

Pine Cove Water District

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To Whom it may concern:

It has come to our attention from our customers that some insurance companies are now requiring a leak detection system with automatic shut-off installed in homes. We at Pine Cove Water District wanted to take a moment to explain what we are currently doing to help monitor and respond to potential leaks.

We are in the middle stages of installing AMI (Advanced Metering Infrastructure) systems, which include new electronic read meters. With the current setup and software, we can monitor usage daily, down to each individual service connection. We can also identify continuous flows, which are huge indicators of a leak.

While our system does not allow for immediate automatic shut-off, we do have staff on call 24/7, who can respond within 20 minutes, per our Policy & Procedures and turn the water off. Our customers also continue to be water-wise, and many residents routinely shut off their service when leaving their home for extended amounts of time and during cold winter months.

We also have a leak reward program that encourages customers out on walks to report any sounds or visual leaks within their neighborhood to us, which we are then able to respond right away. A great example of our community working together to protect our water.

We are currently working with Fenix to get the system fully implemented. As with any newer technologies, there are some problems that arise. Our long-term goal is to offer a customer portal, so customers can monitor their own usage in real-time and address any problems, in addition to the daily monitoring that we already provide.

Thank you for your time and understanding as we continue to improve our system and services here at Pine Cove Water District.



Jeremy Potter
General Manager