

Customer Service Drought Metrics through November 2022

Notices	February-May	June	July	August	September	October	November	Total
2nd Exceedance Notice	5552	523	161	186	259	302	583	7566
4th Exceedance Notice	1599	582	116	181	267	332	422	3499
Door Tag	20	100	80	80	60	80	80	500
Flow Restriction Device Installed	0	30	19	21	6	69	60	205

24 in place

Water Violations	February-May	June	July	August	September	October	November	Total
1st Violation Warning	569	214	82	58	20	43	38	1024
2nd Violation Warning	6	5	3	11	2	5	0	32
3rd Violation/Fine	0	0	0	1	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-May	June	July	August	September	October	November	Total
Approved	31	52	25	6	5	0	7	126
Denied	32	41	19	35	7	11	24	169

Water Surveys	February-May	June	July	August	September	October	November	Total
Water Survey Requests/Commitment form	703	195	123	84	47	32	22	1206
Water Surveys Scheduled/Completed	100	73	84	103	103	109	60	632

WaterSmart Sign Ups	April	May	June	July	August	September	October	November
(Cumulative)	2692	3427	4216	4367	5082	5300	5482	5630
% of customers (21,000)	12.8%	16.3%	20.1%	20.8%	24.2%	25.2%	26.1%	26.8%

Portal Visitors

ABOUT

Past 30 Days

SEE ALL

1,277
Unique Visitors

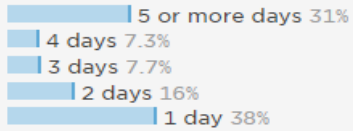
Past 90 Days

SEE ALL

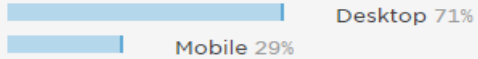
2,380
Unique Visitors

VISITOR BREAKDOWN

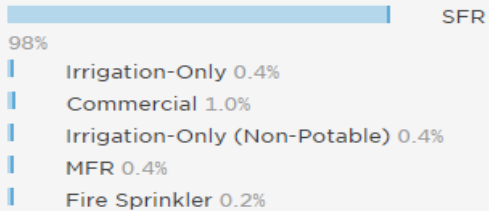
Percentage of visitors who visited...



Platform

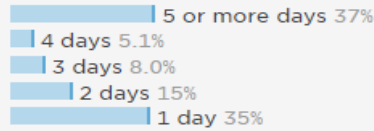


Meter Class

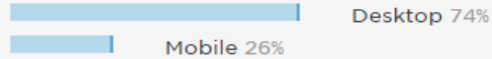


VISITOR BREAKDOWN

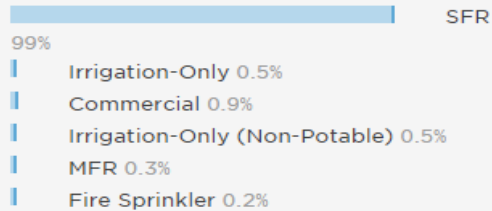
Percentage of visitors who visited...



Platform



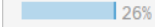
Meter Class



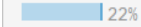
Average Activity

WHAT VISITORS DO

Update Profile (SFR Only)



View an Action



Start an Action



Leave Feedback



✓ Actions viewed
6,284 actions

Conservation reduction (-) from 2020	March	April	May	June	July	August	September	October	November
Potable Conservation*	37%	24%	-20%	-37%	-32%	-36%	-35%	-39%	-41%
Recycle Conservation*	217%	70%	-7%	-5%	-39%	-29%	-34%	-12%	-19%
ET 2022 VS. 2020	141%	133%	92%	119%	123%	123%	112%	100%	106%
<i>ET Adjusted Potable Water Conservation Effort (2022 v. 2020)</i>	7%	1%	-14%	-44%	-42%	-45%	-40%	-40%	-43%
<i>ET Adjusted Recycle Water Conservation Effort (2022 v. 2020)</i>	125%	28%	1%	-20%	-51%	-42%	-41%	-12%	-24%

REW (Reclaimed Effluent Water) Fill Station	April	May	June	July	August	September	October	November
Customer Count (total for month)			279	652	835	891	983	310
Gallons Taken (total for month)			26,486	11,925	260,640	207,944	154,612	57,671
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
% Fill Station vs. Metered Accounts			0.0115%	0.0056%	0.1200%	0.0964%	0.0726%	0.0316%

Potable Water Daily Average Augmentation (gallons)			133,809	1,674,741	416,460	951,133	251,709	0
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**DID NOT USE IN
NOVEMBER**