



CITY OF MANTECA

PUBLIC WORKS DEPARTMENT WATER DIVISION

Water Division Monthly Report July 2019

Production

	2019	2018	Difference
Total Water Production (MG)	539.522	554.635	-15.11
Surface Water (MG)	335.183	351.926	-16.74
Groundwater (MG)	204.369	202.709	1.66
Surface Water Percentage (%)	62.00	63.50	-1.5
Sodium Hypochlorite Usage (lbs)	19,336	18,638	698
Average Chlorine Residual (mg/L)	1.41	1.38	0.03
Number of Water Samples	742	NA	NA

Distribution

	2019	2018	Difference
Water Quality Complaints	5	15	-10
USA's	411	NA	NA
Sprinkler Timer Service	33	9	24
Leaks Repaired	31	14	17
Valves Exercised	100	68	32
Hydrant Flushing (gals)	34,000	NA	NA

Customer Service

	2019	2018	Difference
Customer Service Calls	281	60	221
New Meter Installs	34	32	2
Shut Off List	850	NA	NA
Finance Work Orders	431	1,469	NA
Meter Retrofits	202	112	90
Meter Rereads*	568	393	175

Personnel

	2019	2018	Difference
Sick Leave (Hrs. Used)	54.75	82.75	-28
Vacation (Hrs. Used)	602.75	710.75	-108
CTO (Hrs. Used)	182	205.25	-23.25
Emergency Call Outs	16	30	-14
Injuries	0	1	-1
Accidents	0	0	0

*Meter re-reads are elevated due to the New World upgrade. A fix is in process.

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

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