

*NIAGARA FALLS WATER BOARD RESOLUTION # W-2023-04-007*

**NON-REVENUE WATER**

**WHEREAS**, the Niagara Falls Water Board (“Water Board”) produces water for domestic, commercial, industrial, and fire service consumption at its Water Treatment Plant (“WTP”); and

**WHEREAS**, the Water Board only bills and recovers costs for water that passes through meters; and

**WHEREAS**, non-revenue water includes water used for fire suppression, hydrant flushing, street sweeping, and other approved uses, but also may be attributable to system leaks, inaccurate metering, and/or theft; and

**WHEREAS**, in the past several years the Water Board aggressively has pursued strategies to reduce non-revenue water, including but not limited to:

- 1) replacement of hundreds of old and sometimes leaking hydrants;
- 2) aggressively identifying and quickly repairing water main breaks and service line leaks;
- 3) pursuing an effective and low-cost leak detection strategy of pulling manhole covers to visually observe flow through the sewer, thereby helping to detect specific abnormal flows that suggest a nearby water main leak, and when such abnormal flow is discovered, dispatching the Water Board’s state-of-the-art camera truck for further investigation;
- 4) taking enforcement action against property owners with leaks prior to the meter on the portion of the water service line they maintain and where “jumper pipes” and other forms of water theft has been discovered;
- 5) water main replacements;
- 6) reviewing potential errors in the electronic conversion of meter information to billing information with system vendors;
- 7) instituting for the first time in recent history a program to test and calibrate all large meters to ensure accurate readings; and

**WHEREAS**, these efforts have resulted in substantial progress in reducing non-revenue water, from 72% in 2020 to 66% in 2022; and

**WHEREAS**, the Water Board continues to make substantial capital investments that are anticipated to further reduce non-revenue water, including through several water main replacement projects which will be completed in 2023 and 2024, through a continued aggressive approach to repairing main breaks and replacing hydrants identified as leaking, and by continuing the other strategies listed above; and

**WHEREAS**, notwithstanding these ongoing efforts, the Water Board feels that the current level of non-revenue water is unacceptable and that there is room for further improvement in this area;

**NOW THEREFORE BE IT**

**RESOLVED**, that the Niagara Falls Water Board directs the Executive Director to prepare a report summarizing the recent efforts to reduce non-revenue water and identifying and recommending further actions to address non-revenue water, to be presented to the Water Board in advance of its next regularly scheduled meeting.

*Water Board Personnel Responsible for Implementation of this Resolution:*  
Executive Director

*Water Board Budget Line or Capital Plan Item with Funds for this Resolution:*  
Not applicable.

On April 24, 2023, the question of the adoption of the foregoing Resolution was duly put to a vote on roll call, which resulted as follows:

	<b>Yes</b>	<b>No</b>	<b>Abstain</b>	<b>Absent</b>
Board Member Asklar	[ ]	[ ]	[ ]	[ ]
Board Member Kimble	[ ]	[ ]	[ ]	[ ]
Board Member Larkin	[ ]	[ ]	[ ]	[ ]
Board Member Leffler	[ ]	[ ]	[ ]	[ ]
Chairman Forster	[ ]	[ ]	[ ]	[ ]

Signed By:

Vote Witnessed By:

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Nicholas J. Forster, Chairman

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Sean W. Costello, Secretary to Board