



To: Mountain Regional Water Administrative Control Board Members  
 From: Anna Peacock  
 Date: February 19, 2026  
 Re: **January 2026 Public Service Department Update**

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**OVERVIEW STATS**

Customer-Related Service Request	December 2025	January 2026	January 2025
1. Customer / Title Transfer Closings	53	38	30
2. Title Closing Requests	98	56	69
3. Plan Check Requests	13	13	29
4. Service Orders Completed	116	99	107
5. Backflow Notifications Sent	33	0	0
6. Backflow Reports Completed	63	51	28
7. Backflow Assembly Installs	25	10	9
8. No Water Calls (Freeze - Ups)	0	3	10

New Sign-ups

106

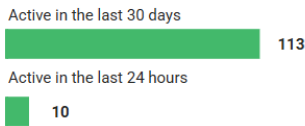
Sign-ups in Last 6 Months



User Count

2,802

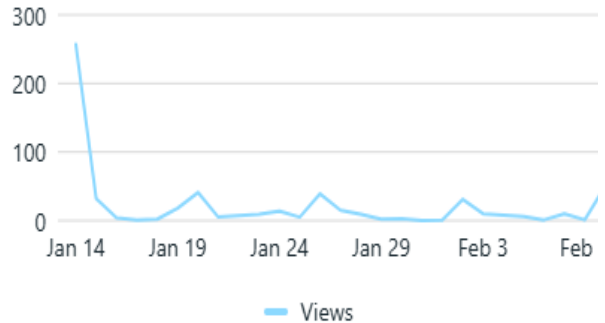
EyeOnWater Users



Accounts with EyeOnWater

59%

Out of 5,325 Accounts



**JAN - 2025**

7 Posts  
 832 Views  
 12 Email opens  
 1 Thanks  
 0 Replies

**Your Community**  
 6,641 verified neighbors in 24 neighborhoods  
 70 neighbors joined last month

**DEC - 2025**

3 Posts  
 860 Views  
 16 Email opens  
 1 Thanks  
 0 Replies

**Your Community**  
 6307 verified neighbors in 26 neighborhoods  
 40 neighbors joined last month

**NOV - 2025**

2 Posts  
 527 Views  
 0 Email opens  
 1 Thanks  
 0 Replies

**Your Community**  
 6292 verified neighbors in 26 neighborhoods  
 42 neighbors joined last month

**Focus for January:**

- Reach out to customers with smart meters who are not signed up with Eye on Water Software
- Reach out to customers to update their contact information for our emergency notification system, Everbridge
- Begin messaging for the paper statement fee
  - currently gathering emails for customers that do not have one in customer account

**Recurring Duties/Assignments: several assignments are ongoing, including the following-**

- a. *Eye on Water* – increasing our customer sign-ups & notifications via email and USPS
- b. *Collections/Delinquent Notifications* – email & mail customers concerning delinquent accounts & upcoming credit card expirations
- c. *Leak Adjustment Requests* - A new webpage has been launched to streamline the process for requests by centralizing submissions and outlining eligibility criteria.
- d. *Leak Alert Notifications*- Notify customers of Leak Alerts via phone, email, USPS, or door hanger
- e. *Phone inquiries* - Customer questions regarding billing, usage, leaks, and general water-related issues were resolved.
- f. *Title Company*- requests for final billings for title closings
- g. *Plan Review Requests* – New Construction & Remodel/Addition impact fees
- h. *Backflow Notifications* – emailed and via USPS
- i. *Social Media* – Website, Facebook, Instagram, Nextdoor
- j. *New customer accounts*-create new accounts for standby billing as they are platted or annexed
- k. *New customer accounts (recent home purchase)* – Close old/create new accounts. Upload account changes to Xpress Bill Pay. New Customer Packet - mail or email information regarding Eye on Water, Xpress Bill Pay & Backflow
- l. *Scanning/Filing*- all paper documents uploaded and filed into our Docuware Filing System
- m. *Open Gov*- continuing with implementing its use in our service order process