

Customer Service Drought Metrics for September 2022

Notices	February-March	April	May	June	July	August	September	Total
2nd Exceedance Notice	4337	894	320	523	161	186	Reported in October	6421
4th Exceedance Notice	10	974	624	582	116	181	Reported in October	2487
Door Tag	0	0	20	100	80	80	60	340
Flow Restriction Device Installed	0	0	0	30	19	21	6	76

Water Violations	February-March	April	May	June	July	August	September	Total
1st Violation Warning	146	112	311	214	82	58	9	932
2nd Violation Warning	2	0	4	5	3	11	1	26
3rd Violation/Fine	0	0	0	0	0	1	0	1
4th Violation/Fine	0	0	0	0	0	0	0	0
5th Violation/Possible Flow Restriction Device	0	0	0	0	0	0	0	0

Appeals	February-March	April	May	June	July	August	September	Total
Approved	0	2	29	52	25	6	3	117
Denied	0	3	29	41	19	35	9	136

Water Surveys	February-march	April	May	June	July	August	September	Total
Water Survey Requests/Commitment form	78	261	364	195	123	84	22	1127
Water Surveys Scheduled/Completed	0	34	66	73	84	103	84	444

WaterSmart Sign Ups	February	March	April	May	June	July	August	September
(Cumulative)	2106	2344	2692	3427	4216	4367	5082	5206

Portal Visitors

ABOUT

Past 30 Days

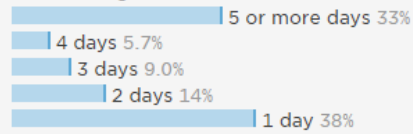
SEE ALL

1,750

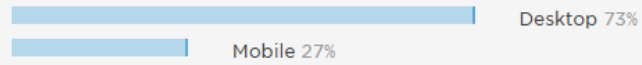
 Unique Visitors

VISITOR BREAKDOWN

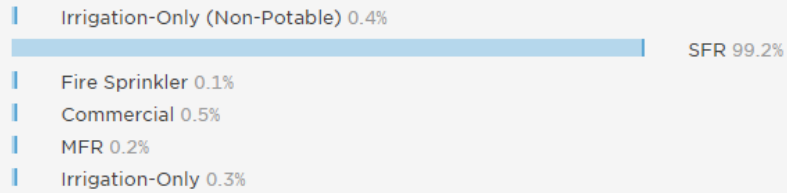
Percentage of visitors who visited...



Platform



Meter Class



Past 90 Days

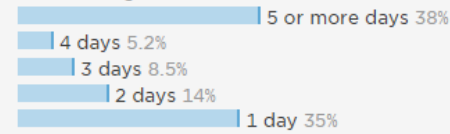
SEE ALL

3,208

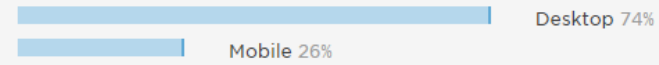
 Unique Visitors

VISITOR BREAKDOWN

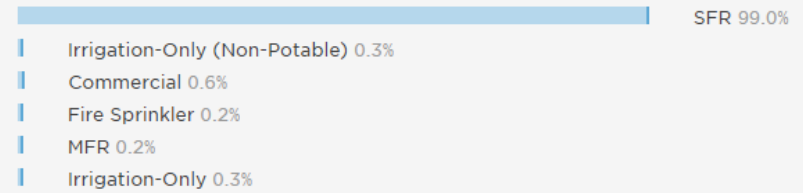
Percentage of visitors who visited...



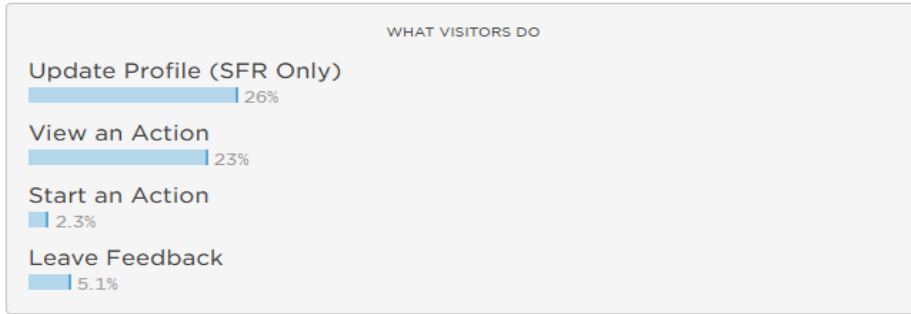
Platform



Meter Class



Average Activity



Conservation * reduction (-) from 2020	February	March	April	May	June	July	August
Potable Conservation*	-6%	37%	24%	-20%	-37%	-32%	-36%
Recycle Conservation*	9%	217%	70%	-7%	-5%	-39%	-29%
ET 2022 VS. 2020	110%	141%	133%	92%	112%	123%	123%