

Customer Service Drought Metrics through October 2022

Notices	February-April	May	June	July	August	September	October	Total
2nd Exceedance Notice	5232	320	523	161	186	259	302	6983
4th Exceedance Notice	975	624	582	116	181	267	332	3077
Door Tag	0	20	100	80	80	60	80	420
Flow Restriction Device Installed	0	0	30	19	21	6	69	145

46 in place

Water Violations	February-April	May	June	July	August	September	October	Total
1st Violation Warning	258	311	214	82	58	20	43	986
2nd Violation Warning	2	4	5	3	11	2	5	32
3rd Violation/Fine	0	0	0	0	1	0	0	1
4th Violation/Fine	0	0	0	0	0	0	0	0
5th Violation/Possible Restriction Device	0	0	0	0	0	0	0	0

Appeals	February-April	May	June	July	August	September	October	Total
Approved	2	29	52	25	6	5	0	119
Denied	3	29	41	19	35	7	11	145

Water Surveys	February-April	May	June	July	August	September	October	Total
Water Survey Requests/Commitment form	339	364	195	123	84	47	32	1184
Water Surveys Scheduled/Completed	34	66	73	84	103	103	109	572

WaterSmart Sign Ups	March	April	May	June	July	August	September	October
(Cumulative)	2344	2692	3427	4216	4367	5082	5300	5482
% of customers (21,000)	11.2%	12.8%	16.3%	20.1%	20.8%	24.2%	25.2%	26.1%

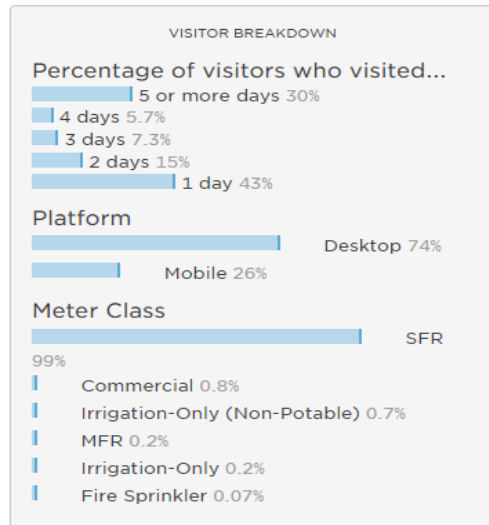
Portal Visitors

Past 30 Days

SEE ALL

1,486

Unique Visitors



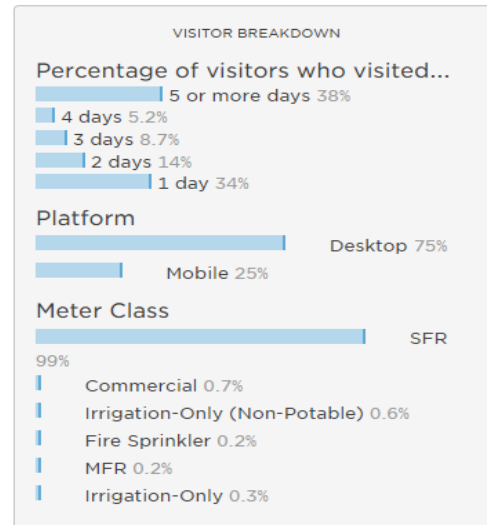
ABOUT

Past 90 Days

SEE ALL

2,660

Unique Visitors



Average Activity

WHAT VISITORS DO

Update Profile (SFR Only)

26%

View an Action

22%

Start an Action

2.3%

Leave Feedback

5.6%

Conservation reduction (-) from 2020	March	April	May	June	July	August	September	October
Potable Conservation*	37%	24%	-20%	-37%	-32%	-36%	-35%	-39%
Recycle Conservation*	217%	70%	-7%	-5%	-39%	-29%	-34%	-12%
ET 2022 VS. 2020	141%	133%	92%	119%	123%	123%	112%	100%
<i>ET Adjusted Potable Water Conservation Effort (2022 v. 2020)</i>	7%	1%	-14%	-44%	-42%	-45%	-40%	-40%
<i>ET Adjusted Recycle Water Conservation Effort (2022 v. 2020)</i>	125%	28%	1%	-20%	-51%	-42%	-41%	-12%

REW (Reclaimed Effluent Water) Fill Station	March	April	May	June	July	August	September	October
Customer Count (total for month)				279	652	835	891	983
Gallons Taken (total for month)				26,486	11,925	260,640	207,944	154,612
Recycled Water Metered Accounts Daily Average (gallons)				7,670,000	7,135,488	7,241,935	7,187,000	7,097,742
% Fill Station vs. Metered Accounts				0.0115%	0.0056%	0.1200%	0.0964%	0.0726%
Potable Water Daily Average Augmentation (gallons)				133,809	1,674,741	416,460	951,133	251,709