



CITY OF MANTECA

PUBLIC WORKS DEPARTMENT WATER DIVISION

Water Division Monthly Report February 2019

Production

| | 2019 | 2018 | Difference |
|----------------------------------|---------|---------|------------|
| Total Water Production (MG) | 172.853 | 228.071 | -55.22 |
| Surface Water (MG) | 129.03 | 183.69 | -54.66 |
| Groundwater (MG) | 43.822 | 44.381 | -0.56 |
| Surface Water Percentage (%) | 74.6 | 80.5 | -5.9 |
| Sodium Hypochlorite Usage (lbs) | 4,422 | 4,116 | 306 |
| Average Chlorine Residual (mg/L) | 1.51 | 1.39 | 0.12 |
| Number of Water Samples | 497 | NA | NA |

Distribution

| | 2019 | 2018 | Difference |
|--------------------------|--------|------|------------|
| Water Quality Complaints | 1 | 2 | -1 |
| USA's | 238 | NA | NA |
| Sprinkler Timer Service | 0 | 7 | -7 |
| Leaks Repaired | 7 | 7 | 0 |
| Valves Exercised | 135 | 165 | -30 |
| Hydrant Flushing (gals) | 11,400 | NA | NA |

Customer Service

| | 2019 | 2018 | Difference |
|--------------------------|------|------|------------|
| * Customer Service Calls | 325 | 21 | 304 |
| New Meter Installs | 35 | 48 | -13 |
| * Shut Off List | 808 | NA | NA |
| * Finance Work Orders | 303 | NA | NA |
| * Meter Retrofits | 174 | 328 | -154 |
| * Meter Rereads | 424 | 244 | 180 |

Personnel

| | 2019 | 2018 | Difference |
|------------------------|-------|--------|------------|
| Sick Leave (Hrs. Used) | 96.75 | 114.5 | -17.75 |
| Vacation (Hrs. Used) | 284.5 | 193.5 | 91 |
| CTO (Hrs. Used) | 119 | 200.75 | -81.75 |
| Emergency Call Outs | 8 | 16 | -8 |
| 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**

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