



To: Mountain Regional Water Administrative Control Board Members

From: Anna Peacock

Date: April 16, 2026

Re: March 2026 Public Service Department Update



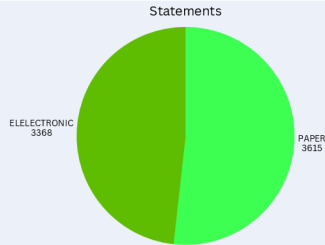
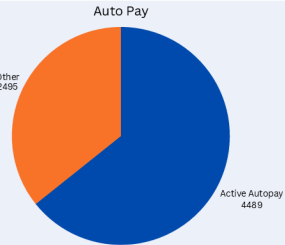
Eye on Water Leak Alerts

ON NOT SET
5,251 111



Customer Missing Emails

Jan Feb Mar
1,002 194 129



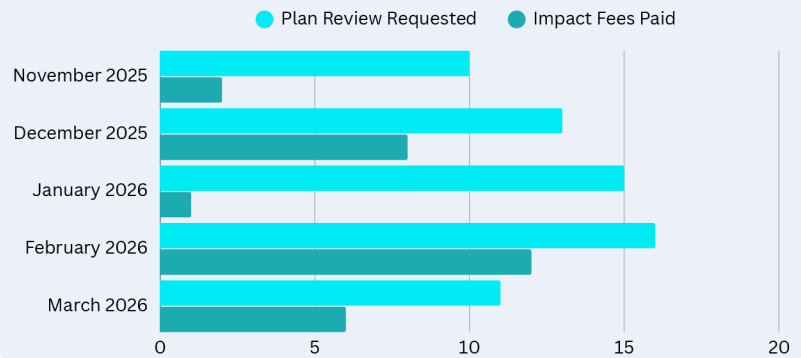
PERFORMANCE BY PLATFORM :

Platforms	Views	Posts
Next Door	2494	8
Facebook	314	8
Instagram	236	6
Everbridge	500	6
Website	59,181	n/a

TITLE INFORMATION



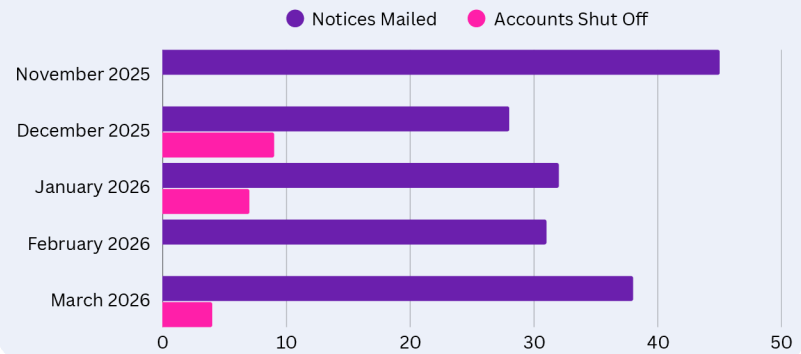
PLAN REVIEWS



Landscape Lawn Exchange 2026 Overview:

- 2026 Applications: 2
- total project requests: 32
- completed: 11
- pending projects: 7

DELINQUENT ACCOUNTS



FOCUS



- Completed the 2026 Spring Newsletter
- Assisted the Planning Dept w permits w/o a C of O (Certificate of Occupancy)
- XPRESS - IVR integrated & Online Forms
- Messaging - No irrigating until June 1st
- Messaging - \$1 Paper Statement Fee
- Compiling info for the Annual Lien List
- Rain Barrel Event Started-Posted Social Media

ON-GOING



- New Customer Packets
- Billing Completed
- Social Media – Website, Employee Portal, Facebook, Instagram, Nextdoor
- 5th Grade Coloring Contest Theme
- Messaging to Register with Eye on Water
- Messaging for every other day watering
- Messaging for no irrigating until June 1st

SERVICE ORDERS

