

# FAQ – Water

## **BACKGROUND**

### **What is KMPUD's water service area?**

KMPUD provides all potable water consumed in the Kirkwood Valley Area, from drinking water to irrigation water.

### **What is KMPUD's water source?**

Our water comes from four groundwater wells owned by KMPUD and located on the edges of the Kirkwood meadow. These wells have a combined peak production of 225 gallons per minute.

### **What infrastructure does KMPUD have for water?**

Water is stored in two large tanks – one is under Chair 5 halfway up, the other is above the end of Dangburg Drive. They have a combined capacity of 950,000 gallons. Water is pumped to these tanks, then water is distributed by gravity to our customers through five miles of pipes between four and ten inches in diameter.

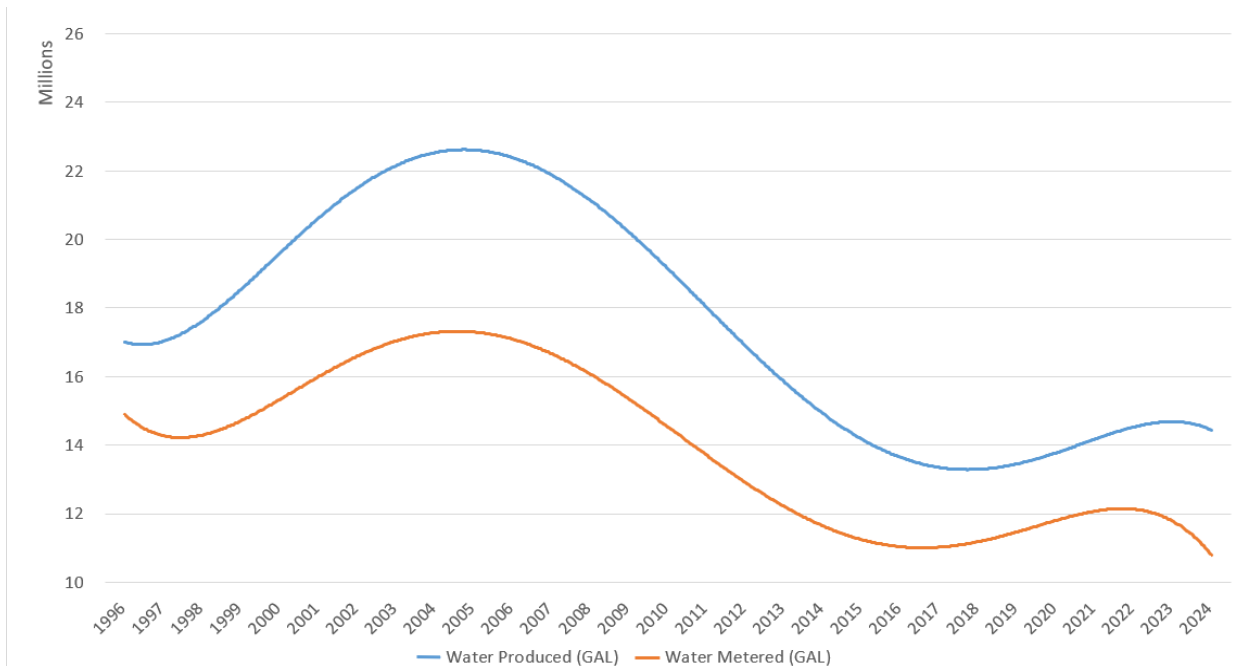
In recent years, KMPUD's total water production has been 13 to 16 million gallons annually, typically 1.5 million gallons per month in peak winter and 0.9 million gallons per month off-season.

### **What about snowmaking?**

KMPUD only provides water for snowmaking at the Timber Creek base area. The rest of the water used for snowmaking comes from Caples Lake through a pump and piping system owned by the Ski Resort.

### **How is water production and usage trending?**

Water production and metered usage have both been trending typically lower over the past 10-20 years, with a notable increase in both production and metered during the COVID years. This can be attributed to the increased adoption of water efficient fixtures and a focus on consumer conservation.



**Does KMPUD have sufficient water for build-out of Kirkwood?**

Water sources are considered sufficient for the near term, but should growth continue, eventually a new well will likely be needed in the next 5 to 15 years. Improvements will be addressed in the Water Master Plan and built as needed.

**Are there major infrastructure improvements planned for water service?**

Yes, KMPUD plans on recoating the water storage tanks and reconstructing the well buildings.

**How many water customers does the KMPUD serve?**

There are nearly 900 water connections, with approximately 700 residential or commercial, and 170 irrigation meters.

**How do we assess Kirkwood’s water quality?**

KMPUD Staff tests various chemicals, minerals, and bacteria on a weekly, monthly, and annual basis to verify compliance with our permit, State, and Federal regulations. We are below all primary constituent thresholds as defined by the State.

Annually, KMPUD releases its Consumer Confidence Report (“CCR”) which summarizes these test results. KMPUD provides safe, reliable drinking water and we’re proud of the water we supply.

The latest CCR is available <https://www.kmpud.com/wp-content/uploads/Kirkwood-Meadows-Public-Utility-District-2023-Consumer-Confidence-Report-CA0210002.pdf> .

**What’s the water pressure in the system?**

Due to the mountainous terrain, there is no single “answer”. Water pressure varies from home to home based on the elevation of your lot, the size of piping feeding your home,

and the number of nearby connections. Generally, the pressure ranges from 90 PSI Static to 125 PSI Static. The California Plumbing Code states that "Water pressure at the point of use must be no less than 15 psi and no more than 80 psi. If the pressure exceeds 80 psi, a pressure regulator is required." Normal indoor water pressure ranges from 45-65 psi.

**How should homeowners guard against water leaks and emergencies?**

Can you locate your water shut-off? It is critical that homeowners know the location of all their water shutoff valves, inside and outside of the home. A broken water line or fixture can lead to serious property damage and an expensive water bill. Most homes have a shutoff valve inside of the house, where the water enters the home that will isolate water for virtually the entire residence, which should be accessible to the homeowner or plumber. Knowledge of the location of these valves is critical for protecting your home. There are several different types of shutoff valves. Homeowners need to be aware of all shutoff valves and their locations and ensure that access to these valves is always available in the event of an emergency. Gate valves, as shown below, are typically located within the house, and are shut off by turning the handle clockwise until it is fully closed.



**What are “System Losses” in KMPUD’s monthly water production report?**

We lose roughly 10-15 percent of water production in the form of system losses. Losses typically stem from unmetered usage (such as fire hydrant testing, system flushing, and theft). Minor leaks in the system are also part of the calculated losses.

**Kirkwood Meadows Public Utility District  
Water Production  
2023/2024**

	JULY	AUG*	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	2023/2024 Totals YTD
<b>Total Production (Gallons)</b>	1,043,469	1,053,787	500,124	593,660	650,327	1,738,288	2,172,342	1,665,658	1,764,339	1,170,874	525,290	512,520	13,390,678
<b>Actual Metered (Gallons)</b>	936,034	653,617	487,315	475,347	649,316	1,507,198	1,844,000	1,616,727	1,389,515	1,006,180	415,581	413,048	11,393,877
<b>Budgeted Metered (Gallons)</b>	828,957	754,015	504,635	464,467	555,840	1,420,009	1,643,586	1,343,715	1,387,024	714,229	354,448	354,449	10,525,376
<b>Total System Losses (Gallons)</b>	107,435	400,170	12,809	118,313	1,011	231,090	328,342	48,931	374,824	164,694	109,709	99,472	1,996,801
<b>Identified System Losses - (Estimated Gallons)</b>													
District Facility Use	12,000	12,000	12,000	12,000	12,000	12,000	12,000	13,000	13,000	13,000	21,000	14,000	158,000
Backwards Meter Reads	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	12,000
Discovered Leaks Before Meters	0	0	0	0	0	0	0	0	0	0	0	0	0
Fire Department	0	0	0	0	0	0	1,800	1,800	0	0	0	500	4,100
<b>Total Identified System Losses (Gallons)</b>	23,000	13,031	13,000	13,000	13,000	13,000	14,800	15,800	14,000	14,000	22,000	15,500	184,131
<b>Unidentified System Losses (Gallons)</b>	84,435	387,139	(191)	105,313	(11,989)	218,090	313,542	33,131	360,824	150,694	87,709	83,972	1,812,670
<b>% Unidentified System Losses (Goal 15%)</b>	8%	37%	0%	18%	-2%	13%	14%	2%	20%	13%	17%	16%	14%

\*Overflow at Lodge Tank

## **RATES / FINANCIALS**

### **What are the current Water Service rates?**

Current rates for all KMPUD utility services are available at <https://www.kmpud.com/departments/customer-service/rates/>

### **How are rates set for Water Services?**

Through periodic rate studies – generally, every 5 years – which are conducted through public hearings or regularly scheduled Board meetings and are open to the public.

### **What is the annual Water Services operating budget?**

It varies from year to year. Please see the current Operations Budget posted at <https://www.kmpud.com/about/financials/>

### **How much money is in the Water Services reserve fund?**

Reserves vary monthly but are included in the Board packets available at [kmpud.com](http://kmpud.com).

### **How do water rate calculations compare between residential and commercial customers?**

The average annual residential usage is 100 hundred-cubic-feet. All residential customers have their Equivalent Dwelling Unit (“EDU”) set at 1.0. All commercial customers’ average usage over the last three years is divided by this average to determine their EDU for the next year, with the minimum being 1.0.

### **Are the rates and reserve funds adequate to cover future infrastructure needs?**

Rates studies and KMPUD reserve policy generally provide sufficient capital to fund and/or finance projects anticipated over the next 5 years in the Capital Budget.

### **Can you explain each line item I see on my monthly Water Services bill?**

Base Rates generally pay for existing infrastructure and build reserves for future infrastructure.

Meter Charges build reserves for periodic replacement of meters.

Usage charges are applied to how many cubic-feet of water is used monthly.

## **CUSTOMER FAQs**

### **Can you temporarily turn off my water meter?**

Yes. The District requires a minimum notice of 24 hours to schedule staff. Crew are only available during normal business hours, 7:30 am – 3:00 pm, Monday – Friday.

There will be a \$50 fee to turn the off the meter and another \$50 fee to reconnect service (\$50 per occurrence).

If the meter needs to be exposed (e.g. dug out due to snow), there will also be a cost for District labor and equipment (staff labor costs vary depending on the staff member performing the work). This cost will vary based on staff billing rates. Equipment rates are based on the current Caltrans equipment rate guide. These rates do not include equipment operator labor costs.

**Is there a way I can see my water usage?**

Yes, The District provides information on your water usage when you sign into your KMPUD Account. Open the KMPUD website, click My Account and choose Meter Information. Click on the tab for Water, choose Hourly (or Monthly, Weekly, or Yearly), and tab Previous or Next to the day you want to view.

**Why did KMPUD contact me regarding a water leak at my residence?**

District personnel run a daily report that shows residence's property with constant water usage.

The customer or the property manager should investigate the leak at their home in a timely manner.

**Can the District investigate the leak in my home?**

No, any leak after the District meter is the customer's responsibility and the customer should retain a plumber for any needed investigation or repairs.

**I had a water leak, does the District offer a leak credit?**

Yes. The District offers leak credit for situations resulting from equipment failure or damage, provided there was not a leak credit issued in the last five years.

**When will my irrigation water be turned on / off?**

Customer Irrigation meters are normally turned on in June and turned off in October.

**How does the KMPUD communicate to me about the Water Department service?**

[Water Communications Policy](#)

**If I have questions about my individual electric bill, who do I contact?**

[info@kmpud.com](mailto:info@kmpud.com) or (209)258-4444