



To: Mountain Regional Water Administrative Control Board Members
 From: Anna Peacock
 Date: February 20, 2025
 Re: **January 2025 Public Service Department Update**

OVERVIEW STATS

Customer-Related Service Request	December 2024	January 2025	January 2024	2025 YTD
1. Customer / Title Transfer Closings	44	30	69	30
2. Title Closing Requests	67	69	48	69
3. Plan Check Requests	11	29	33	29
4. Service Orders Completed	134	107	142	107
5. Backflow Notifications Sent	0	0	0	0
6. Backflow Reports Completed	55	28	35	28
7. Backflow Assembly Installs	12	9	16	9
8. No Water Calls (Freeze Ups)	0	10	2	10

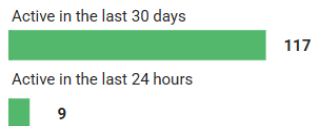
New Sign-ups

124
 Sign-ups in Last 6 Months



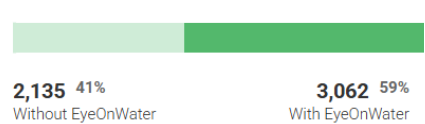
User Count

2,674
 EyeOnWater Users



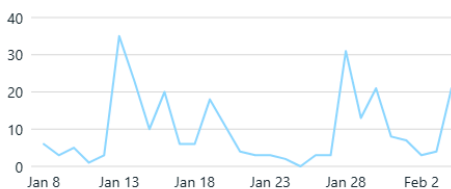
Accounts with EyeOnWater

59%
 Out of 5,197 Accounts



Reach

96 ↑ 5.5%



Reach

59 ↑ 7.3%



JAN - 2025

6 Posts
 3,288 Views
 2,904 Email opens
 1 Thanks
 0 Replies

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

DEC - 2024

8 Posts
 6346 Views
 0 Email opens
 4 Thanks
 2 Replies

Your Community
 5922 verified neighbors in 26 neighborhoods
 68 neighbors joined last month

NOV - 2024

2 Posts
 1766 Views
 1 Email opens
 1 Thanks
 1 Replies

Your Community
 5858 verified neighbors in 26 neighborhoods
 71 neighbors joined last month