

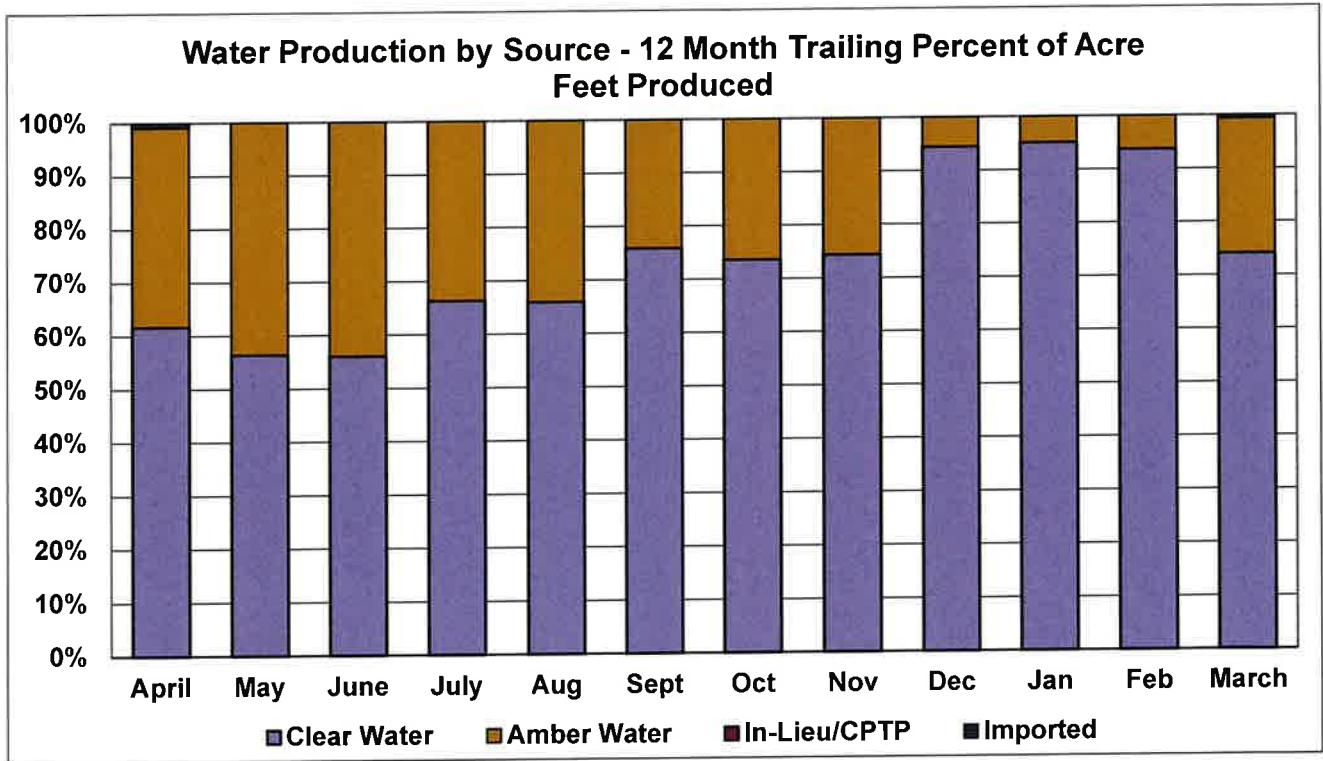
**Monthly Key Indicators Report
For The Month of March 2021**

Goal #1: Provide a safe, abundant, and reliable water supply

FY 2021 Potable Production (Acre Feet)

Water Supply Source	FY 2021 YTD Actual (AF)	FY 2021 YTD Budget (AF)	FY 2021 Annual Budget (AF)
Clear Water	9,444	9,101	12,160
Amber Water (MWRP)	2,686	2,516	3,636
Imported	8	0	0
Basin Management Water	0	0	0
Total Production	12,138	11,617	15,796

YTD actual water production (AF) through March 31, 2021



**Monthly Key Indicators Report
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Goal #1: Provide a safe, abundant, and reliable water supply

FY21 System Water Quality – This data reflects samples taken in February

Distribution System:	Average	Range	MCL
Chlorine Residual (mg/L) <i>Compliance</i>	1.69	0.26 – 3.26 Current RAA = 1.72	4 RAA
Coliform Positive % <i>Compliance</i>	0	0	5
Temperature (° F)	69	66 – 74	None

Reservoir I & II:	Average	Range	MCL
Chlorine Residual (mg/L)	0.53	0.14 – 0.93	None
Monochloramine (mg/L)	0.44	0 – 0.89	None
Ammonia (mg/L)	0.14	0 – 0.28	None
Temperature (° F)	68	60 – 73	None

Wells (Treated):	Average	Range	MCL
Chlorine Residual (mg/L)	2.63	2.29 – 3.34	None
Monochloramine (mg/L)	2.61	2.29 – 3.31	None
Ammonia (mg/L)	0.59	0.50 – 0.76	None
Temperature (° F)	69	64 – 73	None

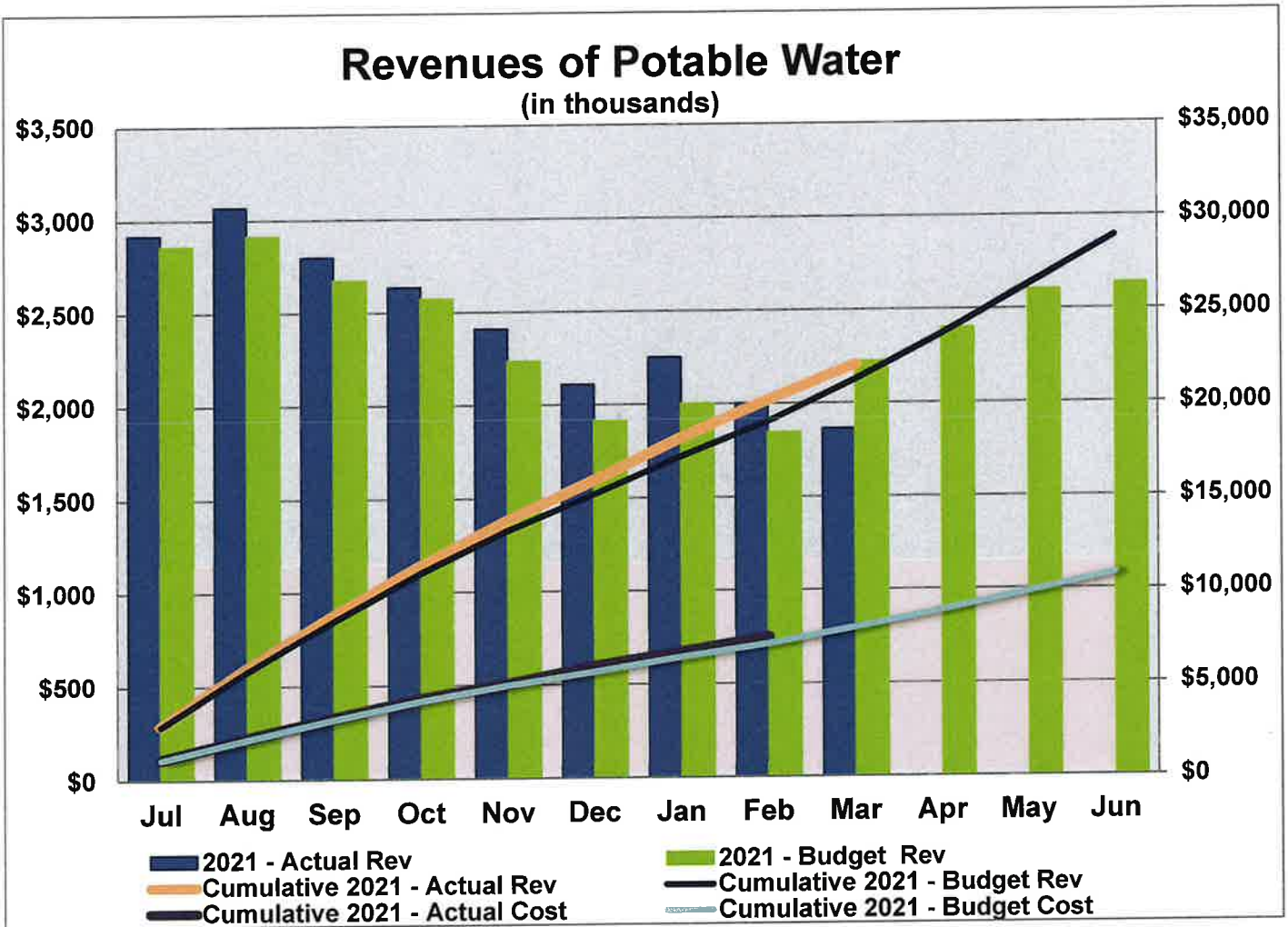
MWRF:	Average	Range	MCL
Chlorine Residual (mg/L)	2.52	1.99 – 2.93	None
Monochloramine (mg/L)	2.54	2.01 – 2.92	None
Ammonia (mg/L)	0.60	0.55 – 0.65	None
Temperature (° F)	77	74 – 78	None
Color (CU) <i>Compliance</i>	ND	ND	15
Odor (TON) <i>Compliance</i>	ND	ND	3

Water Quality Calls/Investigations:

Total Calls	1
Total Investigations (from calls)	0

**Monthly Key Indicators Report
For The Month of March 2021**

Goal #2: Practice perpetual infrastructure renewal and improvement



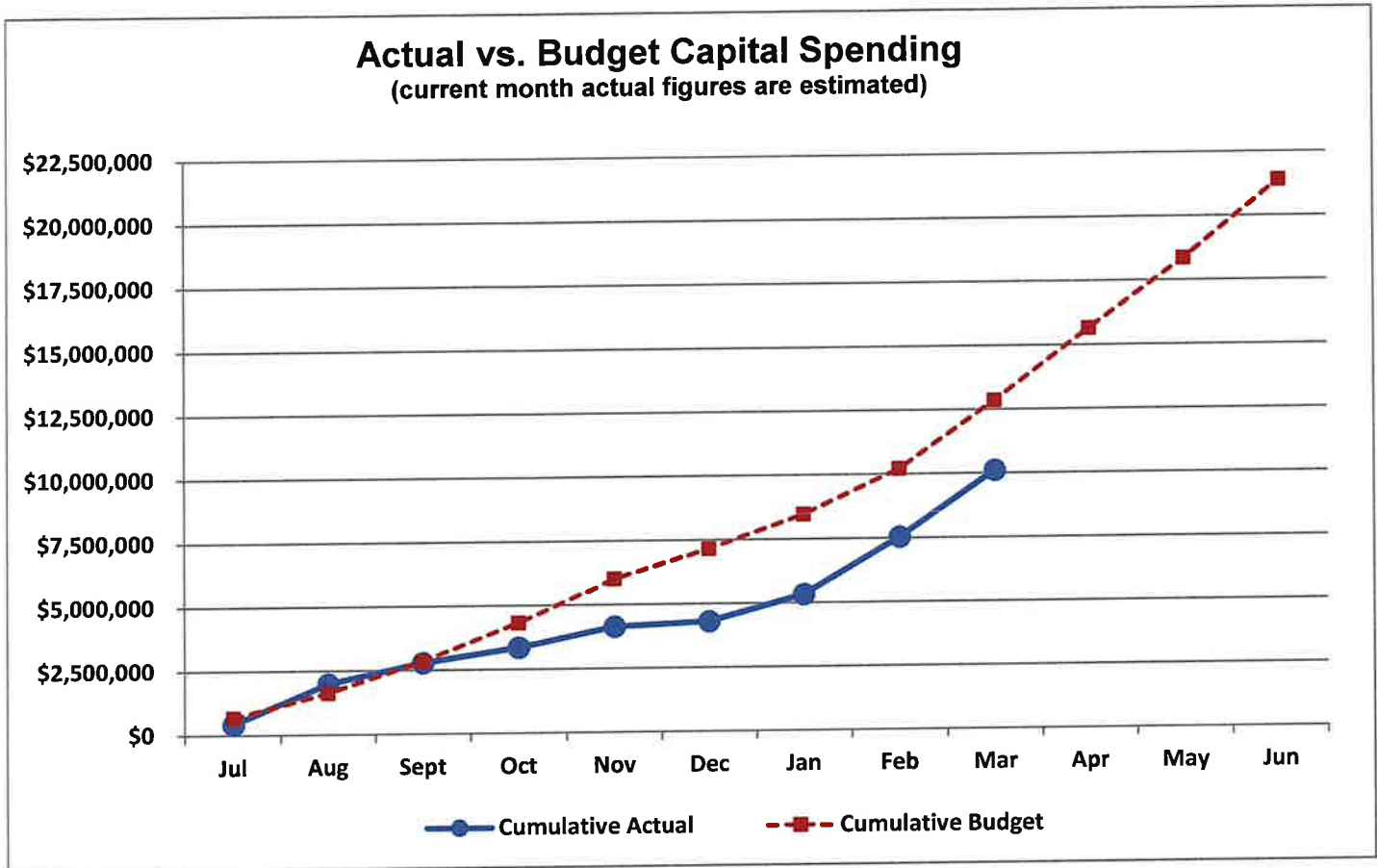
	Actual	Budget	Favorable (Unfavorable)	
			Difference	%
Total YTD Revenue \$	22,058,478	21,250,828	807,650	3.80%

	Actual	Budget	UnFavorable (Favorable)	
			Difference	%
Total YTD Cost \$ *	7,460,299	7,116,441	343,858	4.83%

* YTD Cost is trailing YTD Revenue by one month due to the timing of when costs are available.

Monthly Key Indicators Report
For The Month of March 2021

Goal #3: Be financially responsible and transparent



**Monthly Key Indicators Report
For The Month of March 2021**

Goal #4: Increase public awareness about Mesa Water® and about water

Web Site Information

Web Site Information	February 2021	March 2021
Visits to the web site	11955	11201
Unique visitors (First time to the site)	9025	8809
Average per day	427	361
Average visit length	34 seconds	43 seconds
Page visited most	Press Releases	Press Releases
Second most visited page	Online Bill Pay	Online Bill Pay
Third most visited page	Rates and Fees	Rates and Fees
Fourth most visited page	Start-Stop-Service	Human Resources
Fifth most visited page	Contact	Departments
Most downloaded file	Salary Ranges	Standard Specifications and Standard Drawings for the Construction of Water Facilities
Second most downloaded file	Standard Specifications and Standard Drawings for the Construction of Water Facilities	2020 Water Quality Report
Most active day of the week	Tuesday	Tuesday
Least active day of the week	Monday	Monday

Total visits since July 1, 2002	<u>1,511,103</u>
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Water Vending Machine Information

Vending Machine Location	Vend Measurement	March 2021 Vends	Totals Vends
Mesa Water Office	1 gal	7,415	492,463

Monthly Key Indicators Report
For the Month of March 2021
Goal #5: Attract and retain skilled employees

DEPARTMENT:	FY 2020			COMMENTS:
	BUDGET	FILLED	VACANT	
OFFICE OF THE GENERAL MANAGER:				
General Manager	1.00	1.00	0.00	
Business Administrator	1.00	1.00	0.00	
Subtotal	2.00	2.00	0.00	
ADMINISTRATIVE SERVICES:				
Administrative Services	5.00	5.00	0.00	
Subtotal	5.00	5.00	0.00	
CUSTOMER SERVICES:				
Conservation	1.00	0.00	1.00	Water Use Efficiency Analyst - vacant; on hold.
Customer Service	4.00	4.00	0.00	
Subtotal	5.00	4.00	1.00	
ENGINEERING:				
Engineering	5.00	5.00	0.00	
Subtotal	5.00	5.00	0.00	
WATER POLICY:				
Legislative & Governmental Affairs	1.50	1.50		
Subtotal	1.50	1.50	0.00	
FINANCIAL SERVICES:				
Financial Reporting/ Purchasing	4.00	4.00	0.00	
Accounting	1.00	1.00	0.00	
Subtotal	5.00	5.00	0.00	
HUMAN RESOURCES:				
Human Resources	3.00	3.00	0.00	
Subtotal	3.00	3.00	0.00	
PUBLIC AFFAIRS:				
Outreach, Education & Communications	1.50	1.50	0.00	
Subtotal	1.50	1.50	0.00	
WATER OPERATIONS:				
Supervision/Support	7.00	7.00	0.00	Sr. Operator - vacant; recruitment in process. Operator I/II - vacant; recruitment in process.
Distribution	10.00	9.00	1.00	
Field Customer Service	4.00	4.00	0.00	
Production	3.00	3.00	0.00	
Water Quality	2.00	1.00	1.00	
Subtotal	26.00	24.00	2.00	
* TOTAL BUDGETED POSITIONS:	54.00	51.00	3.00	

**Monthly Key Indicators Report
For The Month of March 2021**

Goal #6: Provide outstanding customer service

Customer Calls

Call Type	FY21 YTD	March 2021	YTD Weekly Average
General Billing Question	920	133	23
Service Requests	1314	175	33
High Bill	1168	122	29
Payments	1297	139	32
Late Fee	126	10	3
Account Maintenance	955	97	24
On-Line Bill Pay	1768	181	44
Water Pressure	32	3	1
No Water	295	12	7
Conservation	123	6	3
Water Waste	56	5	1
Other (District info. other utility info. etc.)	2191	256	55
Rate Increase	68	0	2
Fluoridation	5	0	0
TOTAL CUSTOMER CALLS	10318	1139	258
AVERAGE ANSWER TIME (Seconds)	70	70	70

Online Bill Pay Customers

Current Customers Enrolled	FY 2021 YTD	March 2021	YTD Weekly Average
15350	2433	241	61