

**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-Q4 2018-19
Customer Service Accounts	AWWA Median	District Value	District Value
Billing Accuracy Rate-Errors per 10,000 bills	8.1	4	0.5
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-Q4 2018-19
Unplanned Disruption of Water Service	AWWA Median Per 1000 Customers	District Value Per 1000 customers	District Value Per 1000 customers
< 4 Hours	1.06	1.0	0.12
From 4 to 12 Hours	0.48	0.25	0.0
> 12 Hours	0.00	0.00	0.12
Technical Service Complaints	AWWA Median	District Value	District Value
Water Technical Service Complaint per 1000 accounts	6.0	3.0	1.9
Wastewater Technical Service Complaint per 1000 accounts	10.6	3.0	1.0

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

Community Value

Performance Description	Performance Measurement	IVGID Measurement 2018-19	Q1-Q4 2018-19
Customer Service Complaints	AWWA Median	District Value	District Value
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
Residential Monthly Bill	Lake Tahoe Agency Average (6 Agencies)	District Value	Q1-Q3 2018-19
Average Monthly Residential Water and Sewer Bill (72,000 gallons/yr)	\$125.42	\$103.68	\$103.68