



SERVICE INTERRUPTION

CUSTOMER SERVICE COMMITTEE

October 3, 2018



Service Interruption Summary

As of September 28, 2018

Scheduled Service Interruption Date	Service Interruption Notification				Service Interruptions Approved				2nd Fliers Posted	Service Restorations				
	Original Door Hangers Posted	Customers Responding to Door Hangers	Wrap Cancellations	Response Percent	Customers Eligible for Interruption	Interruptions Completed	Unable to Complete	Pending Interruption		Approved Service Restorations	Wrap Restorations after Interruption	Percent of Eligible Restored	Service Interruptions Remaining	Verified Vacant Properties
May-18	4,078	1,742	157	42.9%	2,336	1,905	421	0	1,308	1,312	154	68.5%	593	60
June-18	6,090	2,531	303	41.0%	3,559	2,881	678	0	1,682	1,997	280	69.9%	884	193
July-18	5,032	2,189	272	43.4%	2,843	2,540	304	0	605	1,965	119	79.2%	575	148
August-18	4,424	1,716	201	38.6%	2,708	2,329	333	0	500	1,829	103	79.7%	500	165
9/17/2018	554	193	12	34.8%	361	326	33	2	152	174	4	53.4%	152	11
9/18/2018	223	81	2	36.3%	142	115	27	0	22	93	4	80.9%	22	7
9/19/2018	335	138	9	41.2%	197	181	16	0	61	120	2	66.3%	61	4
9/20/2018	515	216	13	41.9%	299	265	34	0	135	130	3	49.1%	135	12
9/24/2018	525	199	6	37.9%	326	293	33	0	169	124	3	42.3%	169	9
9/25/2018	438	218	3	49.8%	220	202	18	0	108	94	2	46.5%	108	12
9/26/2018	569	275	8	48.3%	294	194	10	90	147	47	0	24.2%	147	10
9/27/2018	481	220	3	45.7%	261	141	14	106			0			
10/1/2018	376	171		45.5%	205	50	8	147						
10/2/2018	280	58		20.7%	222									
10/3/2018	491													
10/4/2018	628													
10/8/2018	342													
10/9/2018	268													
Totals	25,381	9,947	989	41.2%	13,973	11,422	1,929	349	4,889	7,885	674	71.1%	3,346	631

Commercial

Shuts	Scheduled	Completed	Found off	Vacant	Restorations
July	637	320	139	160	49
August	23	11	2	6	14
September	329	212	39	49	29

Rechecks Scheduled June 2018 to September 2018:

4408 Rechecks completed

2720 Reported restored illegally and reshut.

(649 were reshut twice and are being reviewed for disconnect from the main).

1568 Found water still interrupted

120 found on/ Unable to reshut. Box issues

625 reported vacant (76 commercial properties)

879 paid/resolved balance after shut off for illegal usage

70 vacates processed

166 new tenant applications processed

Note: (1146 Should still be shut).

4 Customers currently scheduled for disconnect at main for illegal usage.



Service Interruption Trends

