

How to Complete the Water System Information Page

Please see our quick guide below to complete the Water System Information page. You may also [click here](#) to watch a quick video about completing the water system information.

1. Retail Population Served

- This ONLY includes permanent residents served directly and should NOT include the population of any wholesale customers or seasonal/transient populations. The population is specifically used to estimate water demand projections in the regional and state water planning process so please make sure that the information is accurate.
- Population and Connection numbers are NOT the same. Population may be estimated by multiplying the number of connections by 3.

2. Retail Water Metered

- The number of Connections includes both active and inactive connections.
- Residential – Single-family Homes: A classification of housing where a single detached dwelling or separate house is a free-standing residential building and also includes duplexes.
- Residential – Multi-family Units: A classification of housing where multiple housing units for residents are contained within one building, or several buildings within one complex. A common form is an apartment building or condominiums. **Please include the number of UNITS within an apartment or condominium.**
- Institutional: The use of water by an establishment dedicated to public service, such as a school, university, church, hospital, nursing home, prison or government facility. All facilities dedicated to public service are considered institutional regardless of ownership. (Examples: educational services, health care, recreation, and public administration). **PLEASE DO NOT INCLUDE ANY REUSE SALES HERE.**
- Commercial: A place of business such as a hotel, restaurant, or office building. Commercial water use does not include water used for multi-family residences, agricultural, industrial, or institutional users. **PLEASE DO NOT INCLUDE ANY REUSE SALES HERE.**
- Industrial: The use of water in processes designed to convert materials of a lower order of value into forms having greater usability and commercial value, and the development of power by means other than hydroelectric, but does not include agricultural use. (Examples: mining, utilities, and manufacturing). Individual

industrial sales (larger than 10 million gallons) should also be listed on the previous "Sales" tab with the exception of any reuse sales. This value cannot be lower than the sum of the industrial sales under the "Sales" tab. PLEASE DO NOT INCLUDE ANY REUSE SALES HERE.

- Agriculture: Any use or activity involving agriculture, including irrigation. (Examples: agriculture, forestry, fishing and hunting). PLEASE DO NOT INCLUDE ANY REUSE SALES HERE.
- Reuse: The use of water that remains unconsumed after the water is used for the original purpose and before that water is either disposed, discharged, or otherwise allowed to flow into a watercourse, lake, or other body of state-owned water.
- Retail Water Un-Metered: Un-metered retail water is any water not billed/metered. (Examples: back-flushing, line-flushing, and fire department use).

Notes

- The Total Retail Volume cannot be greater than the Intake Total from the "Intakes" tab. Water that went out of the system during the year cannot be greater than the water that entered the system for the year. This will result in an error when attempting to submit the survey online.
- For industrial retail metered water volumes, please include large industrial sales (> 10 million gallons per year) also reported in the "Sales" tab in the Industrial sales category.
- If you have Reuse Water, please include your total reuse volume under the "Intakes" tab as well.
- Please leave any other important information (i.e., a large increase/decrease in water used compared to the previous year, any line breaks, etc.) for your water system in the Remarks.

Common Questions and Answers

Q: We have houses and apartments with 2 meters- one domestic and one irrigation. How do we count these?

A: Please count only one meter for each Single Family Home or Multi-Family Unit, but report both volumes in the volume used for the applicable category.

Q: How do you count RV park connections?

A: If the RV park serves primarily as permanent residence, count each RV as a unit under Multi-Family category. If it is a vacation/camping RV park, please count ONLY the master meter (1) as a commercial connection.

Q: How do I report retail water that is metered but not billed? i.e. City park irrigation.

A: Report these connections and volumes as institutional use.

Q: How do I report college apartments?

A: Report as 1 connection under institutional use if they are NOT permanent residence housing. If the college apartments serve as permanent housing with residents for the entire year, then report each unit in the multi-family category.

Q: How do I report a rehab facility that houses people temporarily but has a single meter?

A: Report this as 1 metered connection in the institutional use category. It is not permanent residence housing, so it does not get counted as residential use.

Q: How do I report water that is pumped from fire hydrants using temporary meters that are used for construction (dust control)?

A: Count this use as 1 commercial connection and report all water used in the commercial category. Please write a note in the remarks that there is 1 commercial connection that represents multiple temporary meters that connect to fire hydrants for construction purposes.

Q: My billing system doesn't break down the volumes per category, how should I report?

A: Please contact the Water Use Survey team and the Water Loss Audit team regarding this issue if you are submitting a Water Loss Audit as well. It may be case-specific.