

City of Portsmouth Water Efficiency



Water System Overview

Portsmouth's Water system is a regional system, serving the communities of Portsmouth, Greenland, New Castle and Newington, and portions of Durham, Madbury and Rye. This system includes over 8,000 customers, with over 1,000 being commercial and industrial customers. The water supply sources for the system consist of the Bellamy Reservoir and Water Treatment Facility in Madbury, as well as eight sand and gravel wells throughout the area.



A Decade of Water Efficiency



By the numbers...

1,775

Free Water Conservation Kits (low flow faucet aerators; low flow showerheads; leak detection tablets; toilet bladder to reduce flushing volume) distributed to Portsmouth customers between 2006 and 2009.

12x/year

Water Bills. Automatic meter reading allows for monthly water bills, helping consumers see immediate impacts of high water use and quickly detect leaks.

1,000

Rain barrels sold to water customers at a reduced price between 2009 and 2011.

281

Low-flow toilet rebates given to customers through the Water Efficiency Rebate Program, saving 50 gallons of water per day for each customer.

77

High-efficiency washing machine rebates given to customers through the Water Efficiency Rebate Program, saving 24 gallons of water per day for each customer.

14% less

Portsmouth's single-family residential customers use **14% less water than the national average***. (* AWWA's Residential End Uses of Water report, 2016)

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Ongoing initiatives....

Leak Detection Program & SCADA System Trends

A comprehensive program was undertaken in 2014 to improve the process of pinpointing existing and potential leaks. Areas including Newington, New Castle and Portsmouth were surveyed, and leaks are now tracked in the City's electronic asset management database where information is utilized by staff to assess, justify and schedule maintenance project and long-term capital replacements.

The water system is managed around the clock by a staff of state-certified water system operators. Continuous monitoring for the system is also provided by a computer SCADA system and remote station control communications via radio, where pumpage and water tank level trends are routinely analyzed to identify any patterns that show excessive water demand trends.

Soak up the Rain NH Partnership

The City is actively encouraging residents to "Soak Up the Rain," via the New Hampshire (SOAK) program, managed by the New Hampshire Department of Environmental Service with the goal of protecting and restoring clean water.



Education

The City continues to increase public outreach on water education, efficiency programs and monthly reporting through mailers, press releases and on-line information on the City's website at:

<http://www.cityofportsmouth.com/publicworks/index.htm>

Updated: May 2016

Water Efficiency Rebate Program

Through this program, qualifying residential water and sewer customers are being offered rebates for installing high-efficiency toilets and washing machines. The rebates are \$100 for qualifying toilets and \$150 for qualifying washing machines.



EPA's WaterSense Program Partnership

The WaterSense Program aims to decrease indoor and outdoor water use through water-efficient products and simple water-saving practices. The program encourages customers to look for WaterSense labeled products, which have been independently certified for efficiency and performance, and promotes water-saving techniques that reduce stress on water systems and the environment. Most recently, this partnership has led to include WaterSense certification for the City's irrigation meters.



City of Portsmouth
Department of Public Works

March 28, 2016

Portsmouth Water Supply Status Report

Overview

The following Portsmouth Water Supply Status Report provides the Portsmouth Water Division's customers an assessment of our current water supply conditions. This report will be distributed routinely via the City of Portsmouth's website at: www.cityofportsmouth.com/publicworks-water

Water Conservation Status

Customer Water Restrictions:	Based on current water supply conditions, there are no water use restrictions at this time.
Notes:	The demand for water is typical for this time of year. Groundwater and surface water conditions are within ranges historically observed during March. Water supply resources are adequate and demand can be met without use restrictions.

WaterSense