

**FROM:** Corix Multi-Utility Services Inc. (CMUS), Panorama Water  
**DOCUMENT:** Response to Information Request  
**INFORMATION REQUEST NO:** 1  
**REQUESTOR NAME:** J. Bitonti  
**RESPONSE DATE:** March 31, 2023  
**REFERENCE NO:** 7915  
**APPLICATION NAME:** 2023-2026 Revenue Requirements & Rate Application

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## 1.0 Reference:

### Explanation:

Two Corix employees stated they had 3L/second of lost water on a single leak on panorama drive. They told me they treated 24L/second. This leak was on the homeowners side and they weren't even aware till the owner had the main shut off. If that's the case they may be able to find other leaks within the community to assist with cost saving.

### Request:

Can we request a report of how much water is treated vs metered?

### Corix Response:

Corix has provided information below, which shows the quantity of water treated and the quantity of water sold (i.e. water metered at customer premises) for 2022.

A: 2022 Water treated: 258,161 m<sup>3</sup>

B: 2022 Water sold (metered): 84,421 m<sup>3</sup>

C: 2022 Water Treated and not Sold: 173,740 m<sup>3</sup>

D: 2022 Water Leakage: 81,082 m<sup>3</sup>

E: 2022 Unaccounted for Loss: 92,658 m<sup>3</sup>

### 2022 Water Leakage

Leak detection conducted at Panorama from June 20-24, 2022.

- (a) Leak 1: Service line for 1772 Greywolf Drive – estimated at 2 liters/second.
  - a. This service line was repaired October 12<sup>th</sup>, 2022. This leak accounted for approximately 44,582 m<sup>3</sup> in 2022.
- (b) Leak 2: Fire hydrant at 2050 Summit Drive – estimated at 100 m<sup>3</sup> /day.
  - a. Estimated to account for 36,500 m<sup>3</sup> annually.
  - b. Due to location outside of the ski area day lodge (Ski Tip), this leaking fire hydrant will be addressed during the upcoming off season (April – May 2023).
- (c) Total identified annual leakage = 44,682 m<sup>3</sup> + 36,500 m<sup>3</sup> = 81,082 m<sup>3</sup> (estimated)

2022 Unaccounted for Loss

The 2022 unaccounted for water loss represents 36% of the supply. Please note that this unaccounted for loss includes fire department hydrant use; water distribution system flushing; and other unidentified leaks. Volumes of water used by the fire department through hydrants and used for water distribution system flushing cannot be metered and reasonably measured.

Please note that water leakage does not have a material impact to costs since it only impacts some variable costs, such as the quantity of chemicals used for water treatment or electrical costs associated with pumping. The majority of the costs in the utility's revenue requirements are fixed costs that do not vary with the volume of water treated. This is reflected in the estimated customer bill impacts, which show that variable charges account for approximately 38% of the total annual bill for a typical residential customer (see Schedule 13 in the Application).