



To: Mountain Regional Water Administrative Control Board Members

From: Anna Peacock

Date: May 21, 2026

Re: April 2026 Public Service Department Update



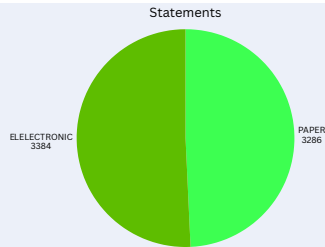
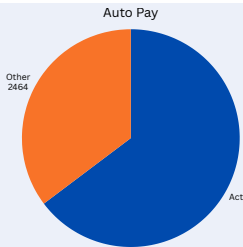
Eye on Water Leak Alerts

ON NOT SET
5292 77



Customer Missing Emails

	Jan	Feb	Mar	April
Customer Missing Emails	1,002	194	129	121



PERFORMANCE BY PLATFORM :

Platforms	Views	Posts
Next Door	1268	4
Facebook	479	10
Instagram	473	10
Everbridge	20	3
Website	50,079	n/a

Landscape Lawn Exchange 2026 Overview:

- 2026 Applications: 5
- total project requests: 35
- completed: 12
- pending projects: 10

FOCUS



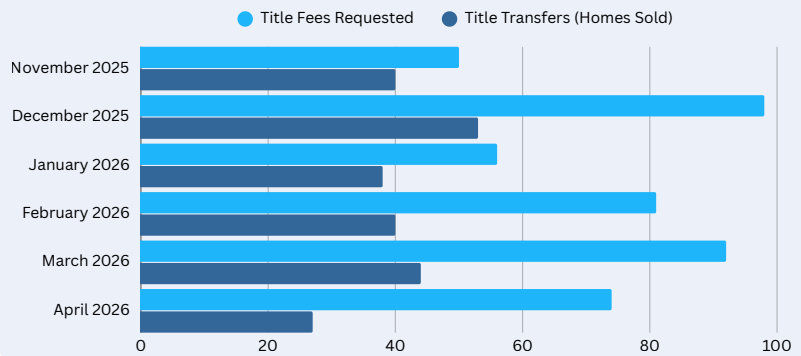
- Messaging - No irrigating until June 1st
- Messaging - \$1 Paper Statement Fee
- Messaging - Drinking Water Week May 3-9
- Compiling info for the Annual Lien List

ON-GOING

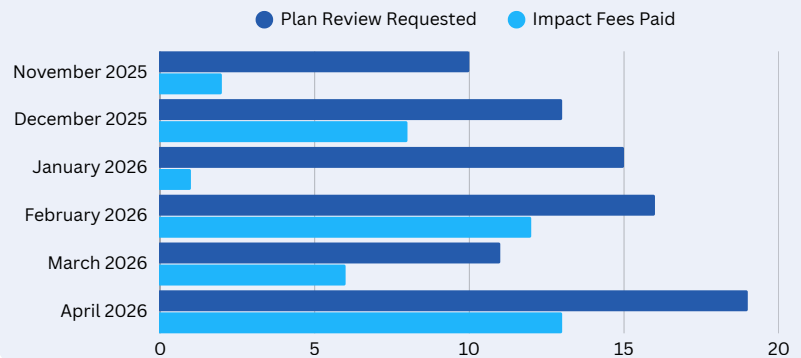


- New Customer Packets
- Billing Completed
- Social Media – Website, Employee Portal, Facebook, Instagram, Nextdoor
- 5th Grade Coloring Contest Theme
- Messaging to Register with Eye on Water
- Messaging for every other day watering
- Messaging for no irrigating until June 1st

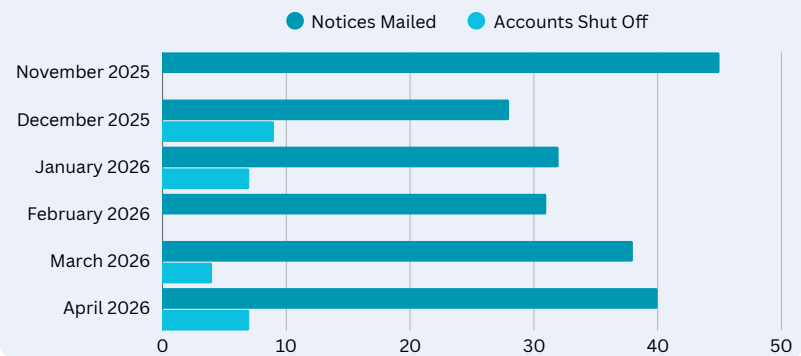
TITLE INFORMATION



PLAN REVIEWS



DELINQUENT ACCOUNTS



SERVICE ORDERS

