|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Customer Service Report** | | | | |
| **As of As February 28, 2013** | | | | |
|  |  |  |  | **Current** |
| **Metered Connections** | |  | **FY 12-13** | **Month** |
| **Total Metered Connections as of 2/28/13:** | | | **18,748** |  |
| **Projected Meter Installations for FY 12-13:** | | | **35** |  |
| **Actual New Meter Installations as of 2/28/13:** | | | **149** | **9** |
| **Projected EDU's for FY 12-13:** | |  | **44** |  |
| **Actual EDU's as of 2/28/13:** | |  | **189** | **11** |
|  | |  |  |  |
|  |  |  |  | **Current** |
| **Meter Replacements** | |  | **FY 12-13** | **Month** |
| **FY 08-09** | **404** |  |  |  |
| **FY 09-10** | **579** |  |  |  |
| **FY 10-11** | **598** |  |  |  |
| **FY 11-12** | **2,498** |  |  |  |
| **FY 12-13** | **259** | **as of 2/28/13** | **259** | **25** |
| **Total** | **4,338** |  |  |  |
|  |  |  |  |  |
|  |  |  |  | **Current** |
| **Water Audits** |  |  | **FY 12-13** | **Month** |
| **FY 02-03** | **25** |  |  |  |
| **FY 03-04** | **87** |  |  |  |
| **FY 04-05** | **260** |  |  |  |
| **FY 05-06** | **213** |  |  |  |
| **FY 06-07** | **187** |  |  |  |
| **FY 07-08** | **174** |  |  |  |
| **FY 08-09** | **149** |  |  |  |
| **FY 09-10** | **182** |  |  |  |
| **FY 10-11** | **152** |  |  |  |
| **FY 11-12** | **130** |  |  |  |
| **FY 12-13** | **74** | **as of 2/28/13** | **74** | **4** |
| **Total** | **1,633** |  |  |  |