



Taking an Active Role in Water Usage

On September 1, 2023, the CCWSA began offering our customers the latest water conservation program, the Smart Leak Detection Device Program (SLDD). This program is intended to provide assistance to our customers who desire to monitor their water usage in their homes to respond to leaks quickly and avoid costly water bills and/or property damage. The SLDD is a piece of technology that monitors your water usage, learns your “normal” behaviors, and alerts you to abnormal water consumption. Some SLDDs monitor internally and must be professionally installed, while others are externally mounted and can be done by a homeowner. We are offering this voluntary program to customers who want to participate in their water usage actively.

What you need to know about the Smart Leak Detection Device Program:

- 1) The approved list of devices that are available for a one-time account credit are StreamLabs Water Monitor, Phyn Smart Water Assistant, Phyn Smart Water Plus (Gen 1 & 2), and Flo by Moen. These devices are available through Amazon, Lowe’s, and Home Depot and range in cost from \$298-\$944, depending on which one you get.
- 2) Some insurance companies offer a homeowner’s insurance discount to devices that automatically shut off when a leak is detected. Phyn and Moen offer models that have this feature. The homeowner’s discount varies depending on the company and can range from 5%-18%. Each company has its own requirements for proof of installation, we recommend contacting your agent for more information.
- 3) You must complete the downloadable application located at <https://ccwsa.com/our-water/> and attach the original receipt and installation certificate (if applicable). This information must be submitted to the billing department within 45 days of purchase. Your address and account will be reviewed and confirmed before the **\$100 account credit** is issued.
- 4) Participation is voluntary, and the CCWSA does not assume any liability for the device or its installation or guarantee any reduction in your water bill. These devices require Wi-Fi to operate, which is the sole responsibility of the homeowner to provide and maintain.
- 5) This device must be installed inside the home. It **CANNOT** be installed in the meter box. Foreign devices inside the meter box will be confiscated, and a fine will be issued.
- 6) This program is available from September 1, 2023, through December 31, 2025. We are offering **50 rebates on a first come, first serve basis through August 2024**. Additional rebates will be offered throughout the life of the program, but the number of rebates is yet to be determined. We recommend you contact customer service for more information.
- 7) Rebates are tracked by the homeowner’s name, not the property address, so each person will only be allowed one rebated device.
- 8) It is important to check the size of your supply line coming into your house. Most homes have ¾” lines, but some have 1” due to fire protection requirements during construction.
- 9) For the device to work correctly, it must be installed downstream of the meter, backflow, and pressure-reducing valve (PRV) and upstream of any branches off the main, including irrigation.
- 10) This program is for single-family and multi-family residential units. Commercial SLDDs are not approved for rebate.

Cost	StreamLabs Water Monitor	Phyn Smart Water Assistant	Phyn Smart Water Plus (Gen 1 & 2)	Flo by Moen
Home Depot	N/A	\$298.70	\$539.98	\$499.98
Amazon	\$389.00	\$298.70	\$944.99	\$499.98
Lowe’s	N/A	N/A	N/A	\$499.98
Best Buy	N/A	\$299.99	N/A	N/A
From Manufacturer	\$389	\$299	\$579-\$699	N/A
External Power needed	✓	✓	✓	✓
Qualifies for potential homeowner’s insurance discount	X	X	✓	✓
Requires you to download an app to use	✓	✓	✓	✓
Plumber installed?	X	X	✓	✓
Warranty	2 years	2 Years	2 Years	1 Year

Prices are based on 3/4” units. Check the size of your supply line before purchasing. This information is accurate as of 8/8/2023.