



To: Mountain Regional Water Administrative Control Board Members
 From: Anna Peacock
 Date: January 15, 2026
 Re: **November & December 2025 Public Service Department Update**

OVERVIEW STATS

Customer-Related Service Request	November 2025	December 2025	December 2024
1. Customer / Title Transfer Closings	40	53	44
2. Title Closing Requests	50	98	67
3. Plan Check Requests	10	13	11
4. Service Orders Completed	93	116	134
5. Backflow Notifications Sent	129	33	0
6. Backflow Reports Completed	170	63	55
7. Backflow Assembly Installs	36	25	12
8. Freeze - Ups	0	0	0

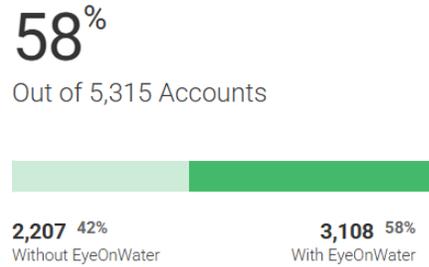
New Sign-ups



User Count



Accounts with EyeOnWater



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

OCT - 2025

7 Posts
 1163 Views
 54 Email opens
 1 Thanks
 0 Replies

Your Community

6277 verified neighbors in 27 neighborhoods
 50 neighbors joined last month

Review of November & December:

- Completed scanning 25 years' worth of customer service files into our electronic Docuware system
- Wrapped up the Landscape Lawn Incentive Program for the season (2025: 8 projects completed, and 5 new projects started)
- Reviewed and completed Water Leak Adjustment requests (8)
- Theft of Service Charges (3)
- Completed the 2025 Winter Newsletter - 4th Quarter
- Assisted with the Office & Shop move
- Assisted with the Open House

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

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