



# CITY OF MANTECA

PUBLIC WORKS DEPARTMENT WATER DIVISION

## Water Division Monthly Report August 2019

### Production

	2019	2018	Difference
Total Water Production (MG)	554.462	541.966	12.50
Surface Water (MG)	342.208	351.945	-9.74
Groundwater (MG)	212.254	190.021	22.23
Surface Water Percentage (%)	61.70	64.90	-3.2
Sodium Hypochlorite Usage (lbs)	16,649	18,643	-1,994
Average Chlorine Residual (mg/L)	1.18	1.47	-0.29
Number of Water Samples	617	NA	NA

### Distribution

	2019	2018	Difference
Water Quality Complaints	14	62	-48
USA's	419	NA	NA
Sprinkler Timer Service	17	14	3
Leaks Repaired	16	15	1
Valves Exercised	97	105	-8
Hydrant Flushing (gals)	0	NA	NA

### Customer Service

	2019	2018	Difference
Customer Service Calls	376	51	325
New Meter Installs	27	60	-33
Shut Off List	792	NA	NA
Finance Work Orders	447	29	NA
Meter Retrofits	25	90	-65
Meter Rereads	487	354	133

### Personnel

	2019	2018	Difference
Sick Leave (Hrs. Used)	82.75	228.75	-146
Vacation (Hrs. Used)	478.48	286.5	191.98
CTO (Hrs. Used)	136.52	182.25	-45.73
Emergency Call Outs	27	22	5
Injuries	0	0	0
Accidents	0	0	0

**Customer Service Calls includes:**

Failed Promises to Pay  
Customer Requests (re-reads, pressure checks, etc.)  
Returned Checks  
Lock Off List  
Customer Requests Ons/Offs  
City Owned LMD reads

**Distribution Leaks Repaired includes:** Fire Hydrant Maintenance per Fire Dept.

**Finance Work Orders includes:**

Initial Start of Service  
In/Out Reads  
Cancellation of Service Offs

**Shut Off List includes:**

Initial Off's and return On's

**Number of Water Samples:**

Measure of total water analyses