



CITY OF MANTECA

PUBLIC WORKS DEPARTMENT WATER DIVISION

Water Division Monthly Report March 2019

Production

	2019	2018	Difference
Total Water Production (MG)	213.55	238.938	-25.39
Surface Water (MG)	135.707	198.197	-62.49
Groundwater (MG)	77.843	40.741	37.10
Surface Water Percentage (%)	64	82.95	-19.0
Sodium Hypochlorite Usage (lbs)	6,916	4,034	2,882
Average Chlorine Residual (mg/L)	1.33	1.48	-0.15
Number of Water Samples	644	NA	NA

Distribution

	2019	2018	Difference
Water Quality Complaints	2	4	-2
USA's	342	NA	NA
Sprinkler Timer Service	1	2	-1
Leaks Repaired	12	12	0
Valves Exercised	99	108	-9
Hydrant Flushing (gals)	36,000	NA	NA

Customer Service

	2019	2018	Difference
Customer Service Calls	256	16	240
New Meter Installs	18	42	-24
Shut Off List	872	NA	NA
Finance Work Orders	346	NA	NA
Meter Retrofits	546	508	38
Meter Rereads	395	470	-75

Personnel

	2019	2018	Difference
Sick Leave (Hrs. Used)	185.5	76.5	109
Vacation (Hrs. Used)	299.85	218.25	81.6
CTO (Hrs. Used)	218.15	244.5	-26.35
Emergency Call Outs	24	18	6
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