

## Customer Service Drought Metrics for 2023

Notices (Under Stage 2)	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Notice of 2nd Exceedance	NA	0											0
Final Exceedance Notice	NA	0											0
Door Tag	NA	0											0
Flow Restriction Device Installed	NA	0											0

\*\*\*0 currently in place\*\*\*

Water Violations (Under Stage 2)	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
1st Violation Warning	NA	8											8
2nd Violation Warning	NA	0											0
3rd Violation/Fine	NA	0											0
4th Violation/Fine	NA	0											0
5th Violation/Possible FRD or Shutoff	NA	0											0

Appeals	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Approved	NA	2											2
Denied	NA	3											3

WaterSmart Sign Ups	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	EOY Target
(Cumulative)	5895	5923											8000
% of customers (21,310)	27.7%	27.8%											37.6%

Conservation reduction (-) from 2020	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Running Average	EOY Target (Monthly Average)
Potable Conservation	-40%	-37%											-39%	-20%
Recycle Conservation	6%	-21%											-8%	-20%
ET 2023 VS. 2020	-16%	5%											NA	NA
<i>ET Adjusted Potable Water Conservation Effort (2023 v. 2020)</i>	-34%	-39%											-37%	NA
<i>ET Adjusted Recycle Water Conservation Effort (2023 v. 2020)</i>	27%	-25%											1%	NA

Budget Compliance (Under Stage 2)	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Running Average	EOY Target (Ave. Monthly)
Customers in Water budget (of 21,310)	NA	17,815											17,815	18,114
%		83.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	83.6%	85% min
Customers in Inefficient Tier (of 21,310)	NA	2,716											2,716	
%		12.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.7%	10% max
Penalties 2023 ( of 21,310)	NA	779											779	1,045
%		3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	5% max
Penalties 2020 (of 21,310)	NA	2,104	3,193	648	826	1,207	1,408	1,532	1,651	2,376	3,834	4,214	2,090	2,090
%		9.9%	15.0%	3.0%	3.9%	5.7%	6.6%	7.2%	7.7%	11.1%	18.0%	19.8%	9.8%	NA

Landscape Transformation Program	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Running Total	EOY Target
# Landscape Participants	8	6											14	200
# Gardening Workshops	0	0											0	4
# Rachio WBICs Installed	107	14											121	350

Customer Side Leaks	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Running Total	EOY Target
Large Leak Notifications with Verified Repairs	NA	0											0	300
Estimated Annual Gallons Saved	NA	0											0	NA

REW (Reclaimed Effluent Water) Fill Station	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Customer Count (total for month)	2	27										
Gallons Taken (total for month)	329	8,572										
Recycled Water Metered Accounts Daily Average (gallons)	298,096	3,946,785										
% Fill Station vs. Metered Accounts	0.0037%	0.0072%										
Potable Water Daily Average Augmentation (gallons)	0	0										