



UPDATE ON WATER LOSS AND LEAK MANAGEMENT

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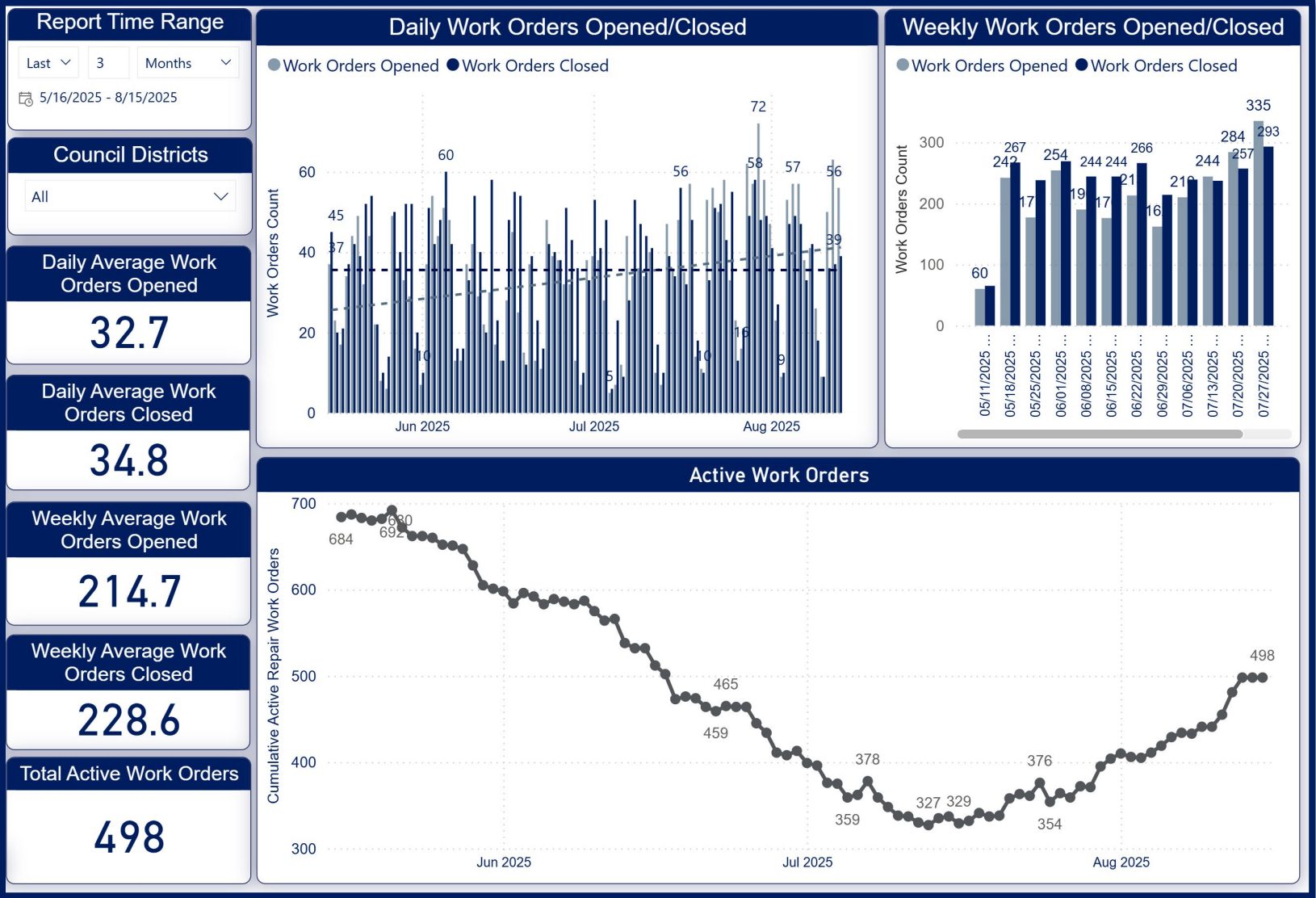
AGENDA

- Snapshot of water line leaks/loss program to date
- Process improvements made to date
- Current operational challenges
- How the Program Manager for the water line leaks/loss contract will help



WORK ORDER UPDATE

- High of **1,901 Work Orders** on March 18, 2025.
- Currently at **498 Work Orders** as of August 13, 2025



IMPROVEMENT UPDATE



Additional Resources

Procured 4 additional contractors.



Advanced Analytics

Developed dashboards and daily reports.



Improved Contract Management

Contracts moved to internal CIP management software for better transparency and accountability.



Efficiency Improvements

Consolidated the restorations group into Distribution Systems Maintenance



Pipe Replacement

Established KPI of 3% Pipe Replacement, identified 9% of distribution system for program.

ON-GOING OPERATIONAL CHALLENGES

High Number of Incoming Leaks

- Average number of incoming leaks – 40/day

Bad Infrastructure

- ~25% of valves are inoperable.

Staffing

- Difficult to hire equipment operators with sufficient equipment experience.



PROGRAM MANAGER – SHORT TERM OBJECTIVES

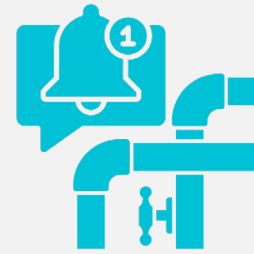
- Optimize work order scheduling and routing
- Develop cost analysis for repairs
- Review existing SOP's and provide recommendations
- Evaluate Leak Detection technologies and provide recommendations
- Review water loss accounting methodology and provide recommendations
- Perform valve assessments



PROGRAM MANAGER – LONG TERM OBJECTIVES



Develop water line repair prioritization framework



Develop and implement a repair notification system



100%
Smart Meter Installation



9%
Replace 9% of Distribution System



3%
Maintain 3% Annual Pipe Replacement

Thank you!



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