

## 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	✓

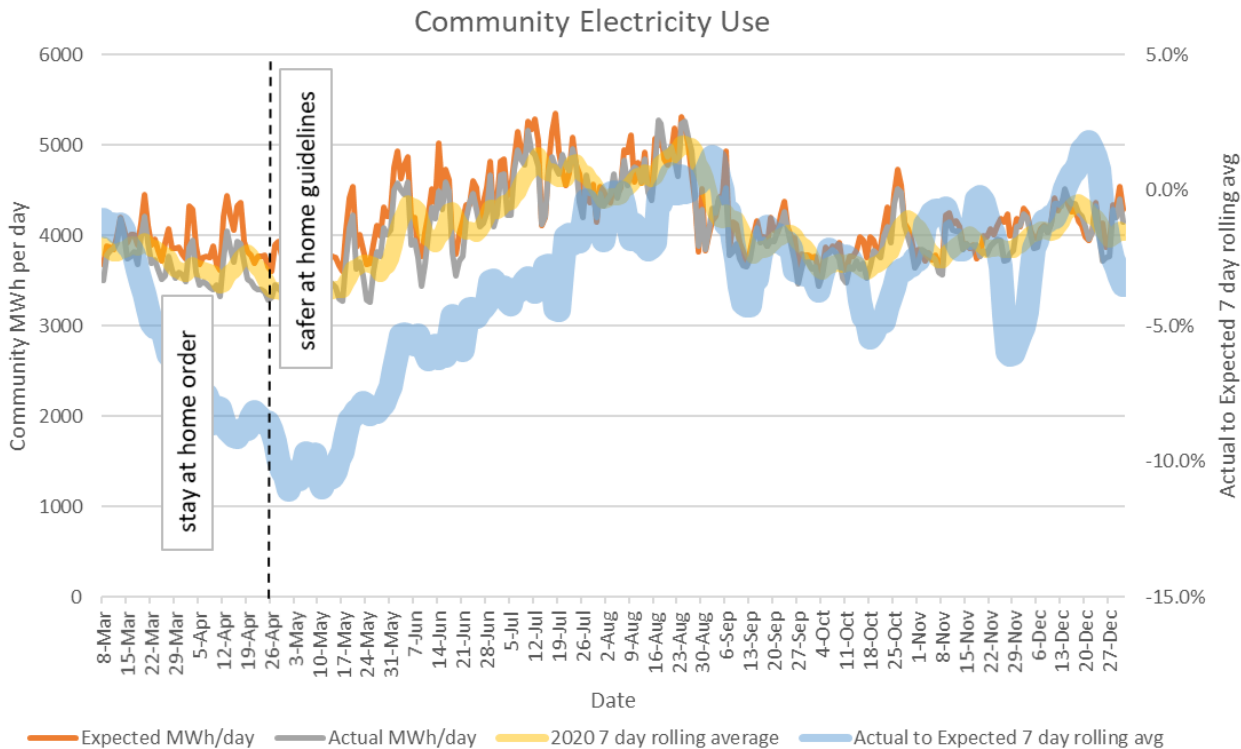
### Notes

- New this week
- Data through December 31

## Key takeaways (March 26 through December 31)

- Total electricity use (-4%) and peak demand (-1%) trending near expected values
  - Residential use was higher by 3%
  - Small / medium commercial was lower by 11%
  - Large commercial was lower by 11%
  - Industrial commercial use was highly variable and lower by 6%
  - Accounts eligible for disconnect were up 46% compared to 2019 average. Distribution of CARES Act funding has supported over 1350 customers with nearly \$550,000 to pay outstanding account balances
- Community treated water up ~ 6% and wastewater down ~ 8%
  - Single-family home water use up by ~6%
  - Multi-family home water use down by ~7%
  - Small and medium business water use down by ~10%
- Reports available at [fcgov.com/utilities/covid-19](https://fcgov.com/utilities/covid-19)

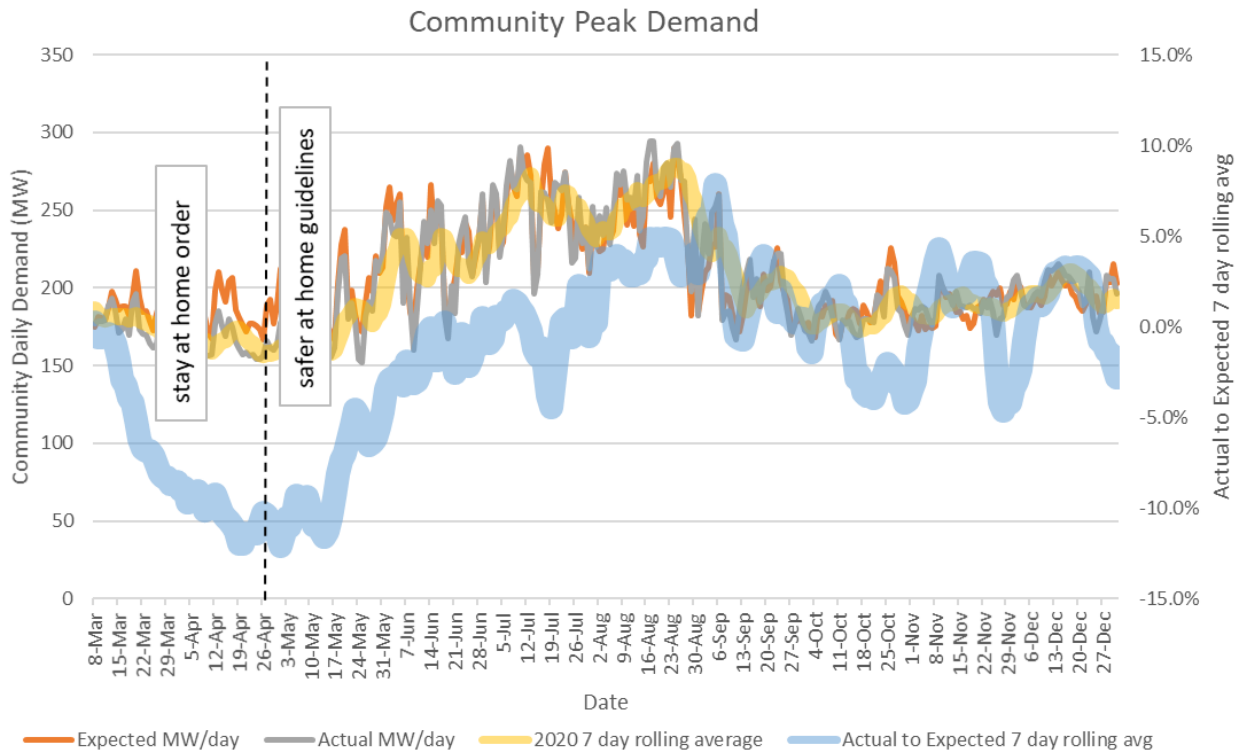
# Community electricity use



Notes:

- Total use lower by ~4% from March 26 to December 31
- The data shows that use is trending back towards expected levels. The last seven days use was ~4% lower than the expected value.

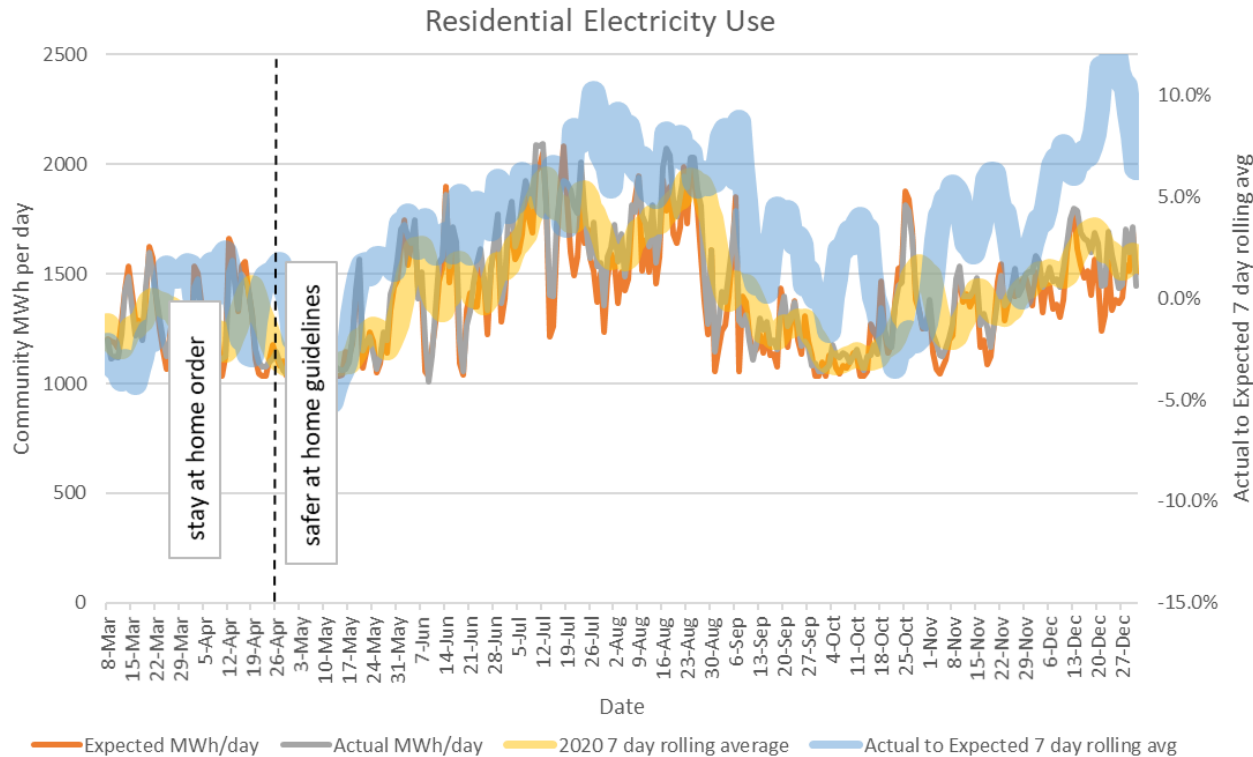




**Notes:**

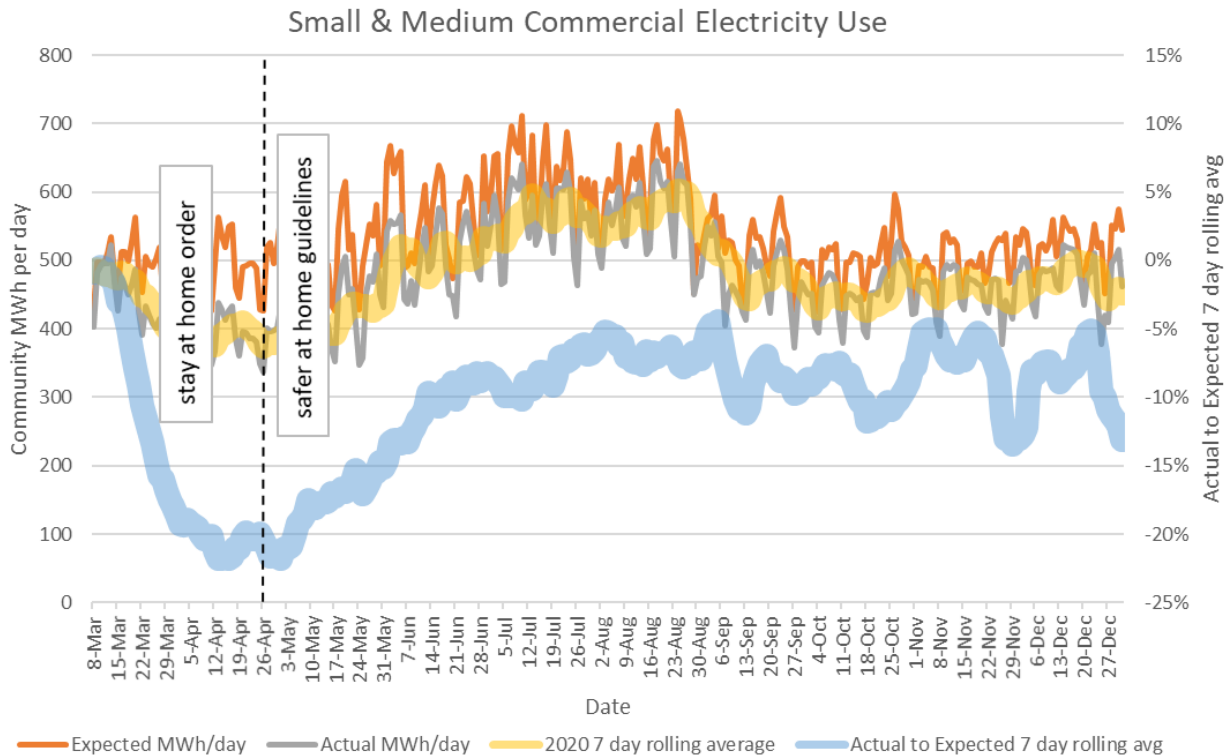
- Peak demand averaged lower by ~1% from March 26 to December 31
- The data shows that peak demand is trending back towards expected levels. The last seven days peak was ~2% lower than the expected value.

# Residential electricity use



## Notes:

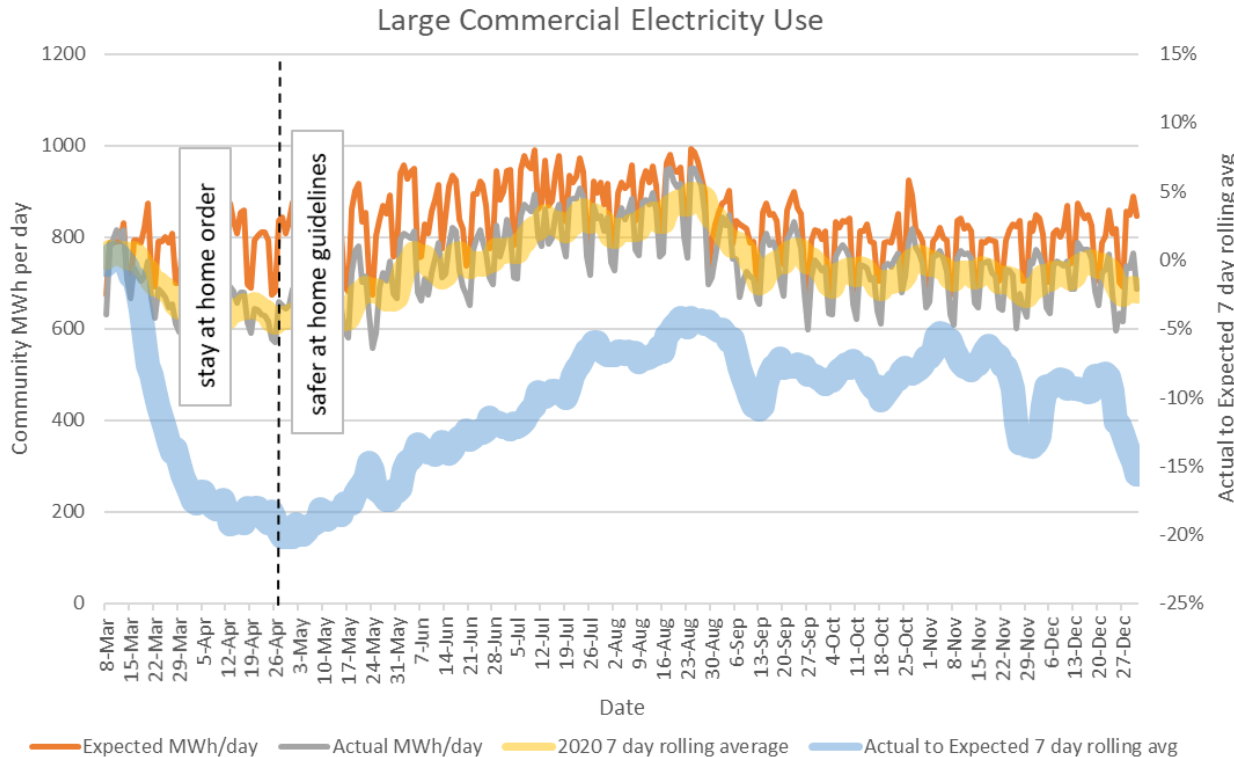
- Residential electricity use higher by ~3% from March 26 to December 31
- The data shows that residential use is trending higher compared to expected levels. The last seven days use was 5% higher than the expected value.



## Notes:

- Small/medium commercial use lower by ~11% from March 26 to December 31
- The data shows that use remains lower than expected levels. The last seven days use was ~13% lower than the expected value.
- Includes E200 and E250 rate classes (aka GS and GS25)

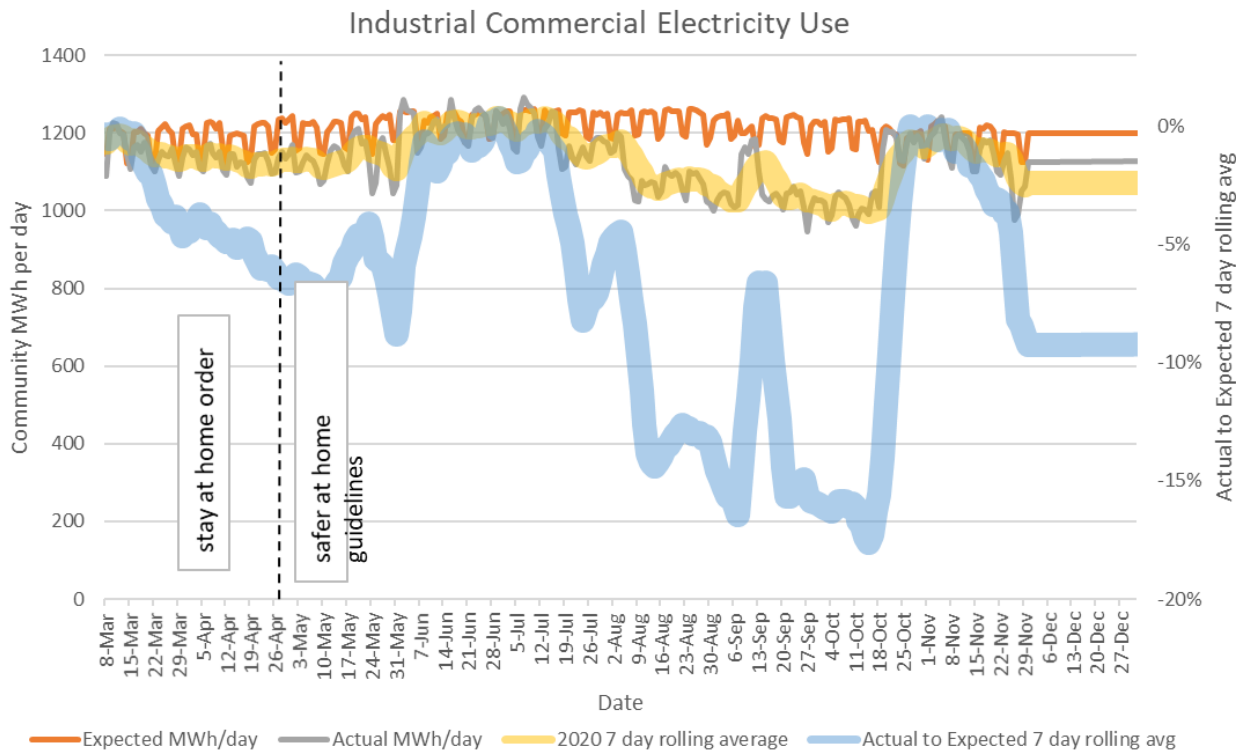
# Large commercial electricity use



## Notes:

- Large commercial use lower by ~11% from March 26 to December 31
- The data shows that use remains lower than expected levels. The last seven days use was ~16% lower than the expected value.
- Includes E300 rate class (aka GS50)

# Industrial commercial electricity use

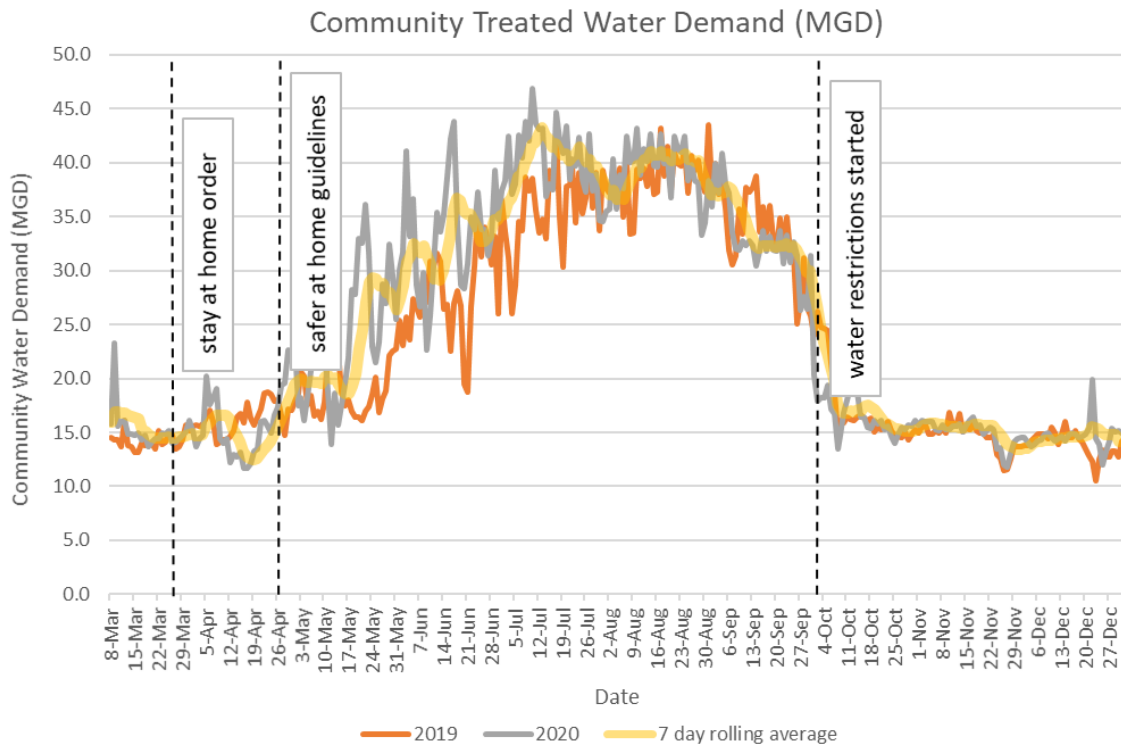


## Notes:

- Industrial commercial use variable and lower by ~6% from March 26 to December 31
- Usage variability due to process related changes with causes unknown
- Includes E400 and E600 rate classes (aka GS750 and Substation)



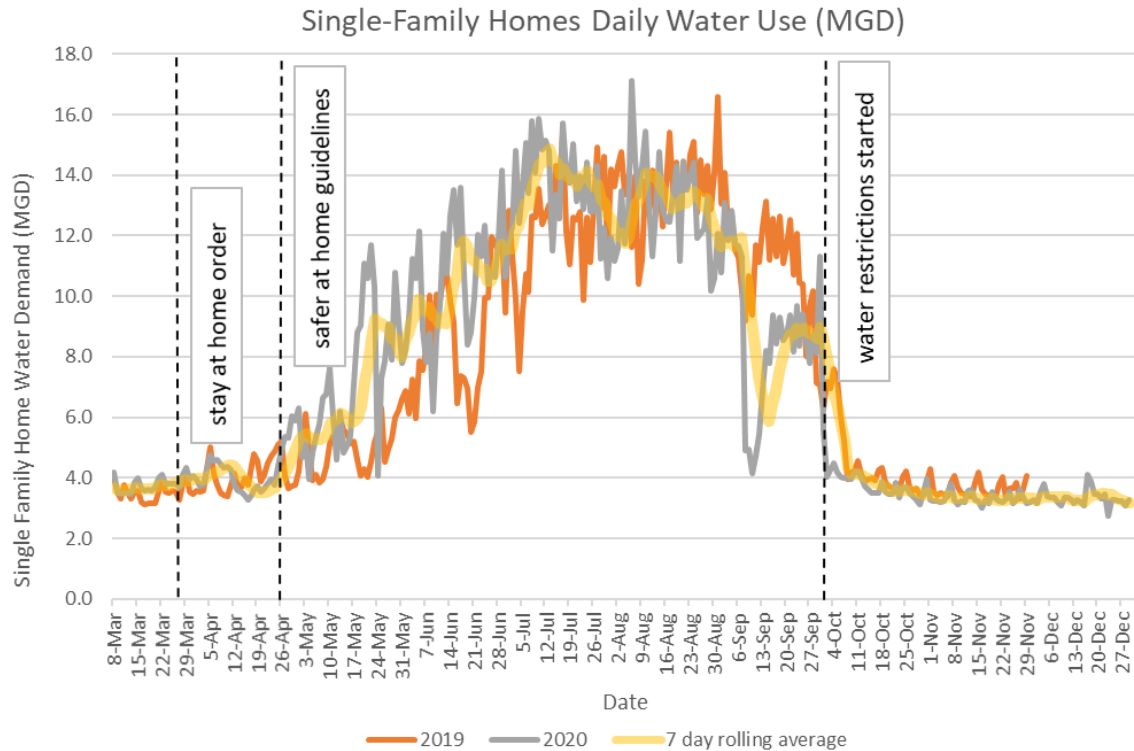
# Community treated water demand



## Notes:

- Treated water demand from March 26 to December 31 was higher by ~6% compared to 2019
- Data is not weather normalized
- Outdoor water restrictions in support of the Horsetooth Outlet Project from Oct 1 through Nov 10. Water use decreased 35% and reached the 15 million gallons daily target

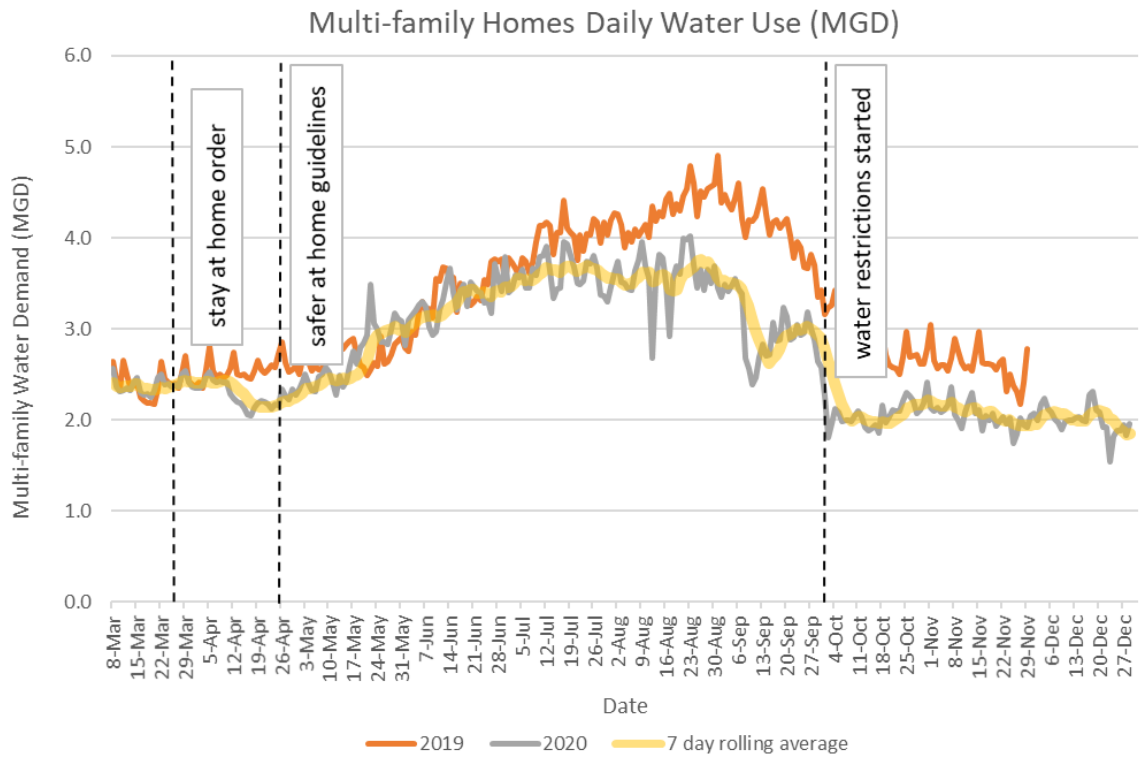
# Single-Family Homes daily water use



Notes:

- Daily water use was higher by ~ 8% from March 26 to December 31 compared to 2019
- Data is not weather normalized
- Outdoor water restrictions in support of the Horsetooth Outlet Project from Oct 1 through Nov 10. Water use decreased 35% and reached the 15 million gallons daily target
- Includes single family and duplex homes

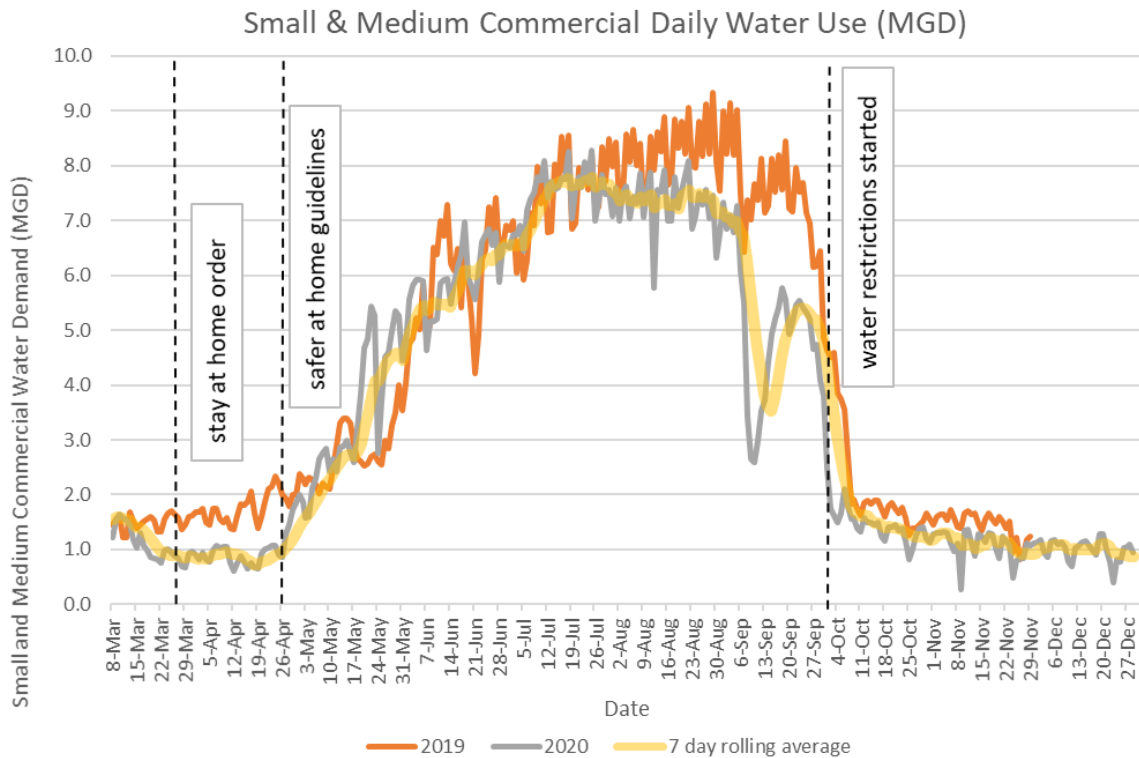
# Multi-family homes daily water use



## Notes:

- Daily water use was lower by ~ 7% from March 26 to December 31 compared to 2019
- Data is not weather normalized
- Outdoor water restrictions in support of the Horsetooth Outlet Project from Oct 1 through Nov 10. Water use decreased 35% and reached the 15 million gallons daily target
- Includes multi-family properties

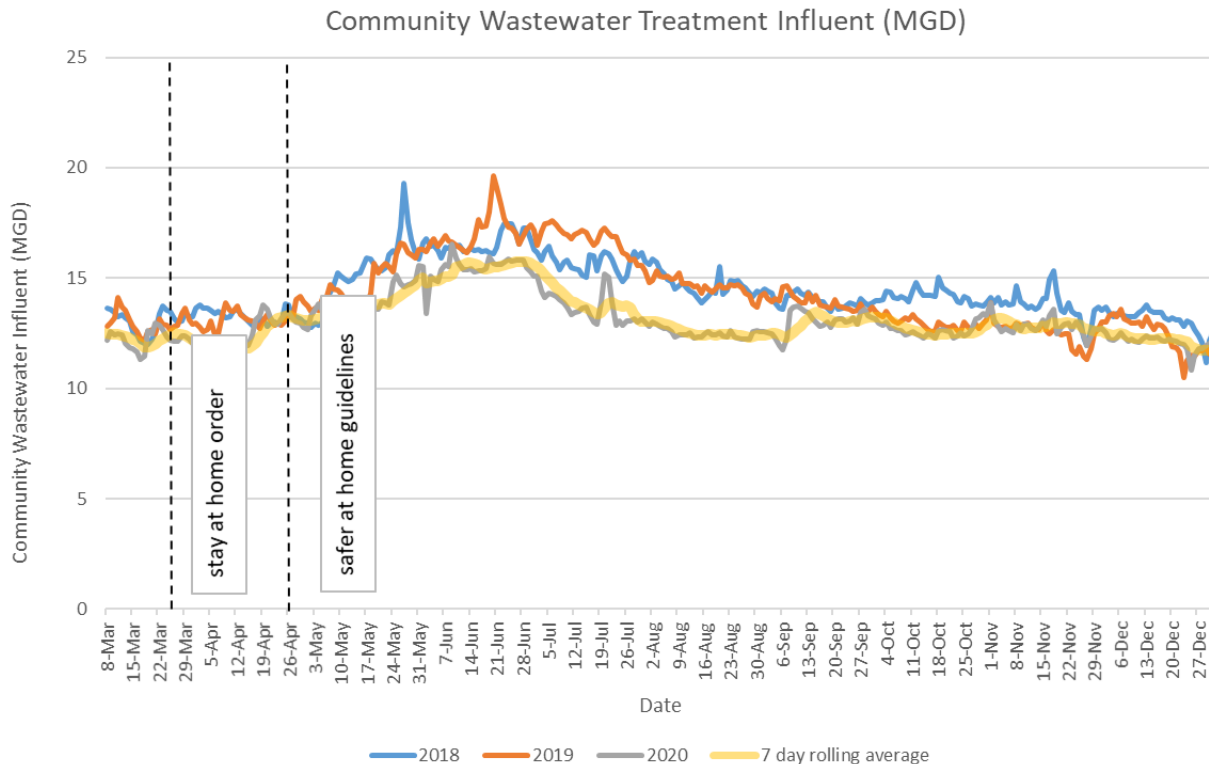
# Small & medium commercial daily water use



## Notes:

- Daily water use was lower by ~10% from March 26 to December 31 compared to 2019
- Data is not weather normalized
- Outdoor water restrictions in support of the Horsetooth Outlet Project from Oct 1 through Nov 10. Water use decreased 35% and reached the 15 million gallons daily target
- Includes smaller water tap sizes (3/4" to 2")

# Community wastewater influent flow



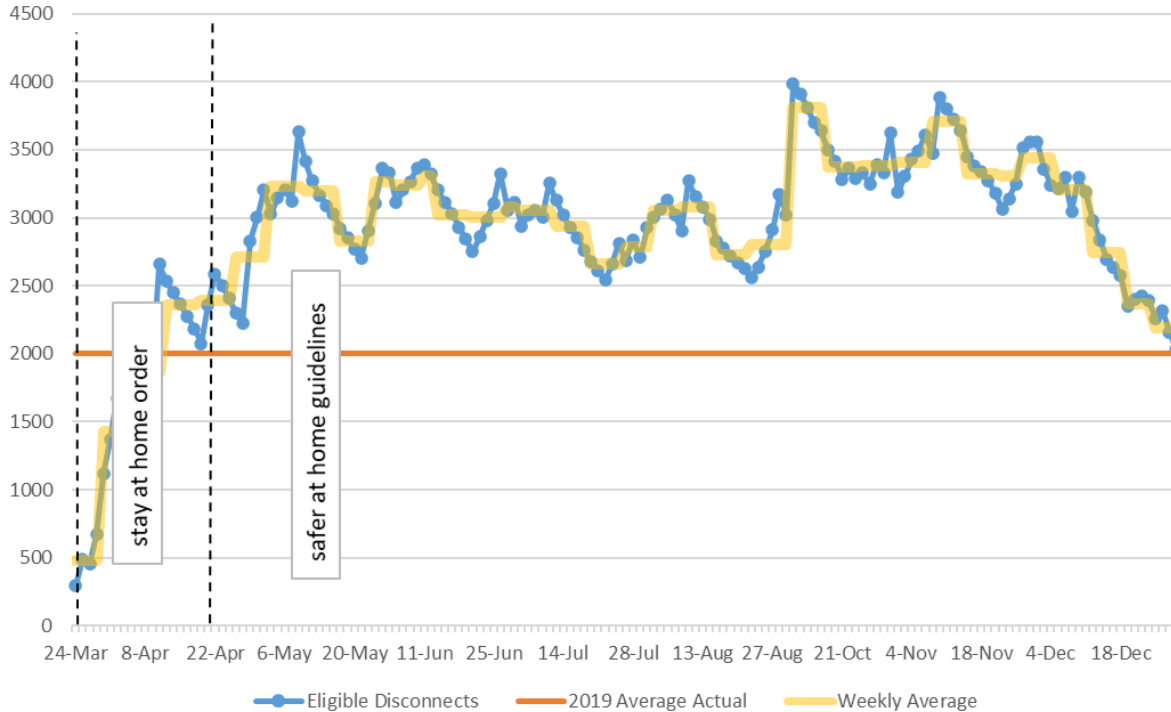
Notes:

- Wastewater influent flow was lower by ~8% lower compared to the 2018/19 average



# Non-payment Disconnect Information

Eligible Accounts - Disconnect for Non-Payment



Notes:

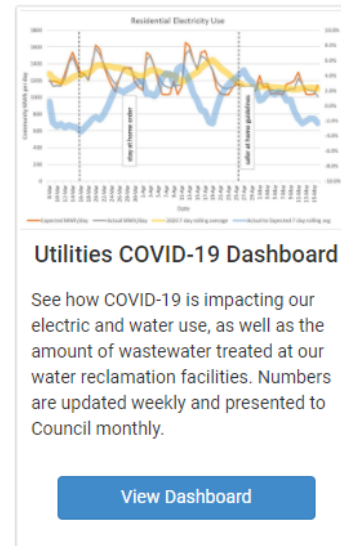
- Weekly average data from March 26 to December 31 is 46% higher than the 2019 monthly average
- Distribution of CARES Act funding has supported over 1350 customers with nearly \$550,000 to pay outstanding account balances related to COVID-19
- Late and reconnection fees have been waived since April
- Disconnect notices resumed in November for past-due accounts

## 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



## 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