

FY 2019 Budget Presentation



Presented by

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General Manager

September 4, 2018

Exceptional Customer Service



Exceptional Customer Service



- **90,000 Long Beach customer accounts**

Exceptional Customer Service



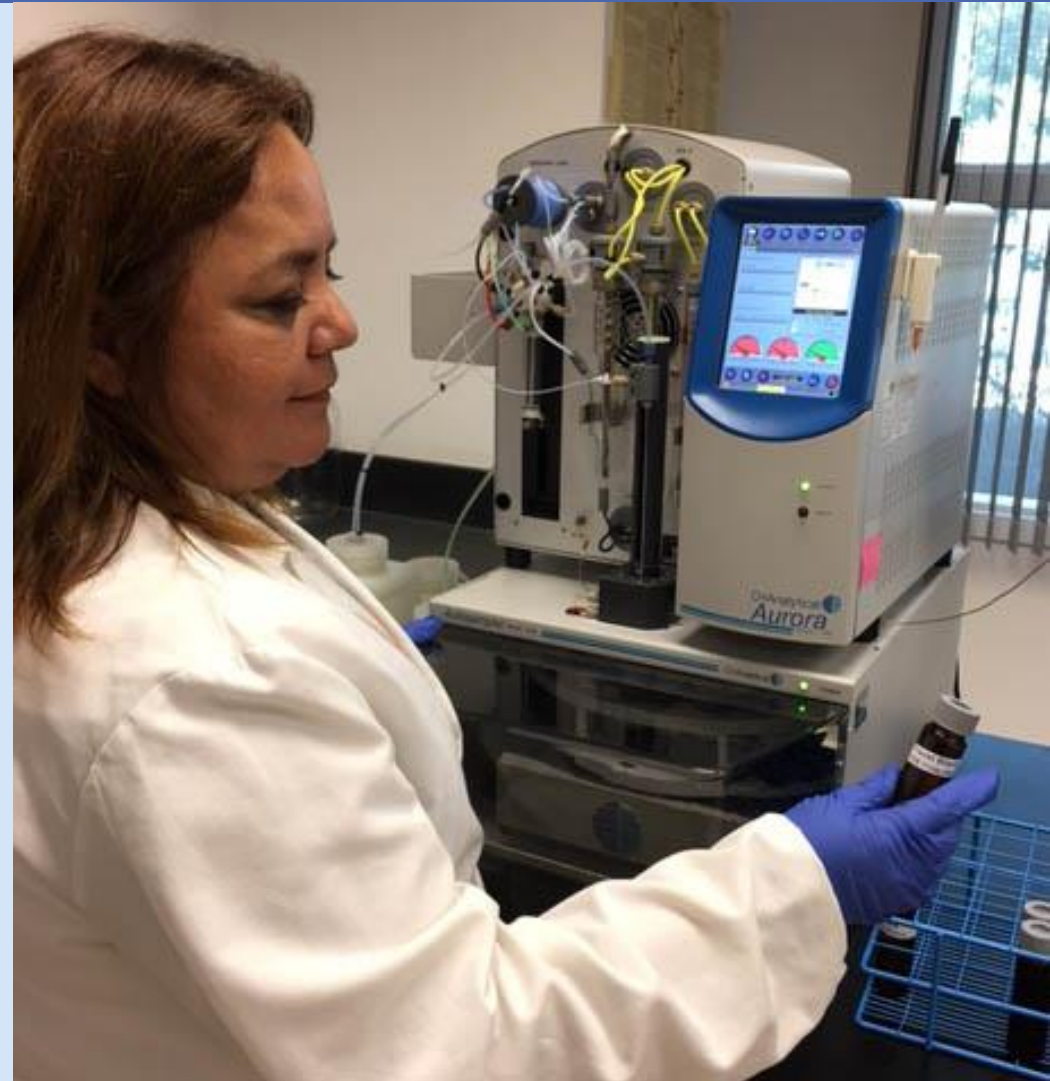
- **90,000 Long Beach customer accounts**
- **Staffed 24/7 for water and sewer services and emergencies**

Exceptional Customer Service



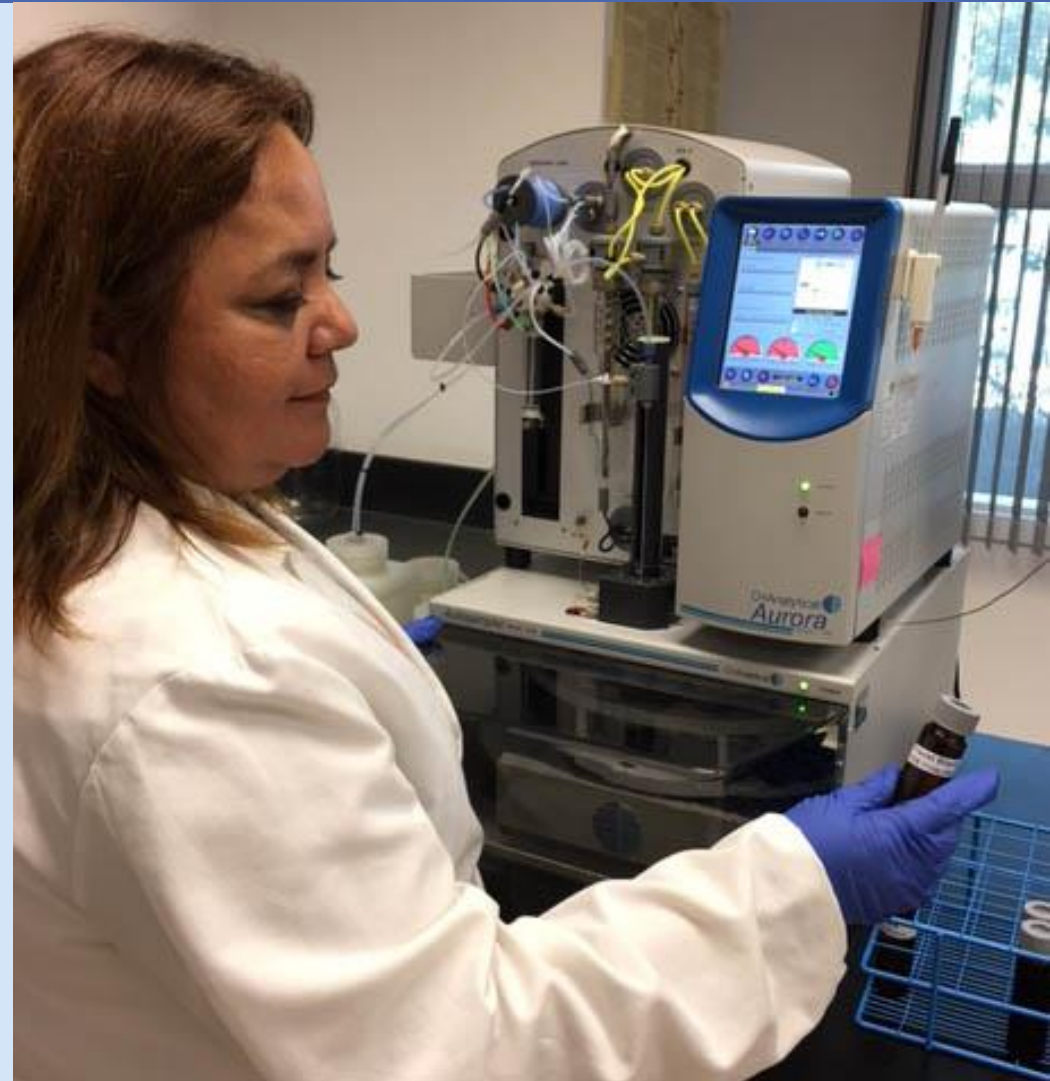
- **90,000 Long Beach customer accounts**
- **Staffed 24/7 for both water and sewer services**
- **Handle 10,000 water emergency service calls a year**

Exceptional Water Quality



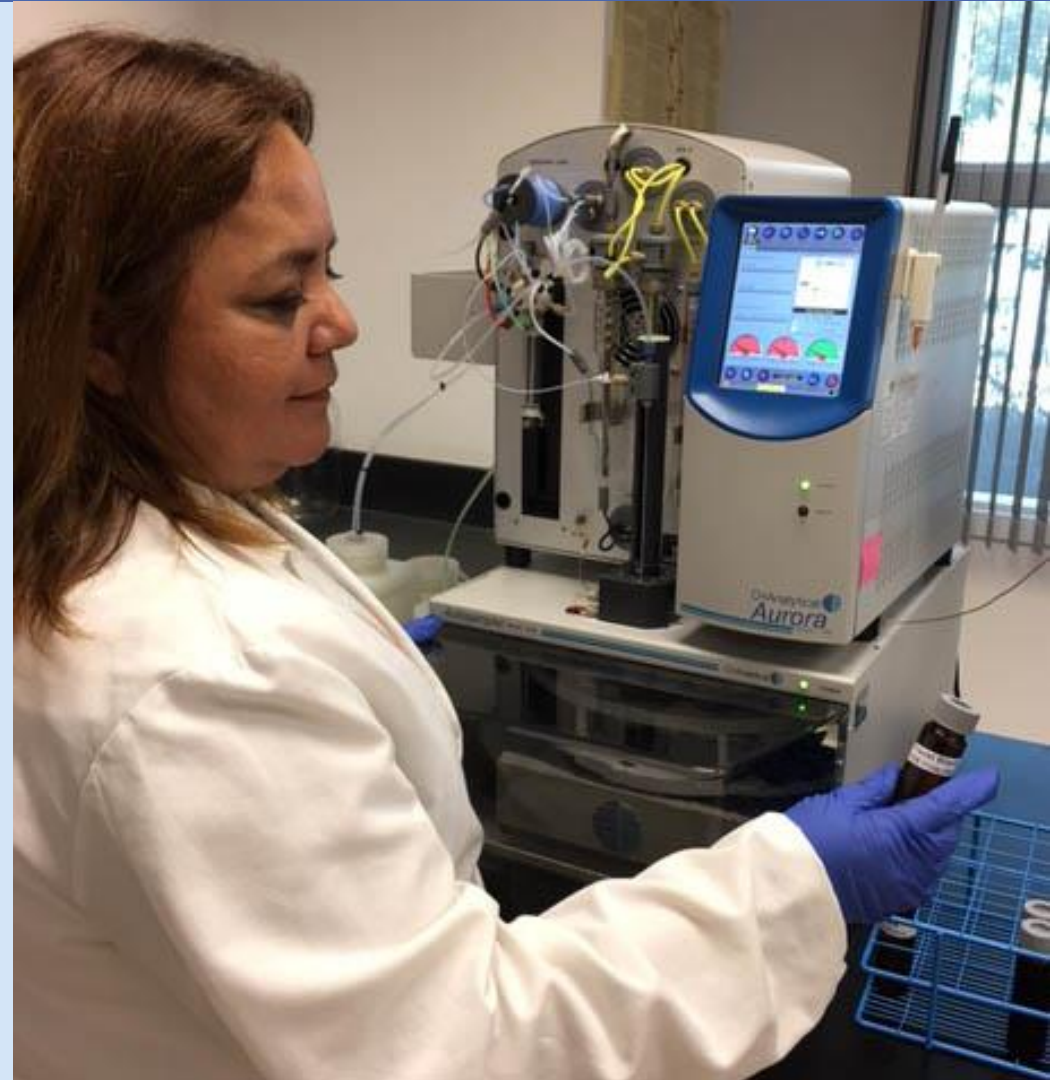
Exceptional Water Quality

- **Long Beach's water meets or exceeds ALL federal and state water quality standards**



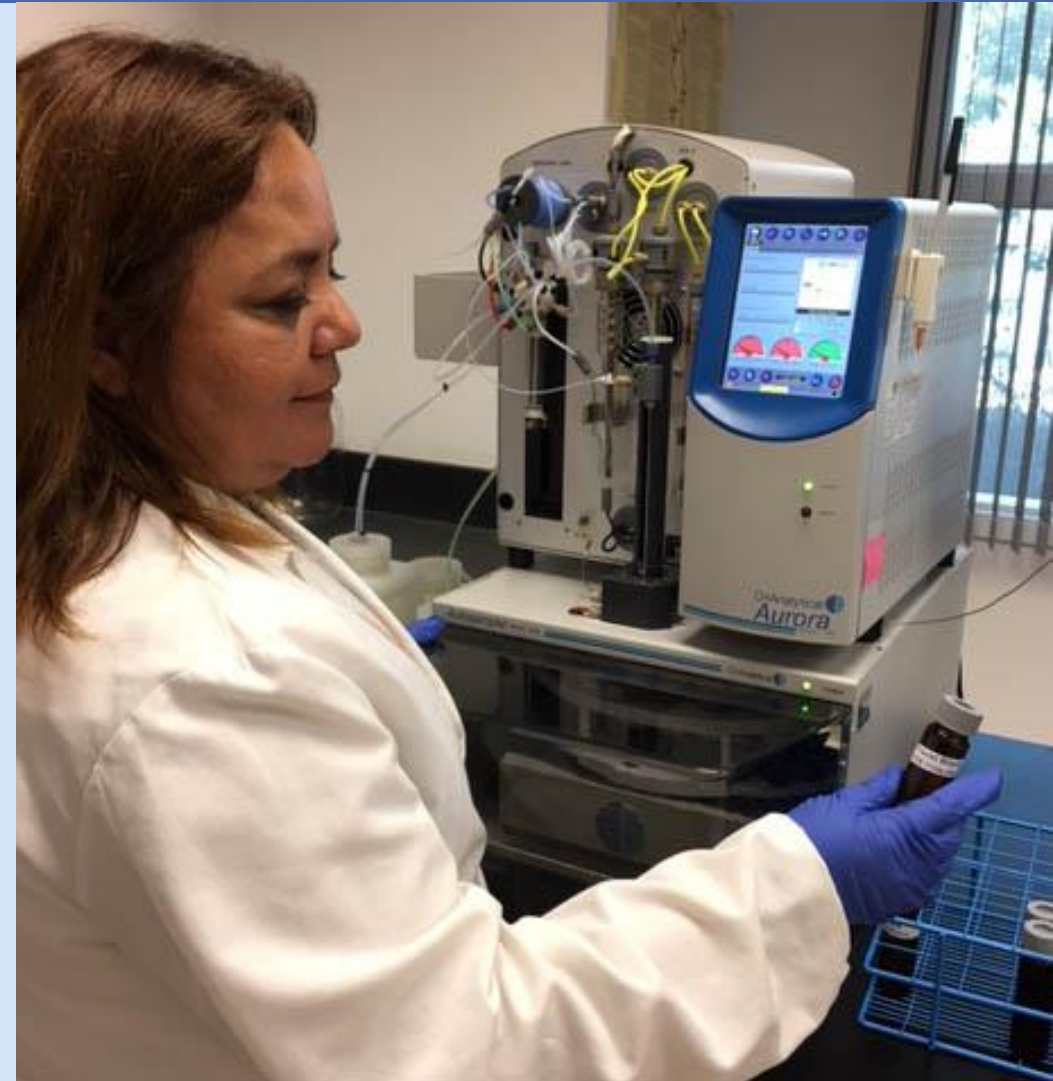
Exceptional Water Quality

- Long Beach's water meets or exceeds ALL federal and state water quality standards
- LBWD's skilled scientists and technicians perform 70,000 water quality tests annually

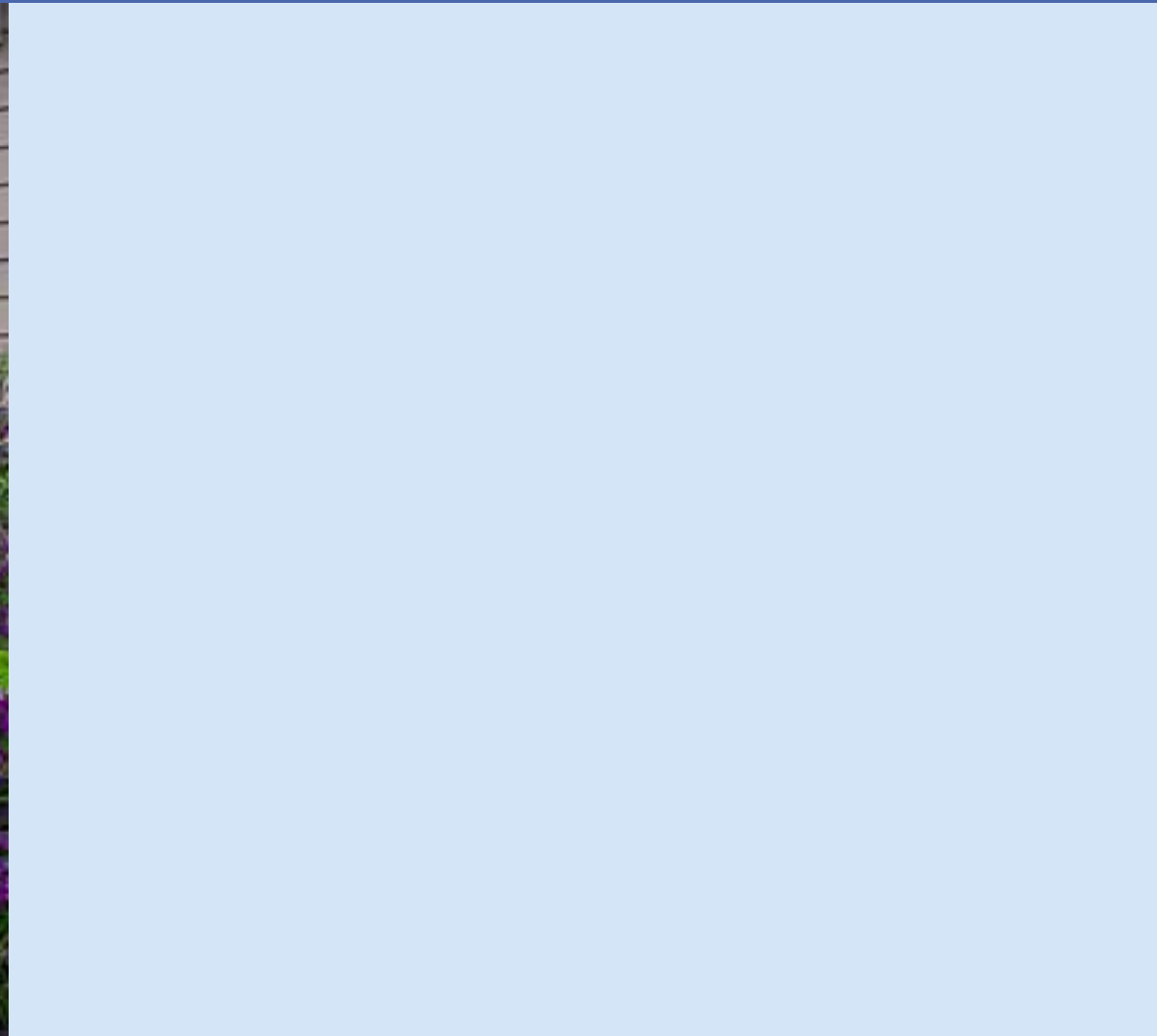


Exceptional Water Quality

- Long Beach's water meets or exceeds ALL federal and state water quality standards
- LBWD's skilled scientists and technicians perform 70,000 water quality tests annually
- Tested drinking water for lead at 41 LBUSD schools; all 78 schools will be tested by end of this school year



Sustainability – Long Beach Style



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- **6 million square feet of lawn has been replaced with drought resistant gardens by LBWD**

Sustainability – Long Beach Style



- **6 million square feet of lawn has been replaced with drought resistant gardens by LBWD**
- **Long Beach is using about the same amount of water as it did in the 1950's**
(despite 40% population increase)

Capital Needs



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- **Continue reinvestment into our pipeline system**

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- **Develop/rehab local water wells and storage tanks**

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- **Transition LBWD's 90,000 meters to smart meters**

Reinvestment in Infrastructure



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- **Over 225 miles of water main pipeline replaced since 1991**

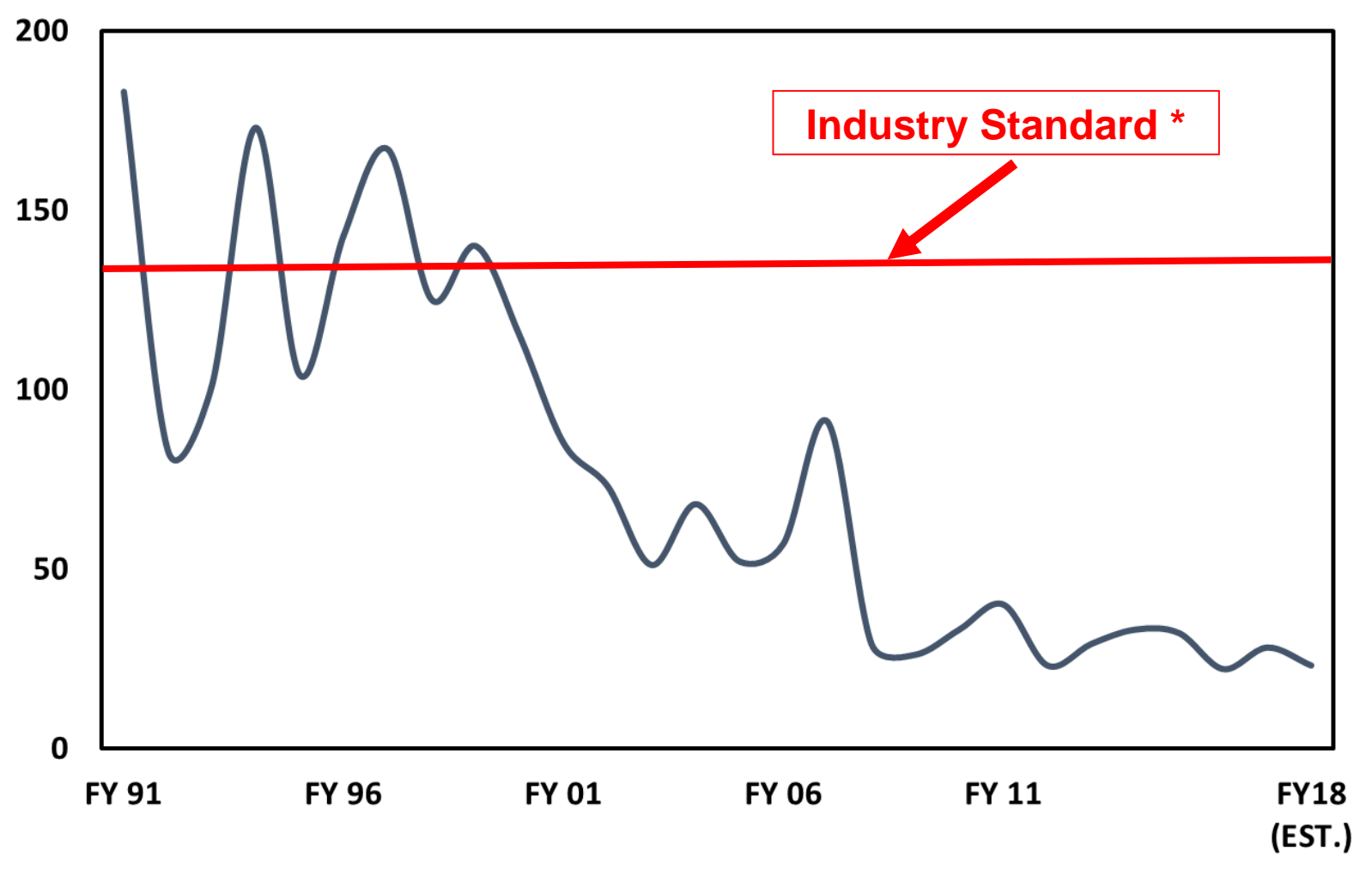
Reinvestment in Infrastructure



- **Maintain 2,500 miles of water/sewer pipelines**
- **Over 225 miles of water main pipeline replaced since 1991**
- **Reinvesting \$31 million in pipelines and CIP work**

Annual Water Main Breaks

**80% drop in
main breaks
in past
25 years**



*15 breaks annually per 100 miles of main

Quality Control for Street Impacts



Quality Control for Street Impacts

- **Pipeline project assigned to a single Supervisor and crew to ensure timely completion, minimizing temporary patches**



Quality Control for Street Impacts

- Pipeline project assigned to a single Supervisor and crew to ensure timely completion, minimizing temporary patches
- On-site inspectors confirm work meets professional quality and that projects fully comply with street quality specs



AMI – Smart Meters



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- **AMI or Advanced Metering Infrastructure**



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- **Allows 2-way communication between customer and utility**

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- **AMI or Advanced Metering Infrastructure**
- **Allows 2-way communication between customer and utility**
- **90,000 water meters to be either retrofit or replaced**

AMI – Customer Benefits



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- **Eliminates billing errors due to inaccurate manual reads**
- **Faster billing dispute resolution**
- **Eliminates substantial cost for manual meter reading**



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- **Water leaks are caught and fixed more quickly, reducing repair costs to customers**

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- **Plan to introduce remote meter turn-ons, eliminating customer wait time and further reducing costs**

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- **Obtained best value by bidding out 109 separate line items such as meters, lids, boxes, and registers**



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- **Utilizing Gas utility's existing communication network and data management software**
- **Obtained best value by bidding out 109 separate line items such as meters, lids, boxes, and registers**
- **Hiring current meter reading company as installer of meter replacements and retrofits**



Typical Monthly Bill*

* 10 Billing Units Water & 10 Billing Units Sewer

**Oct 1,
2017**

Water Bill

\$44.45

Sewer Bill

\$11.51

Total

\$55.96

Typical Monthly Bill*

* 10 Billing Units Water & 10 Billing Units Sewer

	Oct 1, 2017	Jan 1, 2018
Water Bill	\$44.45	\$42.58
Sewer Bill	\$11.51	\$10.32
Total	\$55.96	\$52.90

 **\$ 3.06**

Typical Monthly Bill*

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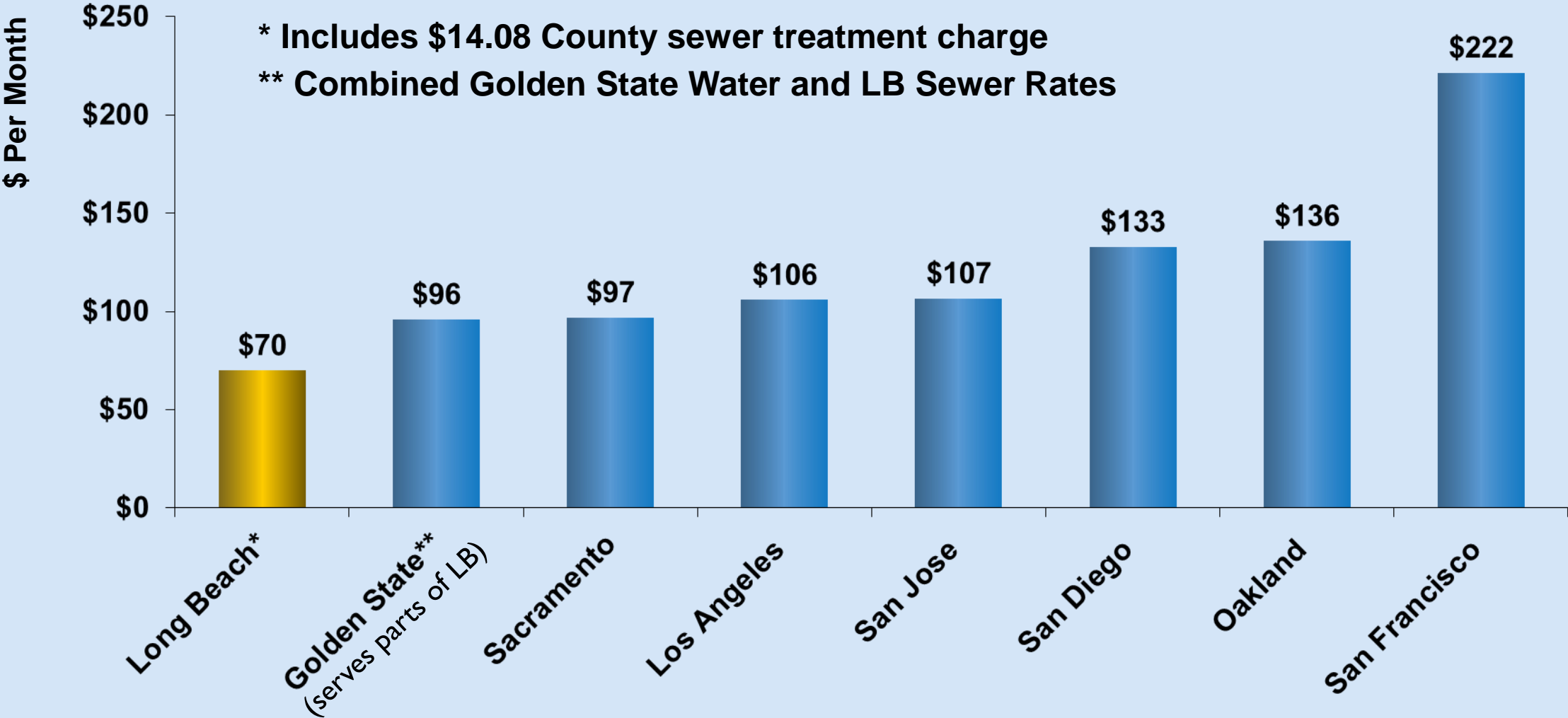
	Oct 1, 2017	Jan 1, 2018	Oct 1, 2018	Rate Increase
Water Bill	\$44.45	\$42.58	\$45.63	7.2%
Sewer Bill	\$11.51	\$10.32	\$10.32	0%
Total	\$55.96	\$52.90	\$55.95	

 **\$ 3.06**

 **\$ 3.05**

NO NET CHANGE FROM OCTOBER 2017 TO OCTOBER 2018

Combined Bill Comparison (10 ccf Water & Sewer)



Bottled Water vs Long Beach Water



VERSUS



Bottled Water vs Long Beach Water*



600 glasses of Long Beach tap water for the same price as one bottled water

** Since 1911, Long Beach water is gluten free, zero calories, home delivered, can be used indoors or outdoors, removes body odors, safe for children and pets, ok to drink and drive, and you don't have to remember a passcode before using our product!*

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(24/7 Emergency Service)

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up to date on LB Water news

Visit lbwater.org for more info



A photograph of a middle-aged Black man with a balding head, smiling broadly. He is wearing a dark blue pinstriped suit jacket over a light blue button-down shirt. His arms are crossed. A large white speech bubble with a black outline is positioned to the left of his head, containing text. The background is a blurred outdoor setting with a red ladder visible on the right.

Drinking Long
Beach water
creates scholars
and champions ...
and Vice Mayors!