

Customer Service Drought Metrics for August 2022

Notices	February	March	April	May	June	July	August	Total
2nd Exceedance Notice	1813	2524	894	320	523	161	Reported in September	6074
4th Exceedance Notice	0	10	974	624	582	116	Reported in September	2190
Door Tag	0	0	0	20	100	80	80	280
Flow Restriction Device Installed	0	0	0	0	30	19	21	70

****10 still installed****

Water Violations	February	March	April	May	June	July	August	Total
1st Violation/Warning	67	79	112	311	214	82	58	923
2nd Violation/Fine	0	2	0	4	5	3	11	25
3rd Violation/Fine	0	0	0	0	0	0	1	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	Total
Approved	0	0	2	29	52	25	6	114
Denied	0	0	3	29	41	19	35	127

Water Surveys	February	March	April	May	June	July	August	Total
Water Survey Requests/Commitment form	0	78	261	364	195	123	84	1105
Water Surveys Scheduled/Completed	0	0	34	66	73	84	103	360

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

Portal Visitors

Past 30 Days

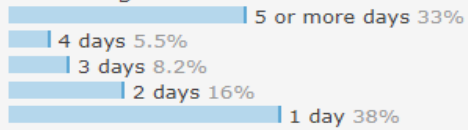
SEE ALL

1,872

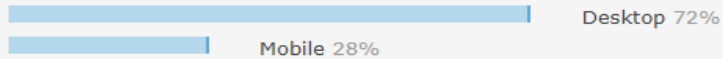
 Unique Visitors

VISITOR BREAKDOWN

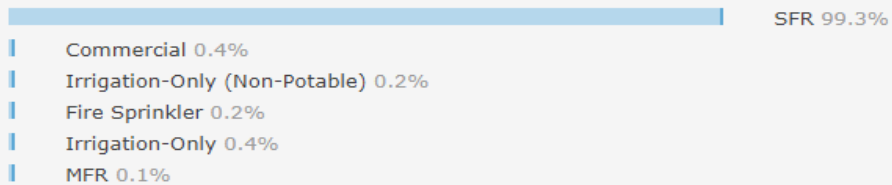
Percentage of visitors who visited...



Platform



Meter Class



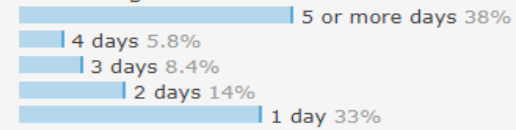
Past 90 Days

3,311

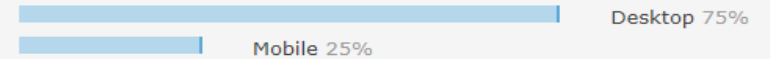
 Unique Visitors

VISITOR BREAKDOWN

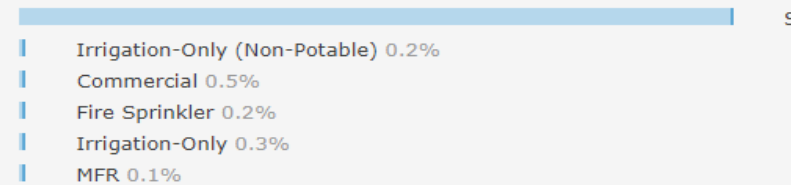
Percentage of visitors who visited...



Platform



Meter Class



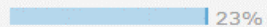
Average Activity

WHAT VISITORS DO

Update Profile (SFR Only)



View an Action



Start an Action



Leave Feedback



Conservation * reduction (-) from 2020	February	March	April	May	June	July	August
Potable Conservation*	-6%	37%	24%	-20%	-37%	-32%	Report at 09/20/2022 Board meeting
Recycle Conservation*	9%	217%	70%	-7%	-5%	-39%	Report at 09/20/2022 Board meeting
ET 2022 VS. 2020	110%	141%	133%	92%	112%	123%	Report at 09/20/2022 Board meeting