

Customer Service Drought Metrics through December 2022

Notices	February-June	July	August	September	October	November	December	Total
2nd Exceedance Notice	6075	161	186	259	302	583	456	8022
4th Exceedance Notice	2181	116	181	267	332	422	405	3904
Door Tag	120	80	80	60	80	80	40	540
Flow Restriction Device Installed	30	19	21	6	69	60	17	222

18 currently in place

Water Violations	February-June	July	August	September	October	November	December	Total
1st Violation Warning	783	82	58	20	43	38	20	1044
2nd Violation Warning	11	3	11	2	5	0	2	34
3rd Violation/Fine	0	0	1	0	0	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-June	July	August	September	October	November	December	Total
Approved	83	25	6	5	0	7	9	135
Denied	73	19	35	7	11	24	28	197

Water Surveys	February-June	July	August	September	October	November	December	Total
Water Survey Requests/Commitment form	898	123	84	47	32	22	20	1226
Water Surveys Scheduled/Completed	173	84	103	103	109	60	28	660

WaterSmart Sign Ups	May	June	July	August	September	October	November	December
(Cumulative)	3427	4216	4367	5082	5300	5482	5630	5726
% of customers (21,299)	16.3%	20.1%	20.8%	24.2%	25.2%	26.1%	26.8%	27.3%

Portal Visitors

Past 30 Days

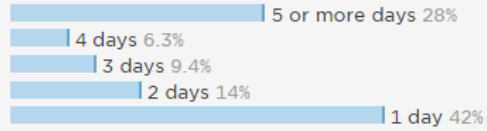
SEE ALL

1,187

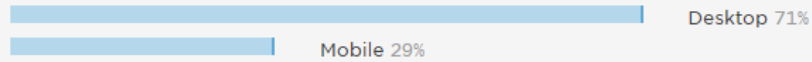
 Unique Visitors

VISITOR BREAKDOWN

Percentage of visitors who visited...



Platform

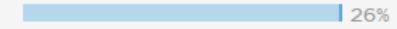


Meter Class

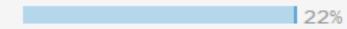


Average Activity

Update Profile (SFR Only)



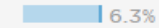
View an Action



Start an Action



Leave Feedback



Conservation reduction (-) from 2020	April	May	June	July	August	September	October	November	December
Potable Conservation*	24%	-20%	-37%	-32%	-36%	-35%	-39%	-41%	-51%
Recycle Conservation*	70%	-7%	-5%	-39%	-29%	-34%	-12%	-19%	-44%
ET 2022 VS. 2020	33%	-8%	19%	23%	23%	12%	0%	6%	-18%
<i>ET Adjusted Potable Water Conservation Effort (2022 v. 2020)</i>	7%	1%	-14%	-44%	-42%	-45%	-40%	-43%	-45%
<i>ET Adjusted Recycle Water Conservation Effort (2022 v. 2020)</i>	28%	1%	-20%	-51%	-42%	-41%	-12%	-24%	-32%

REW (Reclaimed Effluent Water) Fill Station	May	June	July	August	September	October	November	December
Customer Count (total for month)	279	652	835	891	983	310	310	24
Gallons Taken (total for month)	26,486	11,925	260,640	207,944	154,612	57,671	57,671	9,126
Recycled Water Metered Accounts Daily Average (gallons)	7,670,000	7,135,488	7,241,935	7,187,000	7,097,742	6,074,667	6,074,667	3,172,581
% Fill Station vs. Metered Accounts	0.0115%	0.0056%	0.1200%	0.0964%	0.0726%	0.0316%	0.0316%	0.0096%
Potable Water Daily Average Augmentation (gallons)	133,809	1,674,741	416,460	951,133	251,709	0	0	0

DID NOT AUGMENT IN OCTOBER DID NOT AUGMENT IN NOVEMBER DID NOT AUGMENT IN DECEMBER