



SERVICE INTERRUPTION

CUSTOMER SERVICE COMMITTEE

May 1, 2019



Service Interruption Summary

As of April 26, 2019

Scheduled Service Interruption Date	Service Interruption Notification				Service Interruptions Approved				Service Restorations					
	Original Door Hangers Posted	Customers Responding to Door Hangers	Wrap Cancellations	Response Percent	Customers Eligible for Interruption	Interruptions Completed	Unable to Complete	Verified Vacant Properties	Approved Service Restorations	2nd Assistance Fliers Posted	Percent of Eligible Restored	Service Currently Interrupted	Occupied Properties Potentially Currently Interrupted	Percentage of Accounts that Remain Interrupted
April 1, 2019	439	108	16	24.6%	331	304	28	4	136	168	44.7%	168	164	55.3%
April 2, 2019	512	181	16	35.4%	331	299	32	9	121	178	40.5%	178	169	59.5%
April 3, 2019	400	158	22	39.5%	242	230	12	4	82	148	35.7%	148	144	64.3%
April 4, 2019	507	194	8	38.3%	313	294	19	4	99	195	33.7%	195	191	66.3%
April 8, 2019	455	108	13	23.7%	347	316	31	5	57	259	18.0%	259	254	82.0%
April 9, 2019	454	106	11	23.3%	348	304	44	2	87	217	28.6%	217	215	71.4%
April 10, 2019	454	132	7	29.1%	322	272	50	3	137	135	50.4%	135	132	49.6%
April 11, 2019	450	166	5	36.9%	284	255	29	3	138	117	54.1%	117	114	45.9%
April 15, 2019	420	134	16	31.9%	286	252	33	2	84	168	33.3%	168	166	66.7%
April 16, 2019	292	101	7	34.6%	191	169	22	1	50	119	29.6%	119	118	70.4%
April 17, 2019	463	145	18	31.3%	318	290	28	0	121	169	41.7%	169	169	58.3%
April 18, 2019	440	138	10	31.4%	302	264	30	0	72	192	27.3%	192	192	72.7%
April 22, 2019	657	193	11	29.4%	464	162	8	0	4	158	2.5%	158	158	97.5%
April 29, 2019	571	54	5	9.5%	517	0	0	0	0	0	0.0%	0	0	100.0%
Totals	6,514	1,918	165	30.8%	4,596	3,411	366	37	1,188	2,223	34.8%	2,223	1,383	70.2%



Service Interruption Trends

