

## Metrics

| Metric                                | Included |
|---------------------------------------|----------|
| Community electricity use             | ✓        |
| Community peak demand                 | ✓        |
| Residential electricity use           | ✓        |
| Small/Med commercial electricity use  | ✓        |
| Large commercial electricity use      | ✓        |
| Industrial commercial electricity use | ✓        |
| Daily treated water                   | ✓        |
| Single-family home water use          | ✓        |
| Multi-family home water use           | ✓        |
| Small & medium commercial water use   | ✓        |
| Daily wastewater influent flow        | ✓        |
| Eligible disconnects for non-payment  | ✓        |

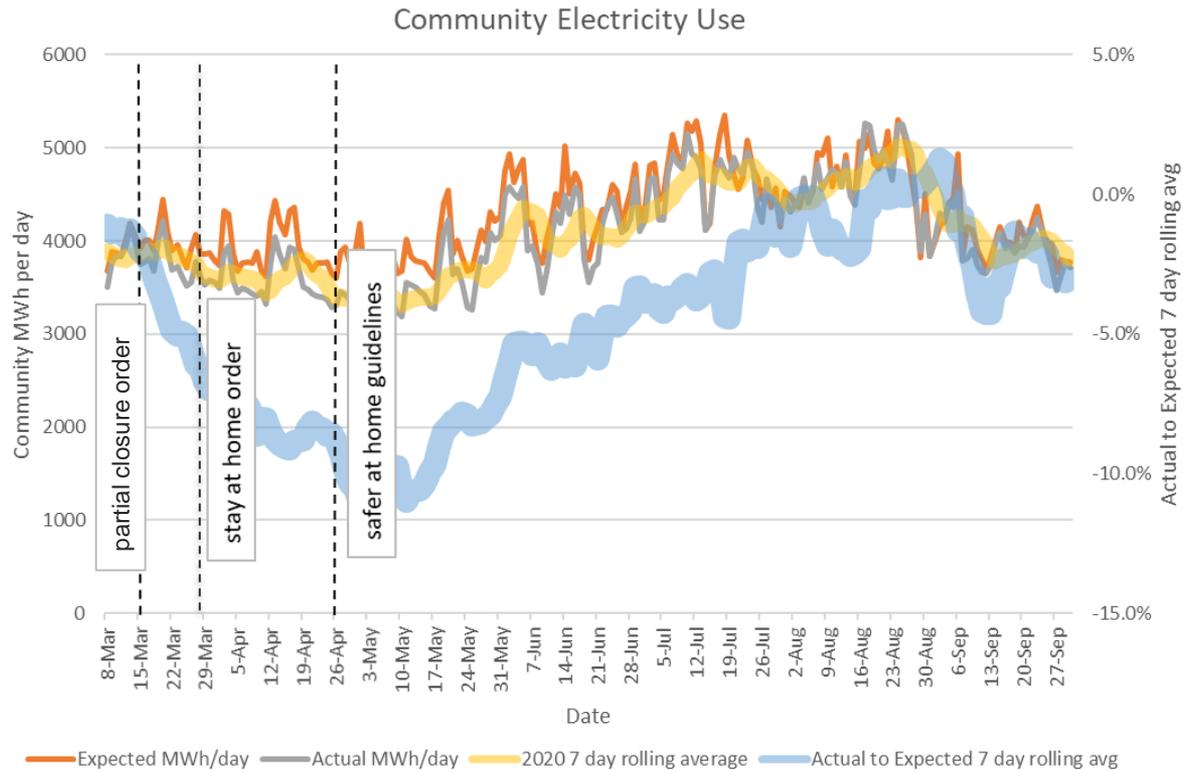
### Notes

- New this week
  - Data through September 30
  - **Next monthly report in November**

## Key takeaways (March 26 through September 30)

- Total electricity use (-5%) and peak demand (-2%) trending near expected values
  - Residential use was lower by 1% in the last week
  - Small / medium commercial remains 8% lower in the last week
  - Large commercial remains 8% lower in the last week
  - Industrial commercial use highly variable; lower by ~16% in the last week
  - Accounts eligible were up significantly. Customers may now apply for CARES act funding to help pay account balances (3,768 postcards were sent this week)
- Community treated water up ~ 6% and wastewater down ~ 10%
  - Single-family home water use up by ~5%
  - Multi-family home water use down by ~12%
  - Small and medium business water use down by ~10%
- Reports available on Utilities website at <https://www.fcgov.com/utilities/covid-19>

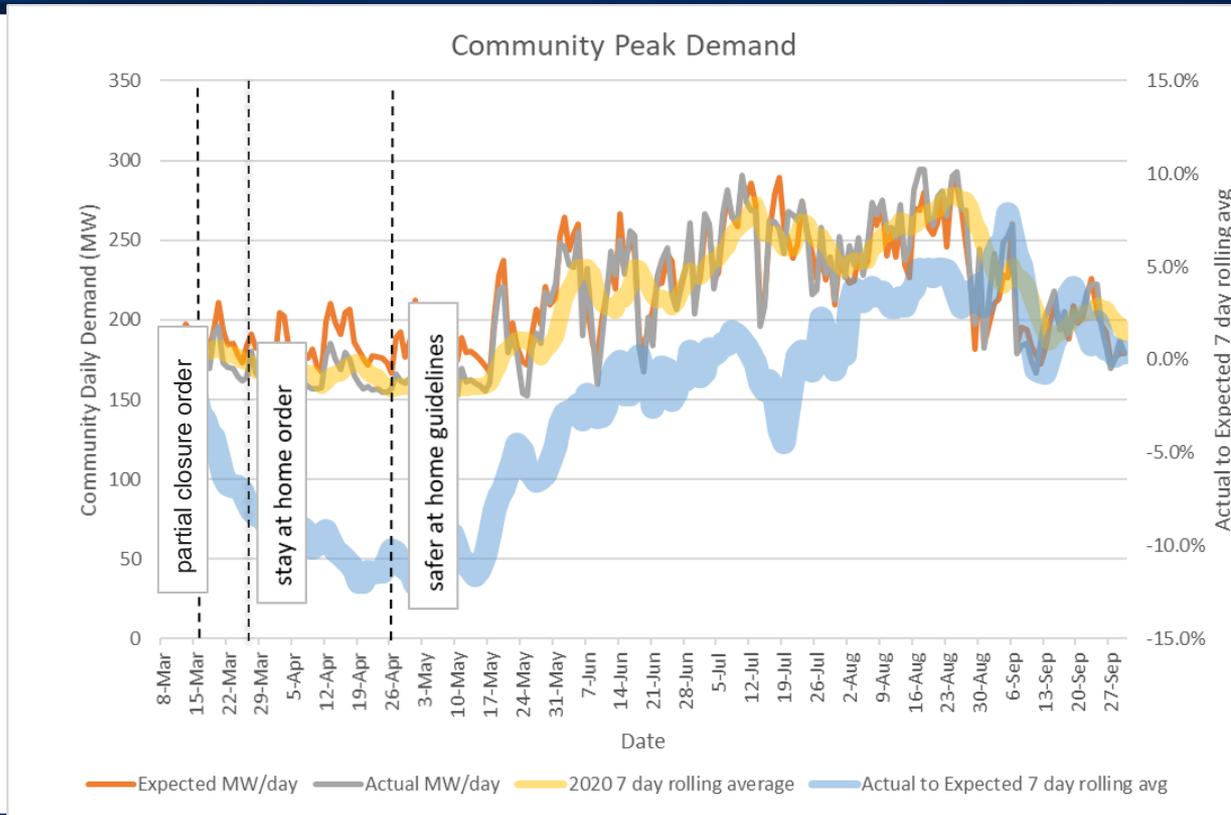
# Community electricity use



**Notes:**

- Total use lower by ~5% from March 26 to September 30
- The data shows that use is trending back towards expected levels. The last seven days use was ~3% lower than the expected value.

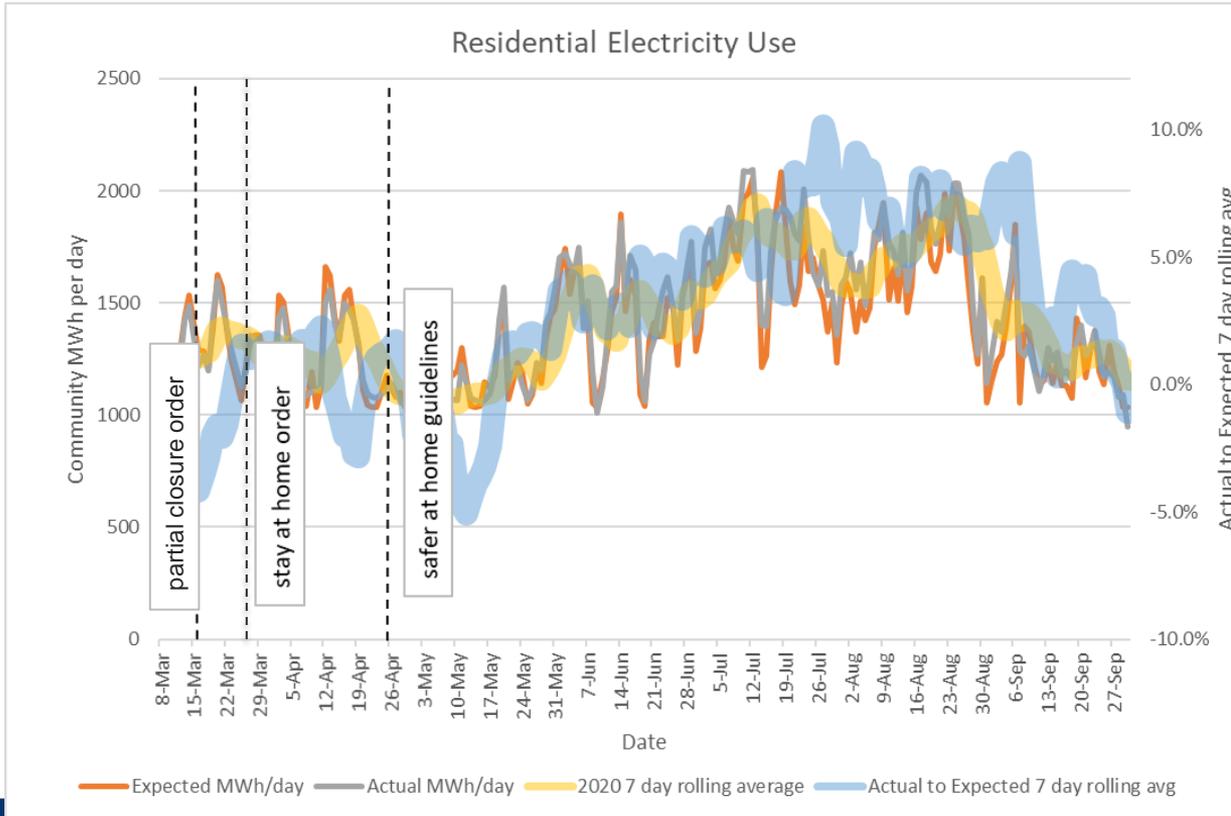
# Community Peak Demand



## Notes:

- Peak demand averaged lower by ~2% from March 26 to September 30
- The data shows that peak demand is trending back towards expected levels. The last seven days use was within ~1% of the expected value.

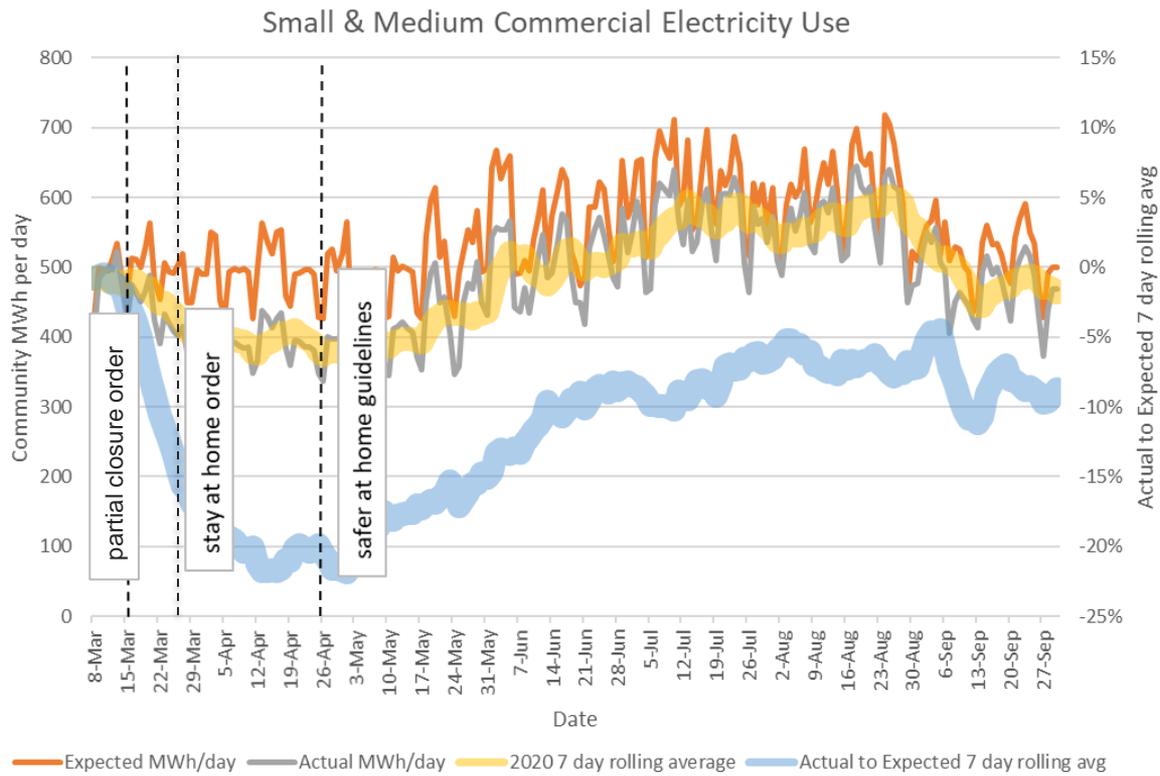
# Residential electricity use



**Notes:**

- Residential electricity use higher by ~3% from March 26 to September 30
- The data shows that residential use is trending higher compared to expected levels. The last seven days use was ~1% lower than the expected value.

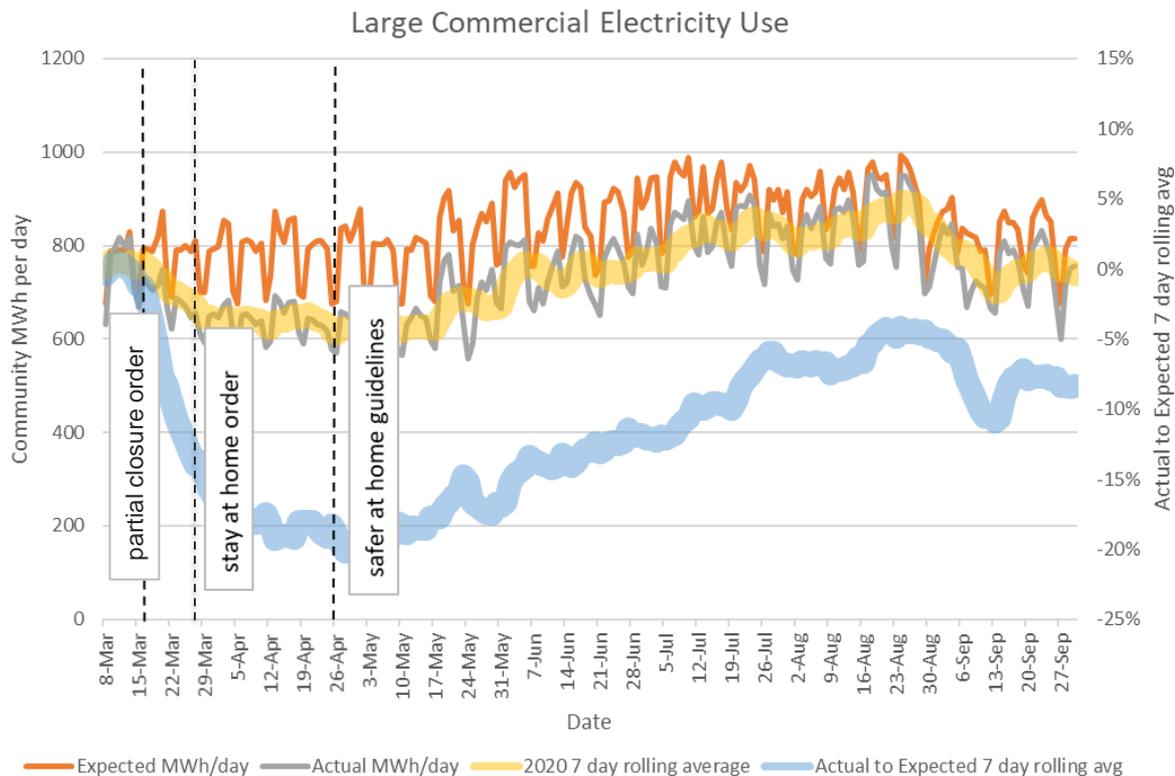
# Small/medium commercial electricity



## Notes:

- Small/medium commercial use lower by ~12% from March 26 to September 30
- The data shows that use remains lower than expected levels. The last seven days use was ~8% lower than the expected value.
- Includes E200 and E250 rate classes (aka GS and GS25)

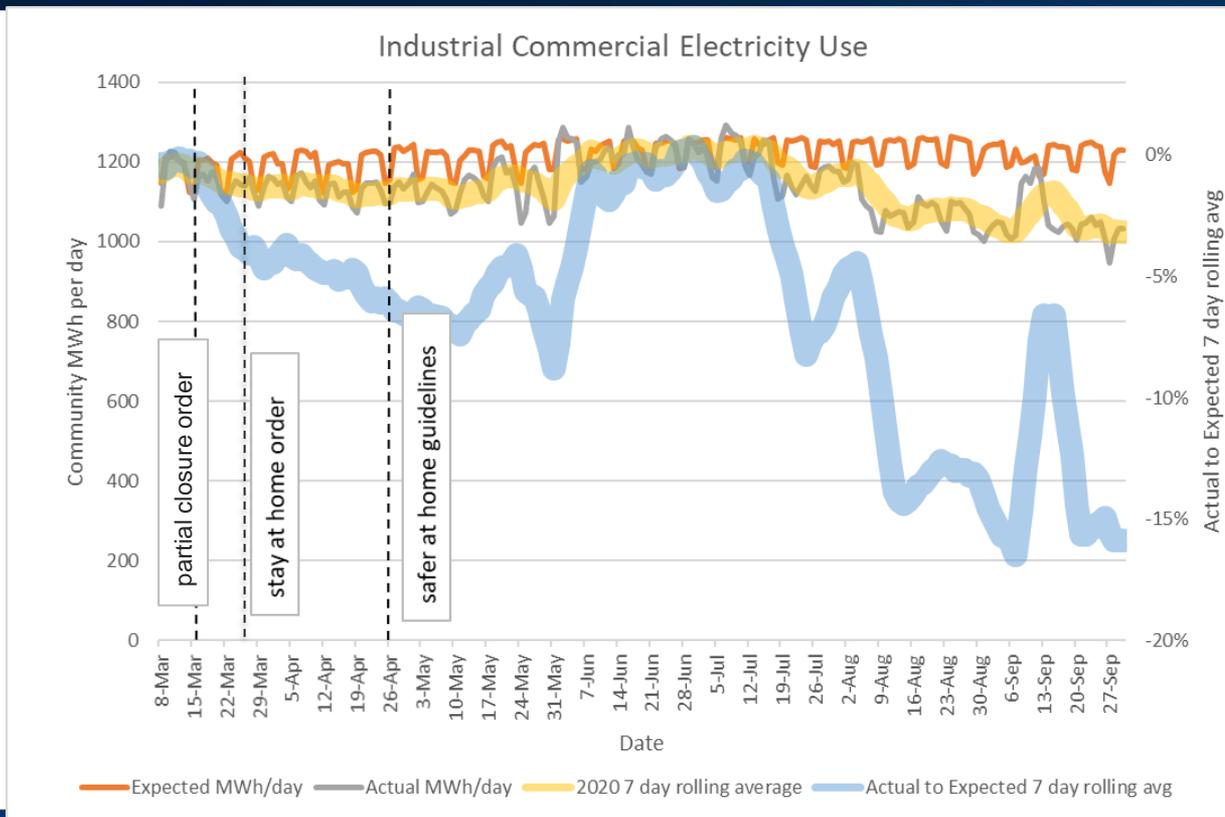
# Large commercial electricity use



## Notes:

- Large commercial use lower by ~12% from March 26 to September 30
- The data shows that use remains lower than expected levels. The last seven days use was ~8% lower than the expected value.
- Includes E300 rate class (aka GS50)

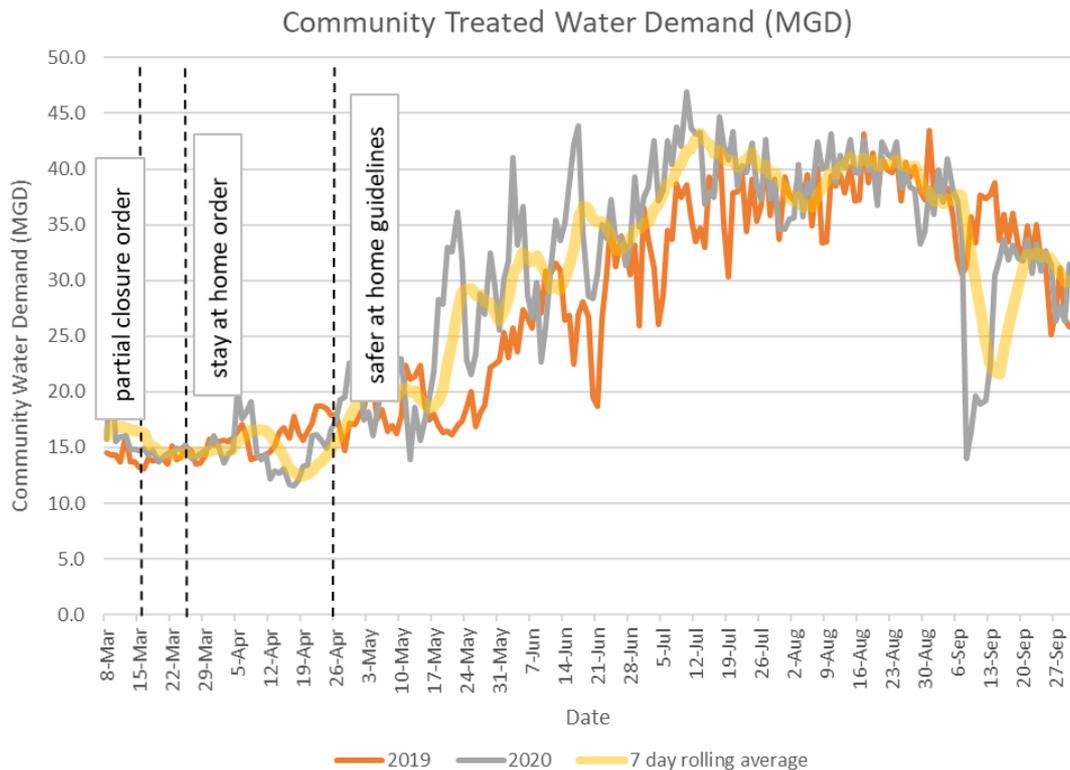
# Industrial commercial electricity use



## Notes:

- Industrial commercial use variable and lower by ~7% from March 26 to September 30
- The data shows that use is highly variable. The last seven days use was ~16% lower than the expected value.
- Usage variability due to process related changes with causes unknown
- Includes E400 and E600 rate classes (aka GS750 and Substation)

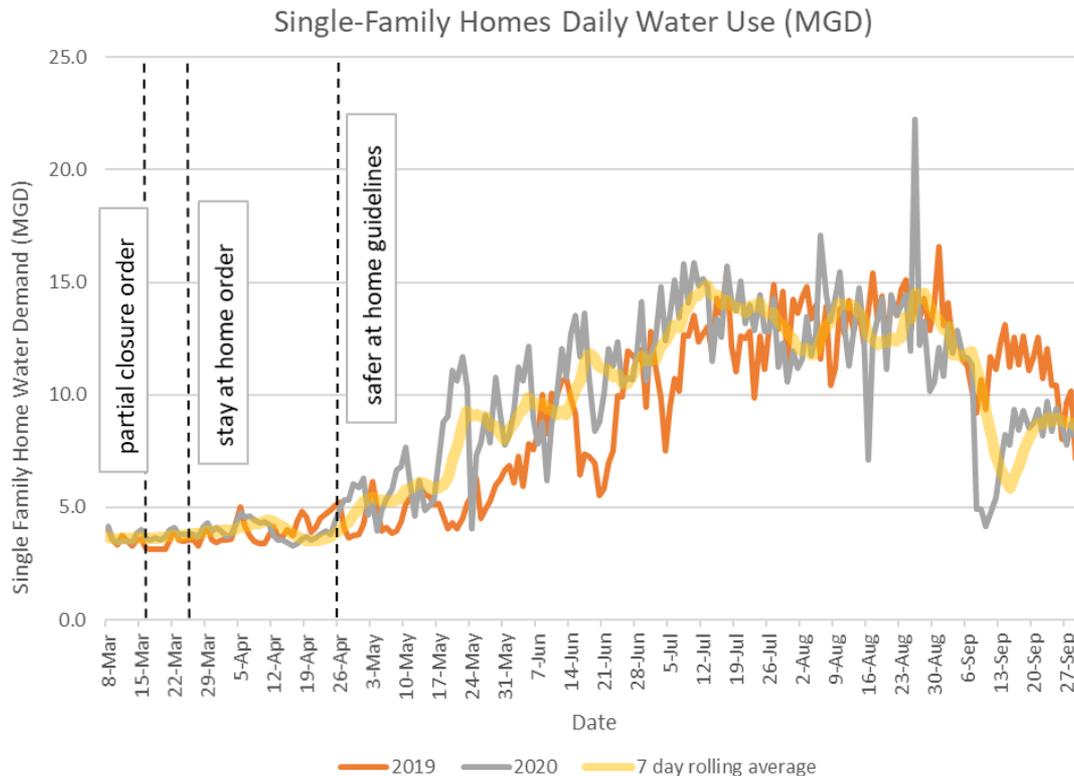
# Community treated water demand



## Notes:

- Treated water demand from March 26 to September 30 was higher by ~ 6% compared to 2019

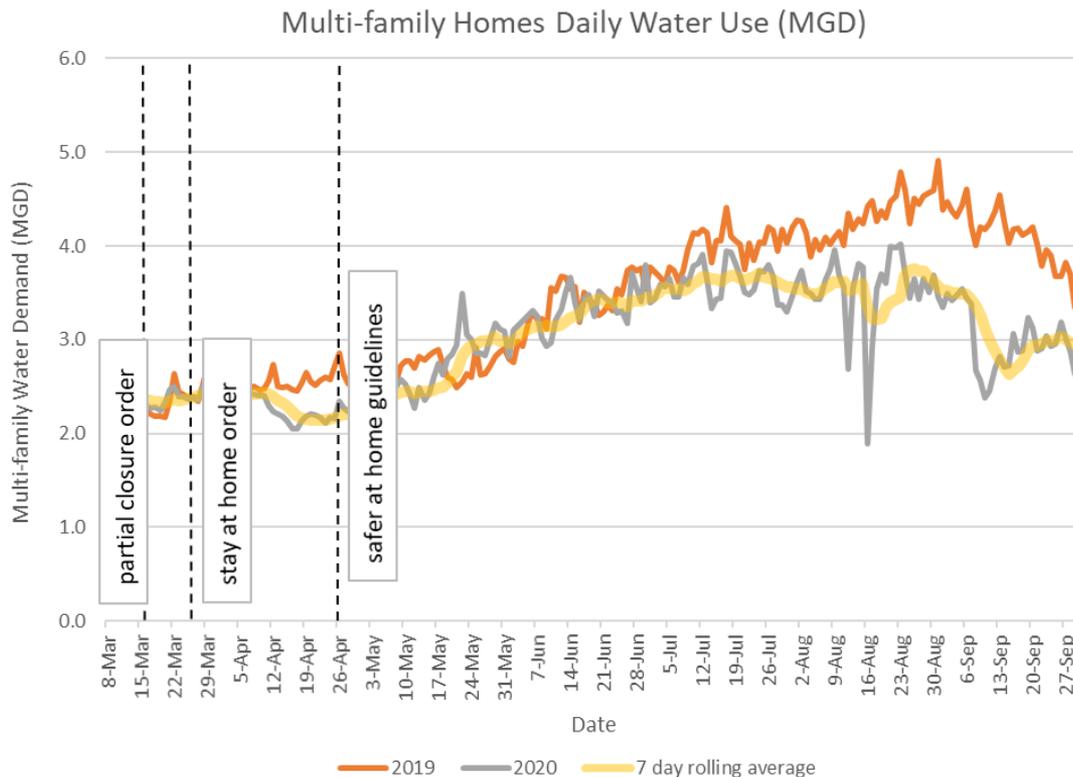
# Single-Family Homes daily water use



## Notes:

- Daily water use was higher by ~ 5% from March 26 to September 30 compared to 2019
- Data is not weather normalized
- Includes single family and duplex homes

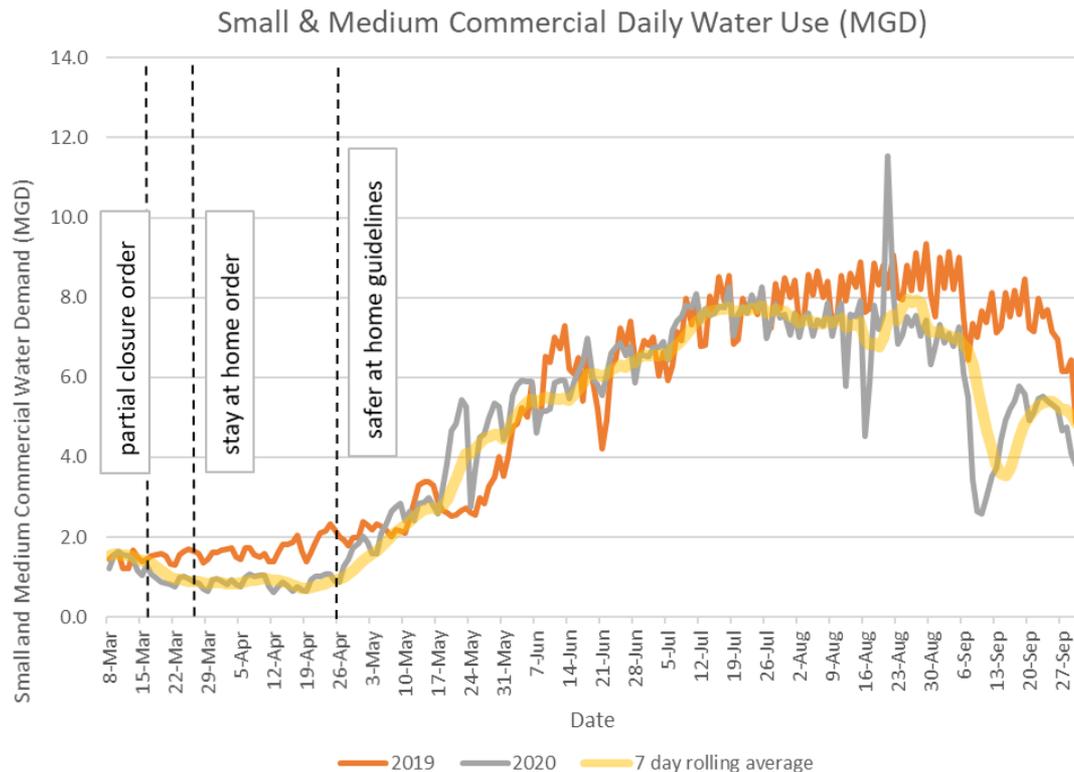
# Multi-family homes daily water use



Notes:

- Daily water use was lower by ~ 12% from March 26 to September 30 compared to 2019
- Includes multi-family properties
- Data is not weather normalized

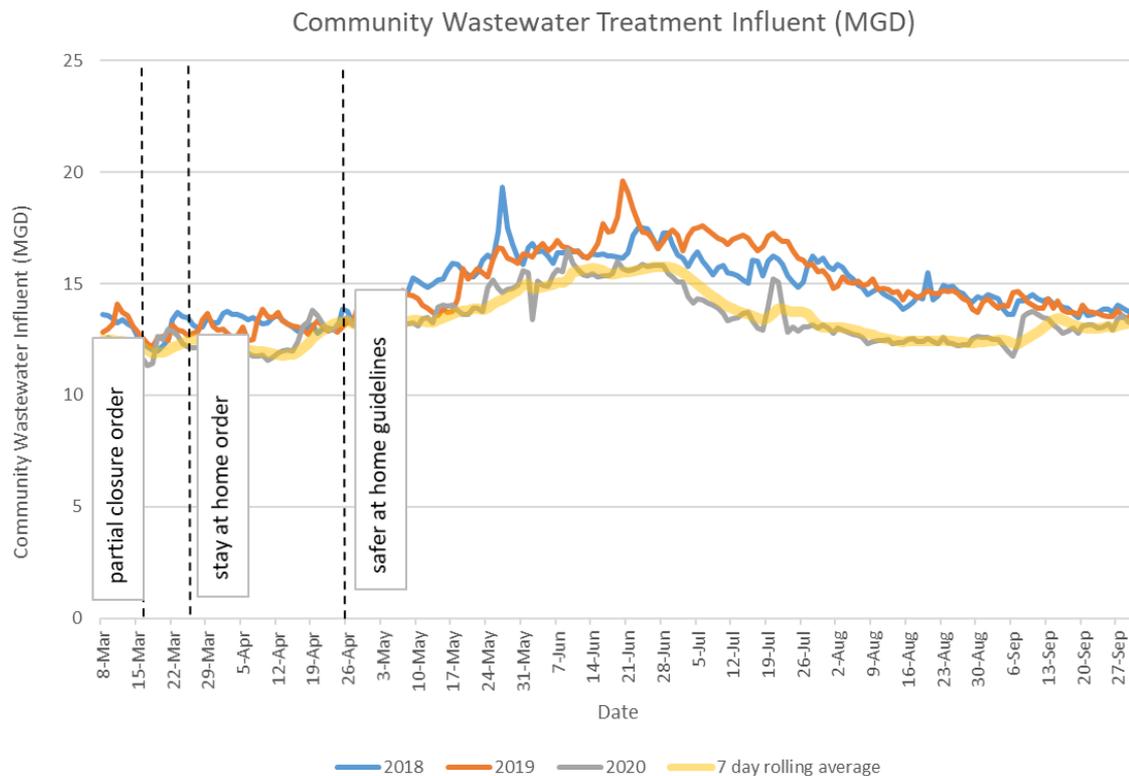
# Small & medium commercial daily water use



## Notes:

- Daily water use was lower by ~ 11% from March 26 to September 30 compared to 2019
- The data shows that use is trending back towards typical levels
- Data is not weather normalized
- Includes smaller water tap sizes (3/4" to 2")

# Community wastewater influent flow

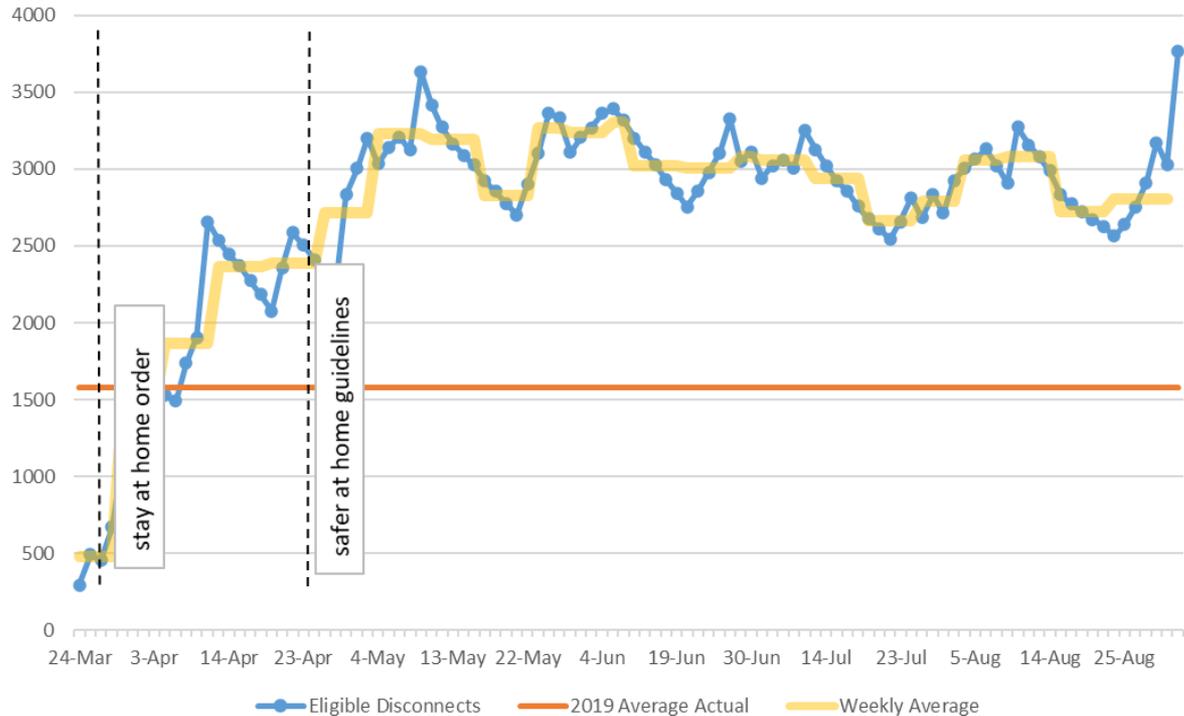


Notes:

- Wastewater influent flow was lower by ~ 10% lower compared to the 2018/19 average

# Non-payment Disconnect Information

Eligible Accounts - Disconnect for Non-Payment



Notes:

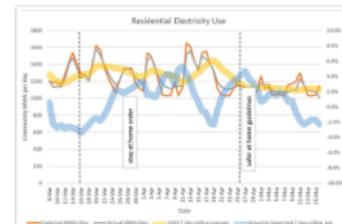
- Weekly average data from March 26 to September 30
- The final entry is an early October monthly total. Due to an error, daily September data is not available.
- The total number of accounts had been trending slowly downward since a peak in May, even though mailing of disconnect notices was suspended
- Due to peak season for property move ins and outs, September shows a significant increase.
- Customers with past-due accounts received letters urging payment assistance twice in recent months.
- Customers may now apply for CARES act funding to help pay account balances (3,768 postcards were sent this week)
- Disconnect notices will resume in November for past-due accounts, with disconnections beginning approximately 10 days later.

## Monthly data and metric updates

- Reports available on Utilities website (<https://www.fcgov.com/utilities/covid-19>)

## Thanks to many staff who have contributed to this effort!

- Ongoing team: John Phelan, Michael Authier, Joe King, Jonathon Care, Pablo Bauleo, Abbye Neel
- Senior staff: Theresa Connor, Lisa Rosintoski, Lance Smith, Tim McCollough, Liesel Hans, Mark Kempton



### Utilities COVID-19 Dashboard

See how COVID-19 is impacting our electric and water use, as well as the amount of wastewater treated at our water reclamation facilities. Numbers are updated weekly and presented to Council monthly.

[View Dashboard](#)

## Electricity use by sector analysis notes:

- 2019 data (Jan-Dec) is used as the baseline with linear or parabolic weather normalization
- Weather normalization is split into weekday and weekend day types
- Premises in each rate class grouped based on classification in Q1 2020
- Uncertainty in the estimated usage is about 3% after systematic corrections
- Residential analysis does not account for vacant dwellings which may be impacted calculated averages

## Water use by sector analysis notes:

- Single-family sector also includes duplex home types
- Small and medium commercial sector includes tap sizes from  $\frac{3}{4}$  to 2 inches
- Larger and industrial sector not charted; usage appears to not be impacted by covid19
- Irrigation only water taps excluded
- Comparison is to similar period in 2019
- No weather normalization included