

## News Release

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### Customer Water Leaks Identified by MCWD's Advanced Metering Infrastructure

*MCWD conservation staff runs daily leak reports and contacts customers when usage indicates leaks, saving millions of gallons of water annually and lowering customer bills.*

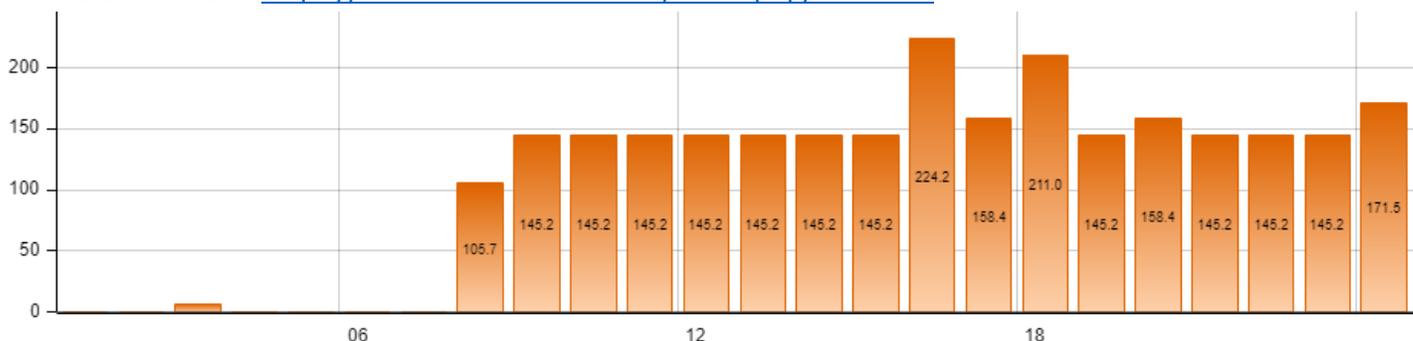
**Mammoth Lakes, California – January 23, 2019** – During the summer of 2014, the Mammoth Community Water District (District) upgraded to new meters that wirelessly transmit data using remote collectors. This advanced technology allows the District to see hourly usage of all water meters on the distribution system. Utilizing software developed by WaterSmart, a data analytics company, the District is able to run a report that details leaks and alert customers accordingly.

“We are thrilled to have the ability to help our customers protect their property and save an exorbitant amount of water,” said Irene Yamashita, Principal Analyst. “It has been a learning experience to determine what size leaks should be flagged, what patterns are associated with various sources of leaks and how to best introduce the information to the customers.”

Typically, the District calls two to five customers or property managers a day with leaks ranging from 15 to 1,500 gallons per hour. “About 80 percent of leaks we call on are caused by toilets. Customers are usually surprised to learn that leaking toilets can waste 600+ gallons per hour (over 14,000 gallons per day),” described Betty Hylton, Administrative Analyst. “In winter, we find a number of leaks caused by shedding snow that turns on or breaks hose bibs and frozen pipes that break. Despite the cause of the leak, customers are generally very grateful that we have this capability and take the time to notify them.”

The District recommends that customers (or property managers) look and listen for the leak first. If unable to identify where the water is leaking, then call a plumber. The District has offered two Leak Detection courses for plumbers and property managers to learn the most efficient process for leak detection and maintains a supply of coloring dye tabs to check for toilet leaks.

The Mammoth Lakes community is limited to local surface and groundwater resources in our basin. The leak detection program conserves water that would otherwise be wasted and develops positive relationships with our customers. The District is proud to have this advanced capability, however customers remain responsible for identifying water leaks at their property. An online customer portal is available to provide customers the ability to look at their hourly water use from their computer, and receive high usage alerts by signing up for WaterSmart here: <https://mcwd.watersmart.com/index.php/welcome>



*The graph above displays a 145 gallon per hour leak starting at a single family home in Mammoth.*