

**AQUA NORTH CAROLINA, INC.**  
**DOCKET NO. W-218, SUB 573**  
**Aqua North Carolina Late-Filed Hearing Exhibit 5**  
**Date: January 24, 2023**

**Topic: Conservation Pilot Program**

**Aqua Late-Filed Hearing Exhibit 5:** During the hearing, Aqua counsel Ms. Sanford offered to provide the Commission with additional data on Aqua's Conservation Pilot Program.

Please provide the data through Dec. 31, 2022, on the Aqua Conservation Pilot Program.

**Answer**

The annual results of the average customer consumption under the conservation pilot program using tiered rates for first two years are summarized as follows:

2021: Average customer consumption per monthly bill was 1.1% higher than the amounts used to design rates for these systems in W-218 Sub 526. This impact resulted in a refund issued to these customers in 2022.

2022: Average customer consumption per monthly bill was 2.7% lower than the amounts used to design rates for these systems in the W-218 Sub 526 rate design, which is a 3.8% reduction in average monthly consumption for customers in these same systems from 2021. The average consumption decreased in 2022 (as compared to 2021) for all four systems in the pilot.

Please see attached files LFE 5A and 5B for more detailed information.

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