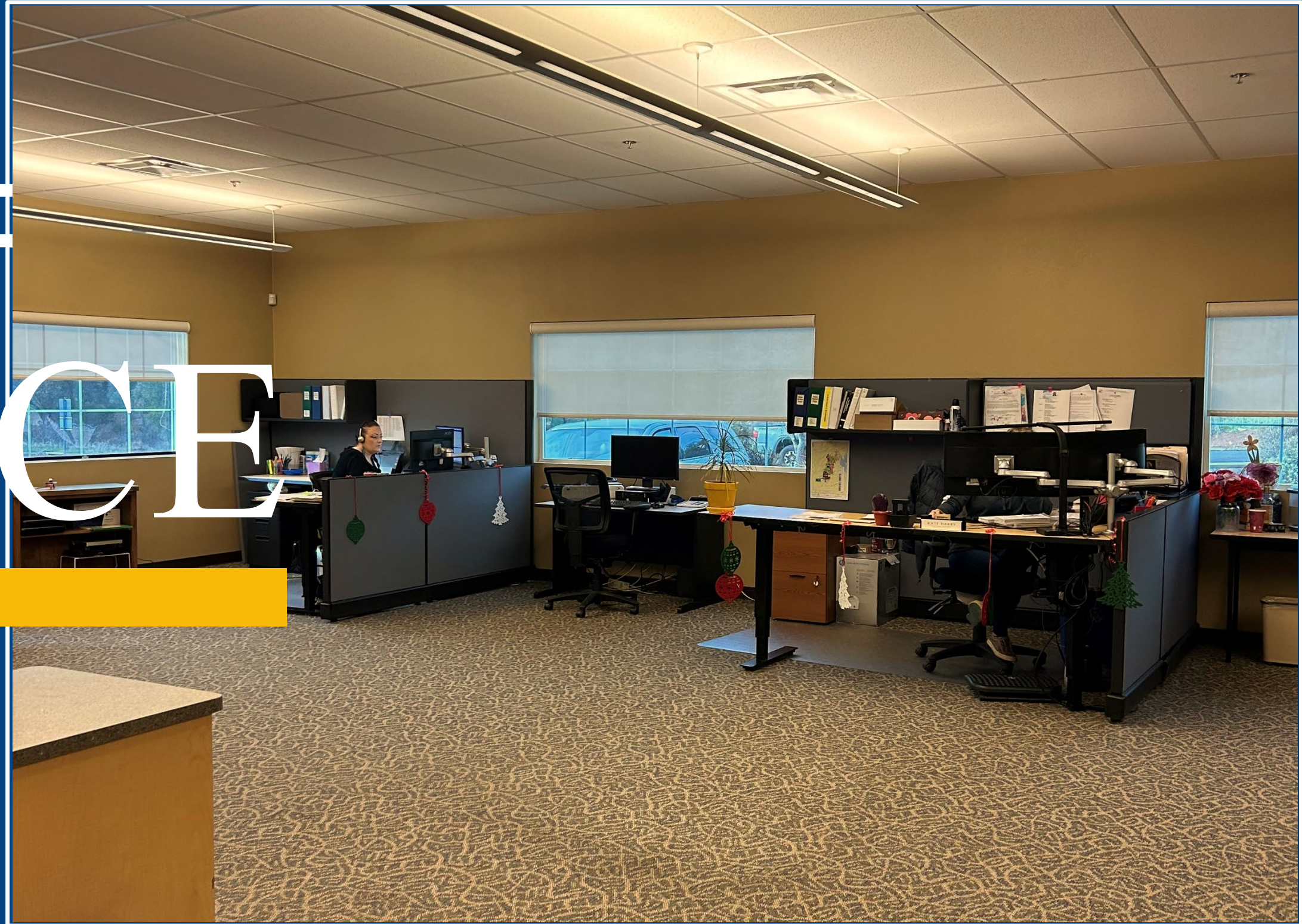
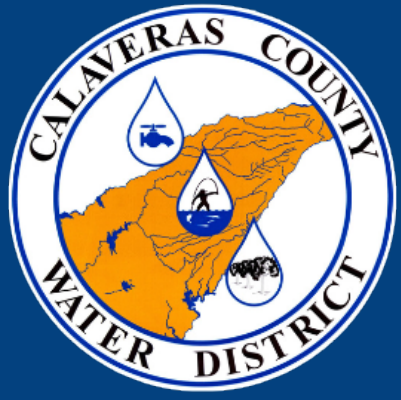
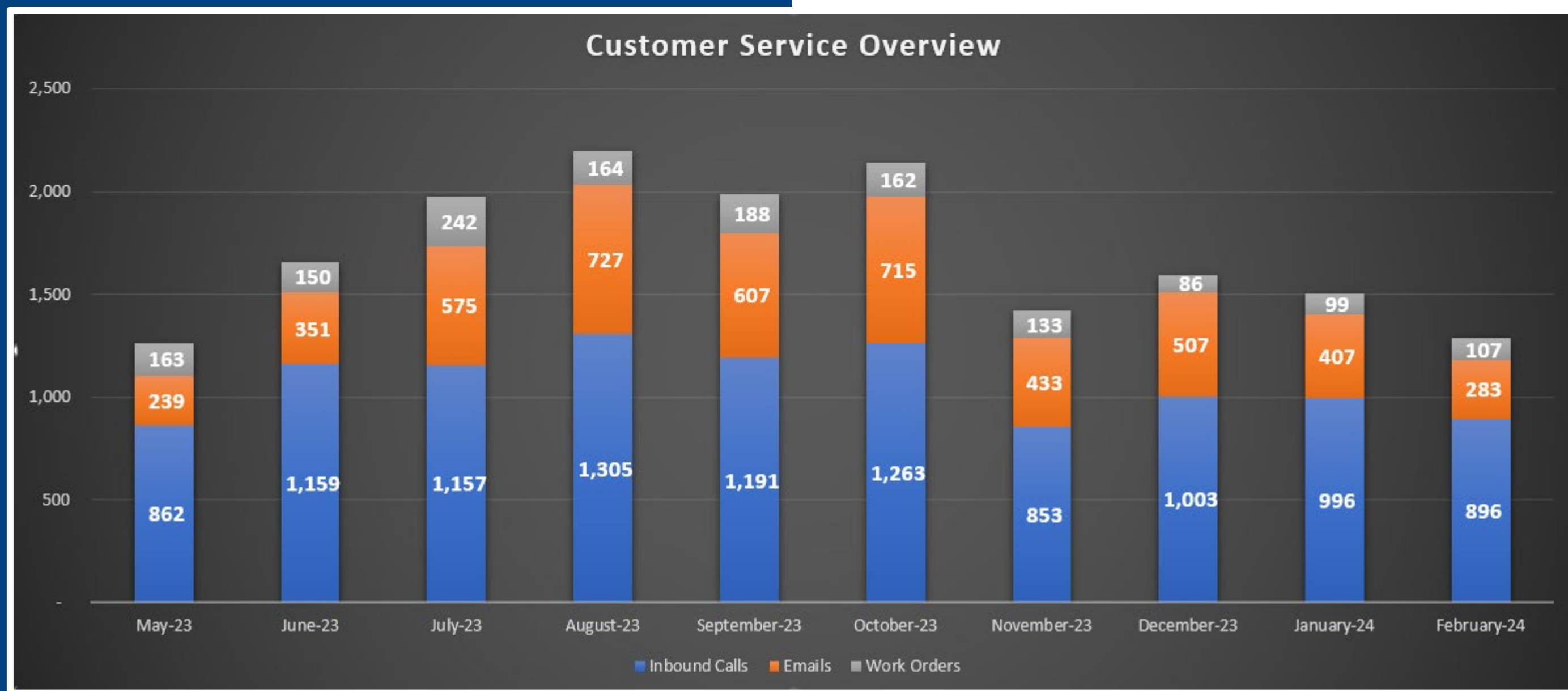


CUSTOMER SERVICE





CALL QUEUES, EMAILS & WORK ORDERS

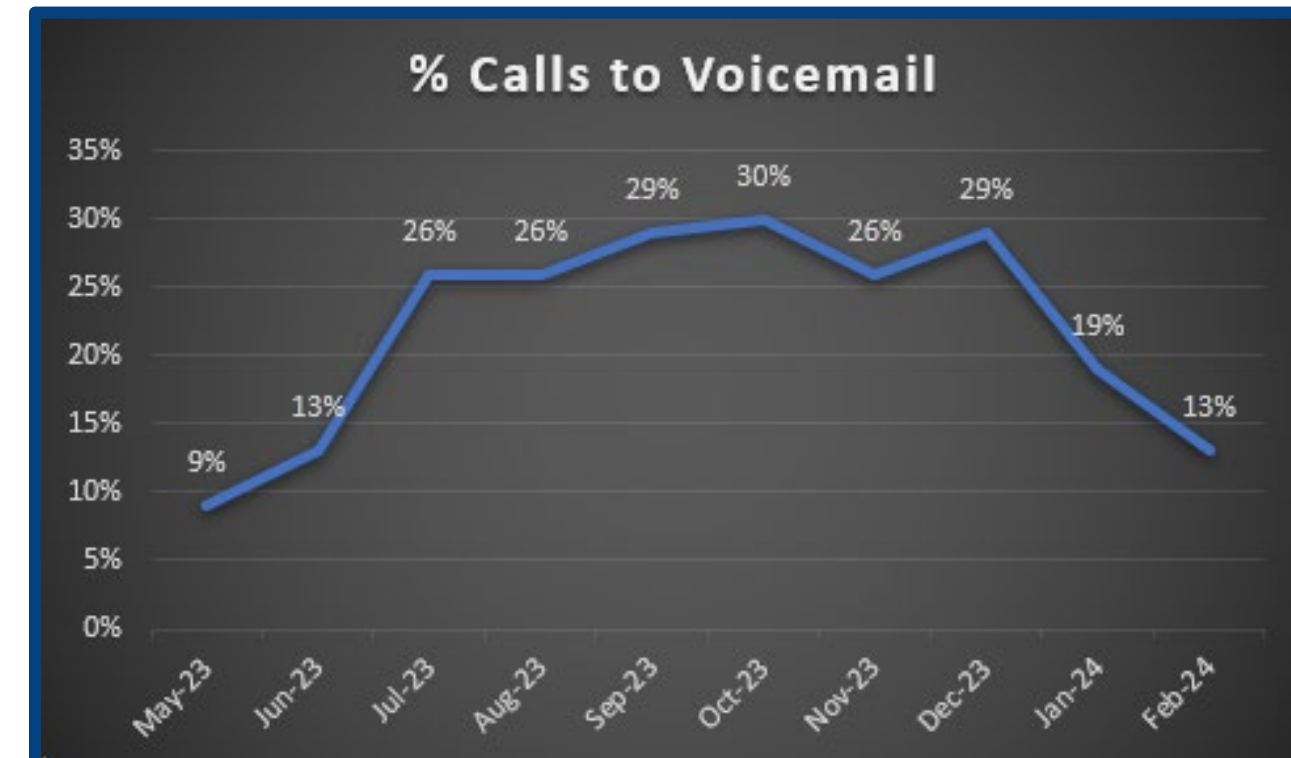
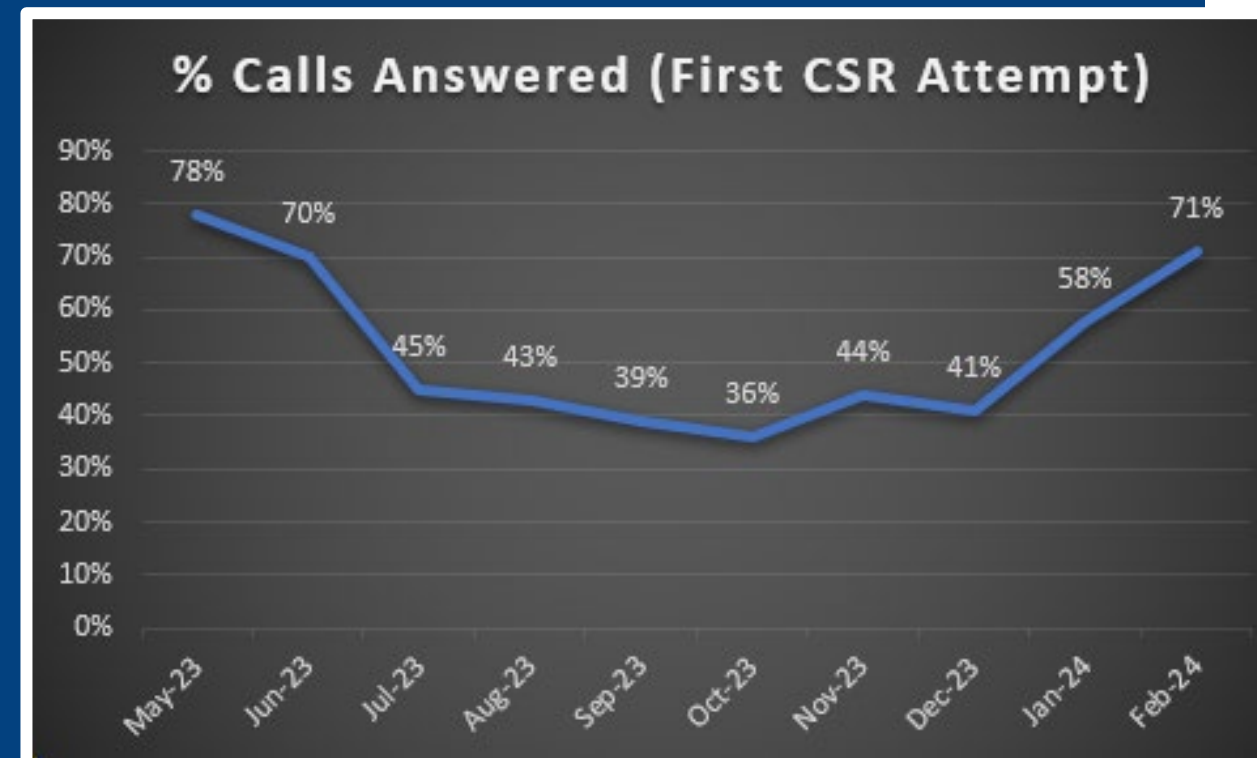


Common Inquiries for February:

- CCWD-side & customer-side leaks/concerns
- Rate Study/Cost of Service Inquiries
- **Customer Portal inquiries**

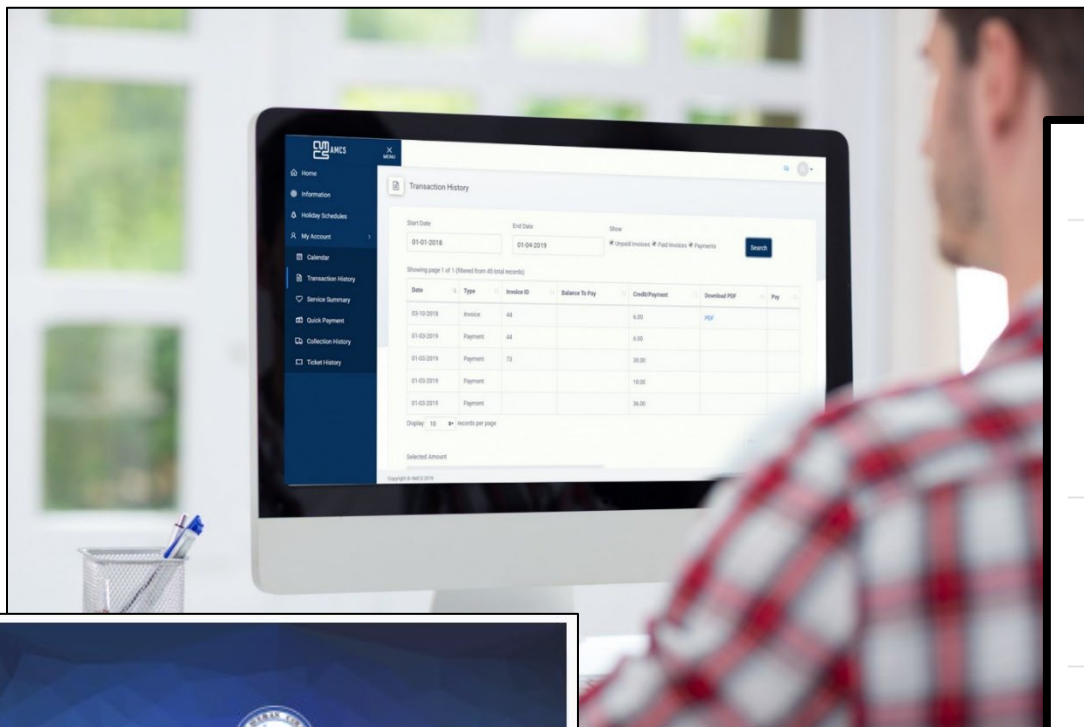
Call Analytics for February:

- Avg. Calls Handled/Day: 45
- Avg. Handle Time: 4:00 minutes
- Total % Employee Hours on Calls: 14.5%





CUSTOMER PORTAL UPDATE



Consumption alerts

Email

Voice

Text

Standard message and data rates may apply

Leak Alerts

Receive alert if consumption indicates abnormal usage or potential leak.

Consumption Threshold Alerts

Notify me if my **daily** usage exceeds

Water (CF)

Average daily use = 29.30 CF

Notify me if my **monthly** usage exceeds

Water (CF)

Average monthly use = 1787.40 CF

Vacation Threshold Alerts

Notify me if my **daily** usage exceeds the specified thresholds between the below Start and End dates

Start End

Water (CF)

Lowest daily use = 0.02 CF



MEMBERS – FEBRUARY

Total Members	8,907
Total Administrators	4
Total Current Online	4



MEMBERS – JANUARY

Total Members	8,813
Total Administrators	4
Total Current Online	5



94



SMART METER PORTAL

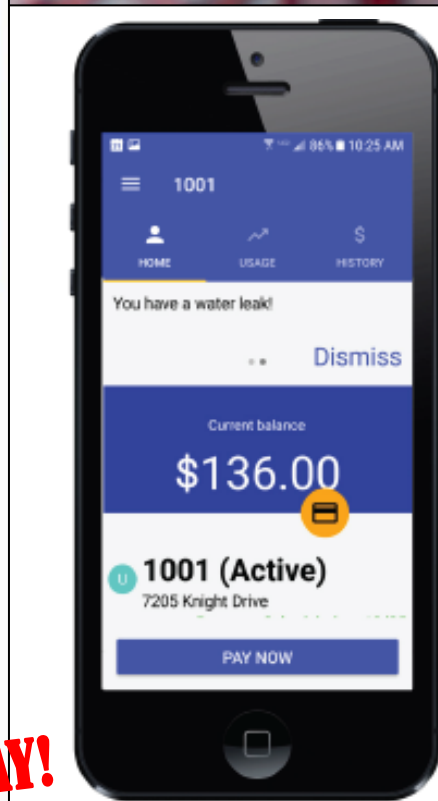
CCWD and Tyler Technologies are addressing bugs and discrepancies within the Portal, and CCWD Staff is presenting Tyler with recommended improvements to the interface.

Calaveras County Water District

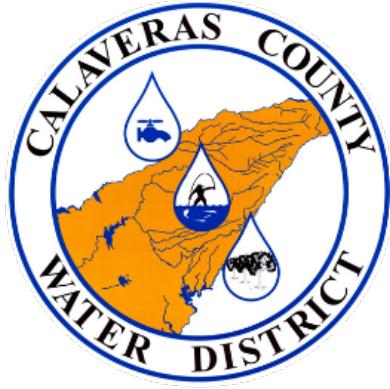
Login

[Forgot password?](#)

[Don't have an account? Register](#)



Create an account TODAY!



CUSTOMER ASSISTANCE

AVAILABLE NOW!

CCWD Customer Assistance Program (CAP)

- \$20/billing cycle for water
- \$30/billing cycle for wastewater
- Funded through non-rate payer revenues
 - Requirements:

account in good standing, PG&E CARE program enrollment or 200% below poverty level

Program Renewals to begin in April 2024

PROGRAM RENEWED!

ATCAA Low Income Housing Water Assistance Program (LIHWAP)

- Calaveras County Remailing Allocation: \$4,074
 - Federally funded
- State program facilitated by ATCAA, application information on their website
- Hundreds to thousands of dollars in assistance to customers with past due or current bills

Deadline to submit applications **extended**: March 28, 2024

Program Ends: March 31, 2024



GENERAL STATS - CAP

Water

206 of 237 filled
****31 open spots**

Wastewater

113 of 175 filled
****62 open spots**

GENERAL STATS - LIHWAP

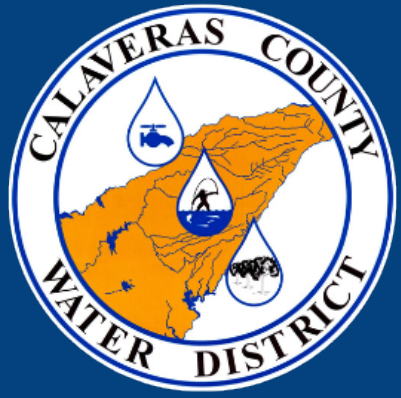
\$61,393

worth of assistance to CCWD customers

73 accounts assisted

\$7,962

Contact Customer Service!



Thank You