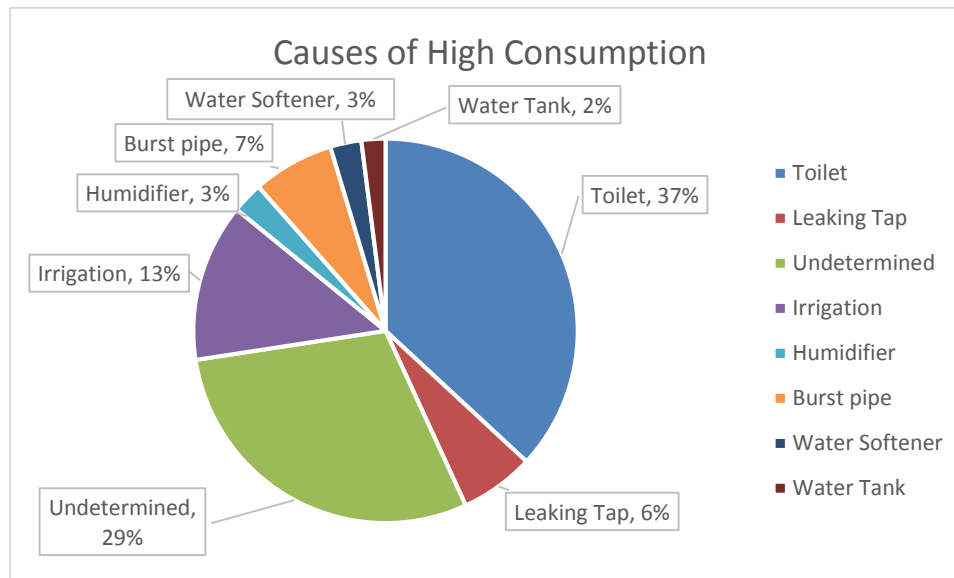


Residential Customer Experiences – High Water Bills

Causes of High Consumption



Source: 2017 ENMAX customer data

The following illustrates various City of Calgary customer experiences with high water consumption.

Scenario	Consumption	Bill with High Consumption
Customer monthly consumption between 21 and 27 cubic metre for 12 months. Customer experiences consumption in August 2017 of 35 cubic metres and shares that this is high consumption	35 cubic metres	\$125
Bathtub faucet not sealed properly and dripping for one month	83 cubic metres	\$295
Customer unable to determine cause for increased consumption for November and December	96 cubic metres	\$350
Customer had increased water usage for summer months. Customer shares that water was used to bring grass back to life, but disputed this action would result in this amount of water	147 cubic metres	\$550
Customer had increased water use for July and August. Customer states that trees and shrubs were watered, but disputed this action would result in this amount of water	188 cubic metres	\$675
Water softener leak for one month	200 cubic metres	\$680
Underground damage to irrigation line causing leak for two months	370 cubic metres	\$1,200
A toilet flapper remained open so water ran continuously for three months	413 cubic metres	\$1,350
Toilet tank water level set too high and overflow tube ran continuously for three months	1,766 cubic metres	\$5,600

Note: It is estimated that one person uses 7 cubic metres per month.