



Count On Us

Community, Conservation, and Customer Outcomes for 2020

Conservation & Stewardship	
655	Water Conservation Rebated Fixture
1,000	Trees Planted by Residents
2,556,160	Pounds of Illegal Dumping Materials Disposed Of
409,411	Sq. Ft. of Graffiti Covered
8,265	Pounds of Garbage Collected by Adopt-a-Street Volunteers
28,230,000	Gallons of stormwater controlled by RainWise projects

Community Engagement	
1,457	Professionals Trained in Sustainable Landscaping
11,222	School Children Taught about Water Conservation, Water Quality and Stormwater
156,800	Mutt Mitts Distributed (pet waste)
609	Adopt-a-Street Volunteers (1086 volunteer hours)
14	Automotive Maintenance Program Attendees
1,080	Storm Drains Stenciled
2,096	RainWise Projects
9	Community Grants Awarded for Waste Prevention Projects

Customer Relations	
430,241	Telephone Contacts Answered by Customer Response
29,499	Telephone Contacts Answered by Utility Service Team
109,874	E-mail Contacts Answered by Customer Response
48,552	CRM / CSR Contacts Answered
51,175	Calls to the Operations Response Center
183,309	Residential Accounts
19,376	Commercial Accounts
128	Purveyor Accounts (classed as commercial)
3,633	Key Accounts (classed as commercial)
38	Hearing Office Appeals
4,681	Garden Hotline Contacts
414	Field Visits (to avoid shut-off)
1,509	Emergency Assistance Program Customers Served (and 4,998 EAP adjustments made)
14,000	Graffiti Contacts
17,048	Solid Waste Inspection Service Orders Handled
26,229	Illegal Dumping Reported

Billing	
1,205,108	Bills Generated
40	Water Rate Codes
6	Sewer Rate Codes
2	Solid Waste Rate Codes
31,534	Billing Exceptions Processed
5,226	Refunds Processed
2,252	Bill Adjustments Processed
42,970	Households on Utility Discount Program

Water	
130	Individual Water Shut-downs Served
3,843	Water Quality Inspections
1,246,652	Meters Read
5,500	Average Meters Read / Day
8,769	AMR (Automated Meter Reading Units)
11,963	Meters Read for Moves
1,820 (or 7 miles per day)	Estimated Miles Walked by each Meter Reader