

# Water Demand Management Plan

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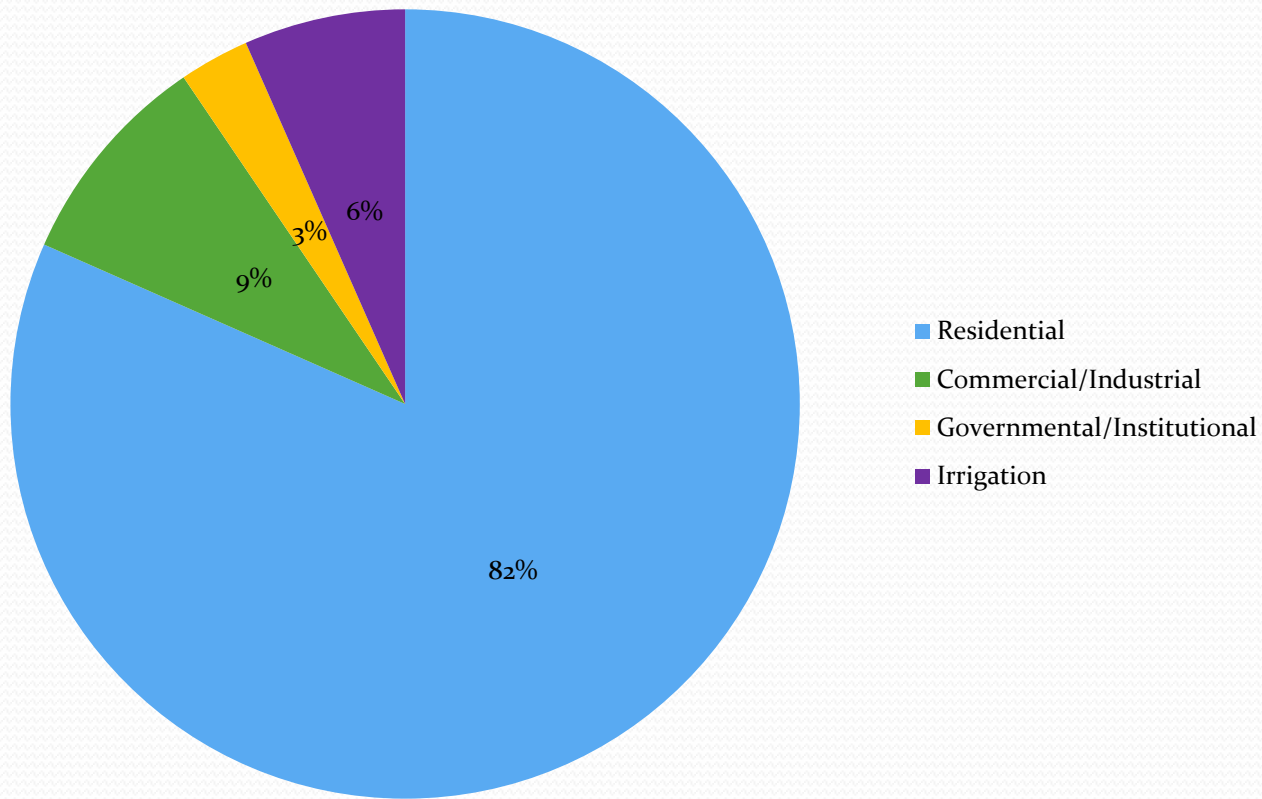
# What is a Demand Management Plan?

- A look at where the water goes.
- How the customer base is divided up.
- How do we compare to other utilities nationally.
- Recommendations on what can be done to promote efficiencies.

# Why does Concord need a Demand Management Plan?

- To understand our water system demands & patterns.
- To identify strategies in which we can maximize existing water supplies allowing us to be as efficient as possible and foster economic development.

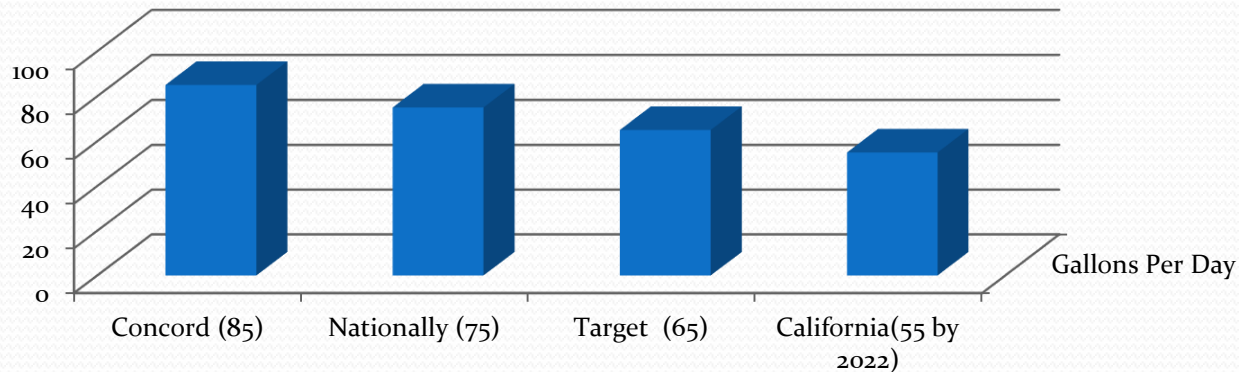
# Existing Water Customers



# How do we compare nationally?

- Concord Gallons used on a per capita basis(GPCD) 85.
- National Average GPCD 75.
- National Conservation Movement (MA WMA) 65.
- California (2022) GPCD 55.

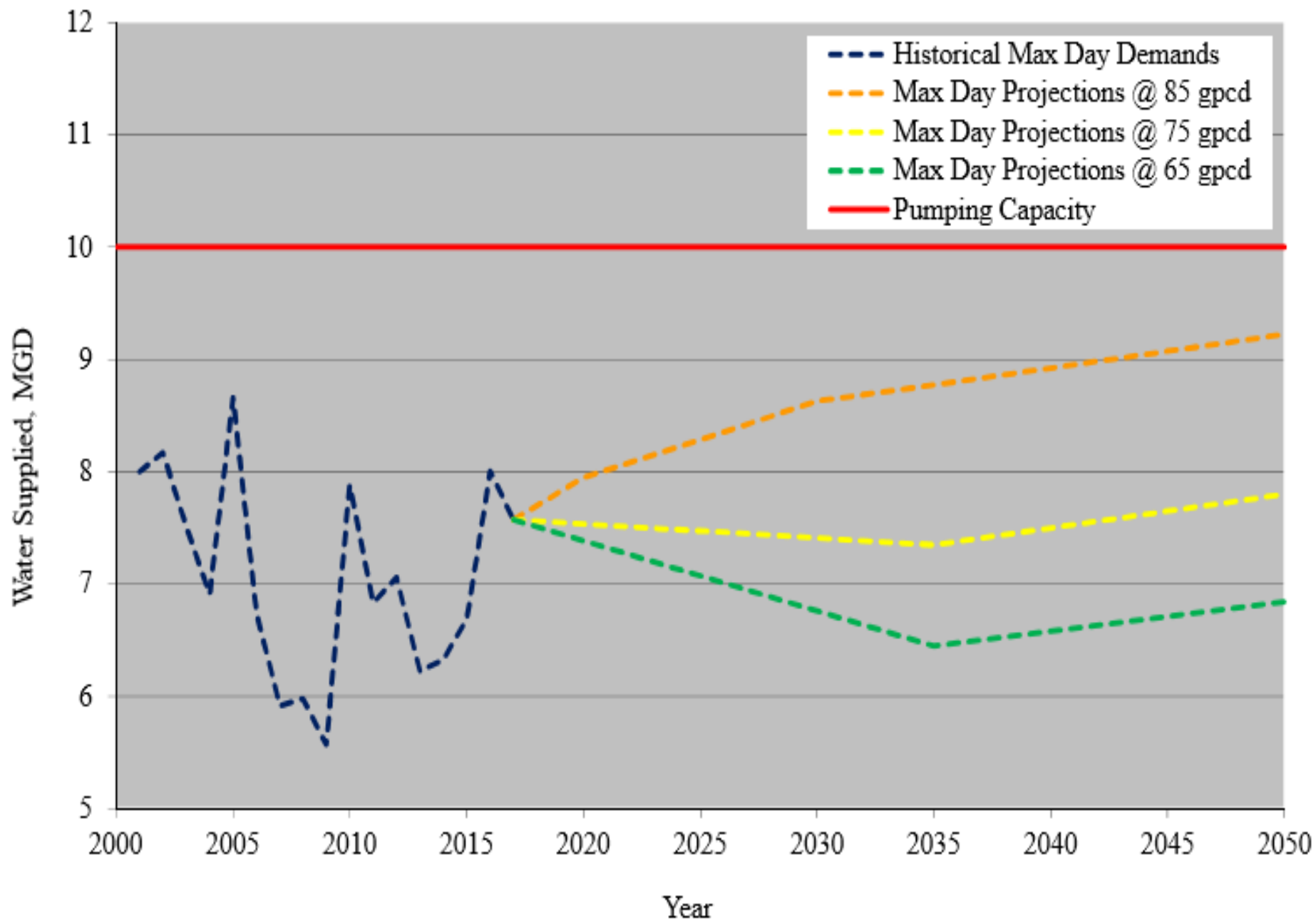
**Gallons Per Day**



# How does this affect our current supply?

- Current water supply has a maximum capacity of 10.0 Million Gallons per Day (MGD).
- Additional Supply must be identified and planned when we approach 90% of Max Day.
- At our current rate of 85 GPCD we will need to have an additional source identified and constructed by 2042 (at a cost of \$18M in today's dollars).

# MAXIMUM DAILY DEMAND VS. PUMPING CAPACITY



# Top 5 Plan Recommendations

5. Monitor and Maintain the Distribution system to no less than 85% metered ratio. (In house standard is 90%).
4. Maintain an up to date Meter testing program.
5. Reduce distribution system leakage with an active Leak Detection Program (only Conservation Technician in N.H.)
- 2. Adopt and promote an appliance, and fixture rebate program (currently developing an appropriate program).**
- 1. Rate Structure that promotes Conservation (currently completing).**




# What's Concord's plan?

- With 3 of the top 5 recommendations already implemented we will focus on:
  - 1 Complete the rate study to include a conservation component (a requirement prior to applying for a new source of supply).
  - 2 Initiate a rebate program for appliances with the highest usage (toilets, and clothes washers).

# Rebate Program

- Program will be in partnership with EPA, and WaterSense.
- Partial rebate for toilet replacement for an approved WaterSense unit.
- Partial rebate for clothes washing machine for an approved WaterSense unit.



**City of Concord**  
General Services, Water Division  
Clothes Washer Rebate Application

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*Please make sure you read this application carefully, fill out completely, and sign below.*

**Customer Information**

Name: _____	Service address: _____
Telephone: _____	Account number (from water bill): _____
(day) _____	Email address: _____
(evening): _____	

**High-Efficiency Clothes Washer Information**

Brand	Model name	Model No.	Purchase Date	Purchase Price

Rebate applications must be submitted within 90 days of purchase. Be sure to include the receipt!

**Terms and Conditions. Please Read and Sign Below**

- Rebates are available to residential Portsmouth Water Division (PWD) account holders. Applicant must be the owner of the property listed on the rebate application.
- Rebates are available for products listed with ENERGY STAR certifications. ENERGY STAR clothes washers use about 25% less energy and 40% less water than regular washers.
- Applicant agrees and understands that the PWD does not guarantee that the installation of a high-efficiency clothes washer will result in water savings, as site-specific water consumption varies.
- PWD does not warrant, endorse, or assume liability for the quality, performance, or safety of the contractor and/or retailer or wholesaler, or performance of any appliance or fixture. Choice and acceptance of materials used is solely the applicant's.
- In order to be eligible to participate in the rebate program, applicants must have an account in good standing with the PWD and agree that the PWD or its representative has the right to inspect and may inspect the installation of the fixture before or after the rebate credit is applied to applicant's water bill.
- An unaltered dated sales receipt, listing the make and model number, MUST accompany this application.
- Applicant understands that PWD may withhold rebate until any or all of the above listed conditions are met.
- The clothes washer rebate is \$150 and will be in the form of a check mailed to the customer.
- The PWD reserves the right to discontinue the rebate program and/or to change the amount of eligible rebate on any appliance or fixture at any time and without further notice.
- The rebate offer is on a first-come, first-serve basis until funding is exhausted. Only one rebate allowed per household.
- Applications must be received within 90 days of purchase.
- I have read, understand, and agree to the terms and conditions of this rebate program.

Signature of applicant \_\_\_\_\_ Date \_\_\_\_\_

Please mail or drop off this form and documentation:  
Concord General Services, 311 North State Street, Concord, NH 03301

# Current Rate Structure

- Declining Block Rate structure.
- 3 ccf allowance in minimum charge (no credit if you use less).
- Does not reflect the true cost of water.

# Benefits of conservation to Concord

- Additional capacity source identified, it will be the Merrimack River, as a supplemental plant to the existing plant.
- With the current population growth pattern and consumption level (85 GPCD) we will need a supplemental plant by 2042.
- With a reduction to 75 GPCD, it will be delayed to approx. 2070
- With a reduction to 65 GPCD it will be delayed to approx. 2100.



Questions?