

**Public Works Department  
Fiscal Year 2018/2019 Performance Measures**

**Overview**

The Incline Village General Improvement District Public Works Department provides water and sewer services, as well as management of the solid waste contract, to the residential and commercial users located within Incline Village and Crystal Bay. The Public Works Department takes responsibility of providing clean and safe drinking water and collecting and treating sewage very seriously and is evidenced by our highly skilled staff, well maintained infrastructure, excellent customer service and our secure financial position.

	Water	Sewer
Approximate Users	8,106	8,014
Equivalent Dwelling Units (EDU)	9,037	8,544
Accounts Billed	4,270	4,178
Gallons Processed	900 million	400 million

**Efficiency**

Performance Description	Performance Measurement	IVGID Measurement 2018-19	Q1-Q2 2018-19
<b>Customer Service Accounts</b>	<b>AWWA Median</b>	<b>District Value</b>	<b>District Value</b>
Billing Accuracy Rate-Errors per 10,000 bills	8.1	4	0.8
Water Total O&M Cost (\$/account)	\$361	\$255	\$255
Wastewater Total O&M Cost (\$/account)	\$344	\$360	\$360

**Effectiveness**

Performance Description	Performance Measurement	IVGID Measurement 2018-19	Q1-Q2 2018-19
<b>Unplanned Disruption of Water Service</b>	<b>AWWA Median Per 1000 Customers</b>	<b>District Value Per 1000 customers</b>	<b>District Value Per 1000 customers</b>
< 4 Hours	1.06	1.0	0.25
From 4 to 12 Hours	0.48	0.25	0.0
> 12 Hours	0.00	0.00	0.0
<b>Technical Service Complaints</b>	<b>AWWA Median</b>	<b>District Value</b>	<b>District Value</b>
Water Technical Service Complaint per 1000 accounts	6.0	3.0	2.7
Wastewater Technical Service Complaint per 1000 accounts	10.6	3.0	1.2

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**Community Value**

<b>Performance Description</b>	<b>Performance Measurement</b>	<b>IVGID Measurement 2018-19</b>	<b>Q1-Q2 2018-19</b>
<b>Customer Service Complaints</b>	<b>AWWA Median</b>	<b>District Value</b>	<b>District Value</b>
Water Customer Service Complaint per 1000 accounts	1.0	0.5	0.0
Wastewater Customer Service Complaint per 1000 accounts	0.5	0.5	0.0
<b>Residential Monthly Bill</b>	<b>Lake Tahoe Agency Average (6 Agencies)</b>	<b>District Value</b>	<b>Q1-Q2 2018-19</b>
Average Monthly Residential Water and Sewer Bill (72,000 gallons/yr)	\$125.42	\$103.68	\$103.68