | 57 | **69** |
| New Water Service | 4 | 3 | 4 | 4 | **5** |
| Real Water Loss | 50% | 45% | 48% | 46% | **44%** |

\*\* In the month of March there was only one employee consistently working daily due to illnesses on crew \*\*

\*\* In the months of April-May the crew was cut to just two employees from 4 due to Covid19 \*\*

**2021 Projects:**

* District metering project to assist in finding leaks
* Upgrade to FlexNet meter reading system for daily meter readings/ alarms
* Replace 2” meter at Fire Station due to age