

Mini Case Study: City of Round Rock

1. Please describe your water service area by demographics (i.e. population served, age of properties, average seasonal water use, lot sizes).

Round Rock has a growing population of over 132,000 within the city plus an additional service area population of close to 40,000. Our water customers are 80% residential SF homes with irrigation systems. The water use for our service area ranges from 12 MGD in winter to 38MGD in summer, with a gallons per capita use of 152. We own and operate our own water treatment plant, wastewater treatment plant, and reuse water system. We utilize groundwater and surface water from four separate water sources. We are quite diversified, which is a great source of pride for Utility and City management.

2. Which drought tool that you use do you consider the most effective? Why?

The use of AMI for nearly all our drought restriction enforcement is the most effect tool in our box. Our small staff of two doesn't have the time to patrol the city looking for violators; nor would it be effective. We use hourly AMI data to search customer water use for those violators. We can then notify them of the discretions the same day. It's a much more effective use of our time. Of note, our utility director was in full support of only using AMI data. He did not want staff to be driving around patrolling for violators. He wanted the utility to use the technology we have.

3. What is the response you get from your customers or community, when using this tool?

There has not been a public outcry of use of AMI data; no one has accused us of spying on them. No one questions how we know this. We explain with the violation notice that we are using metering data – and they can see it for themselves by logging into the customer portal. It has worked very well, with the majority of folks adjusting their irrigation settings to comply with the current restrictions. When able, we also send the customer their water use via screen shot, or report. The data doesn't lie!

4. How long has it been in effect?

We have been using AMI use for our restriction enforcement for nearly two years now – as long as we have been in drought restrictions (July 2022).

5. Anything else you'd like to add – something different you are thinking of implementing this upcoming, what you have determined you will not utilize again, etc.