



To: Mountain Regional Water Administrative Control Board Members  
 From: Anna Peacock  
 Date: November 21, 2024  
 Re: **October 2024 Public Service Department Update**

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**OVERVIEW STATS**

Customer-Related Service Request	September 2024	October 2024	October 2023	2024 YTD
1. Customer / Title Transfer Closings	33	53	60	391
2. Title Closing Requests	73	102	59	484
3. Plan Check Requests	19	37	36	266
4. Service Orders Completed	175	166	183	1959
5. Backflow Notifications Sent	0	253 letters and emails	229 letters and emails	4857
6. Backflow Reports Completed	146	185	138	4228
7. Backflow Assembly Installs	13	14	31	350



New Sign-ups

160

Sign-ups in Last 6 Months



User Count

2,624

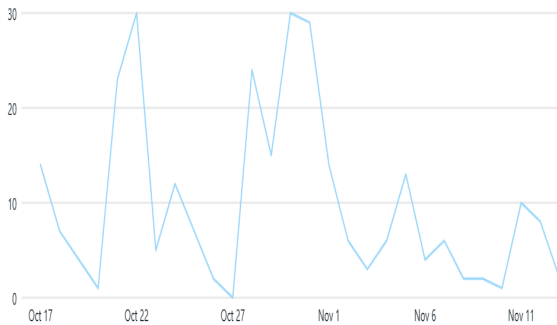
EyeOnWater Users



Accounts with EyeOnWater

58%

Out of 5,184 Accounts



**OCT - 2024**

4 Posts  
 3,683 Views  
 2,703 Email opens  
 1 Thanks  
 0 Replies

Your Community  
 6016 verified neighbors in 24 neighborhoods  
 44 neighbors joined last month

**SEPT - 2024**

2 Posts  
 2460 Views  
 74 Email opens  
 1 Thanks  
 1 Replies

Your Community  
 5749 verified neighbors in 26 neighborhoods  
 78 neighbors joined last month

**AUG - 2024**

14 Posts  
 11,399 Views  
 2585 Email opens  
 0 Thanks  
 0 Replies

Your Community  
 5913 verified neighbors in 24 neighborhoods  
 60 neighbors joined last month