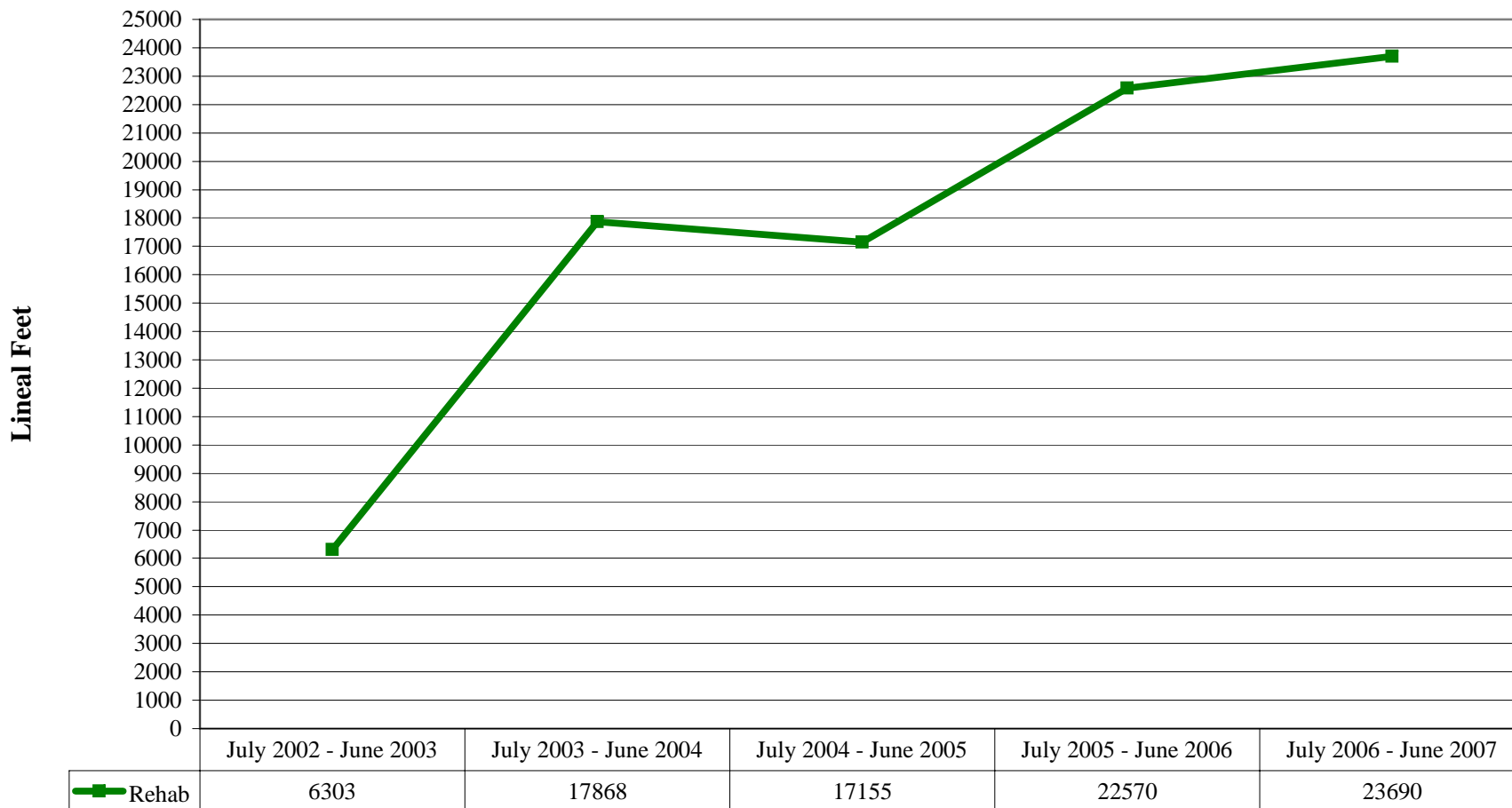
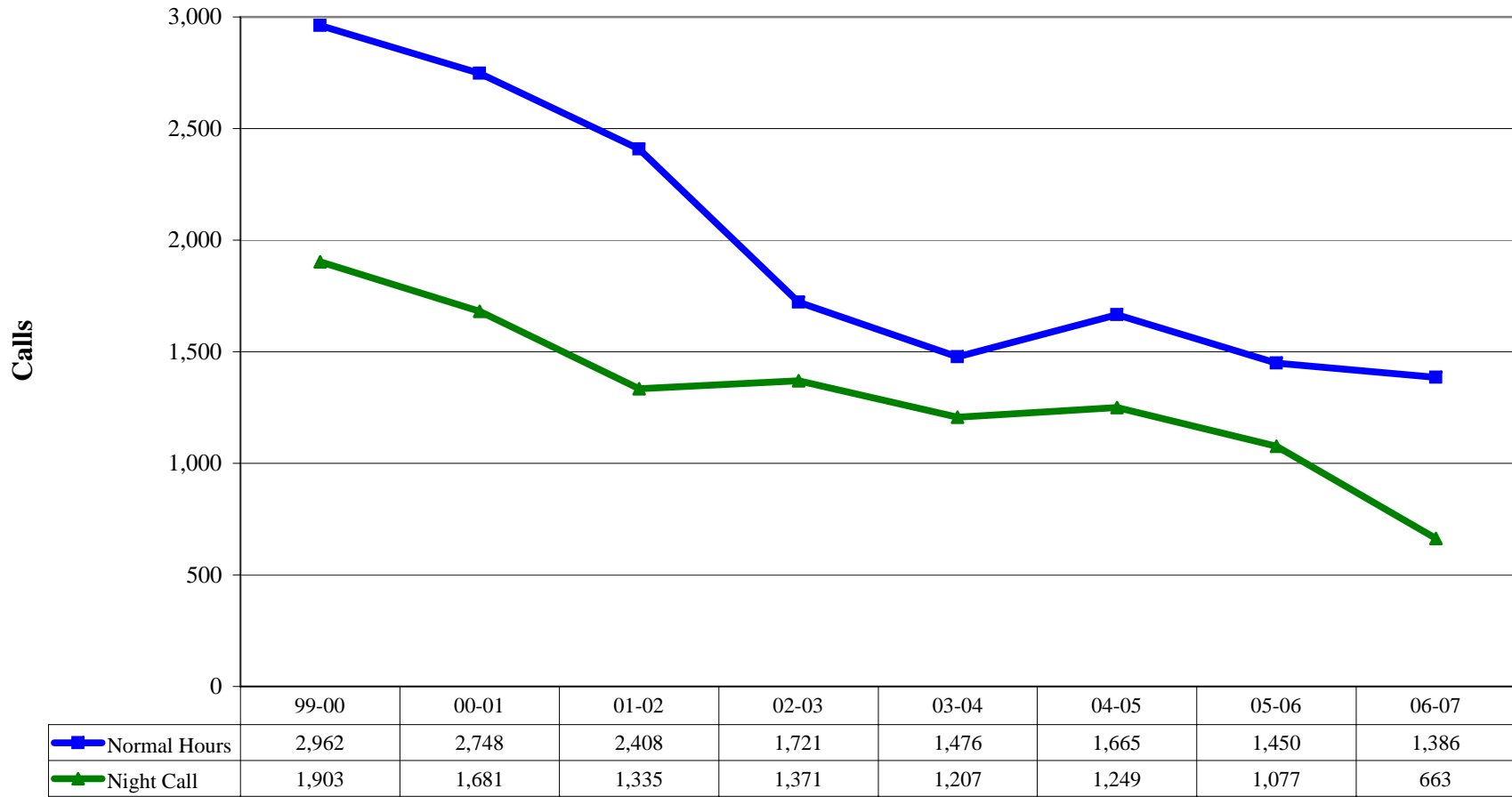


System Services Division
Construction Rehab Footage - IRS & Dig and Replace
 Performance Measures



Fiscal Year

System Services Division
Customer Service Requests
 Performance Measures



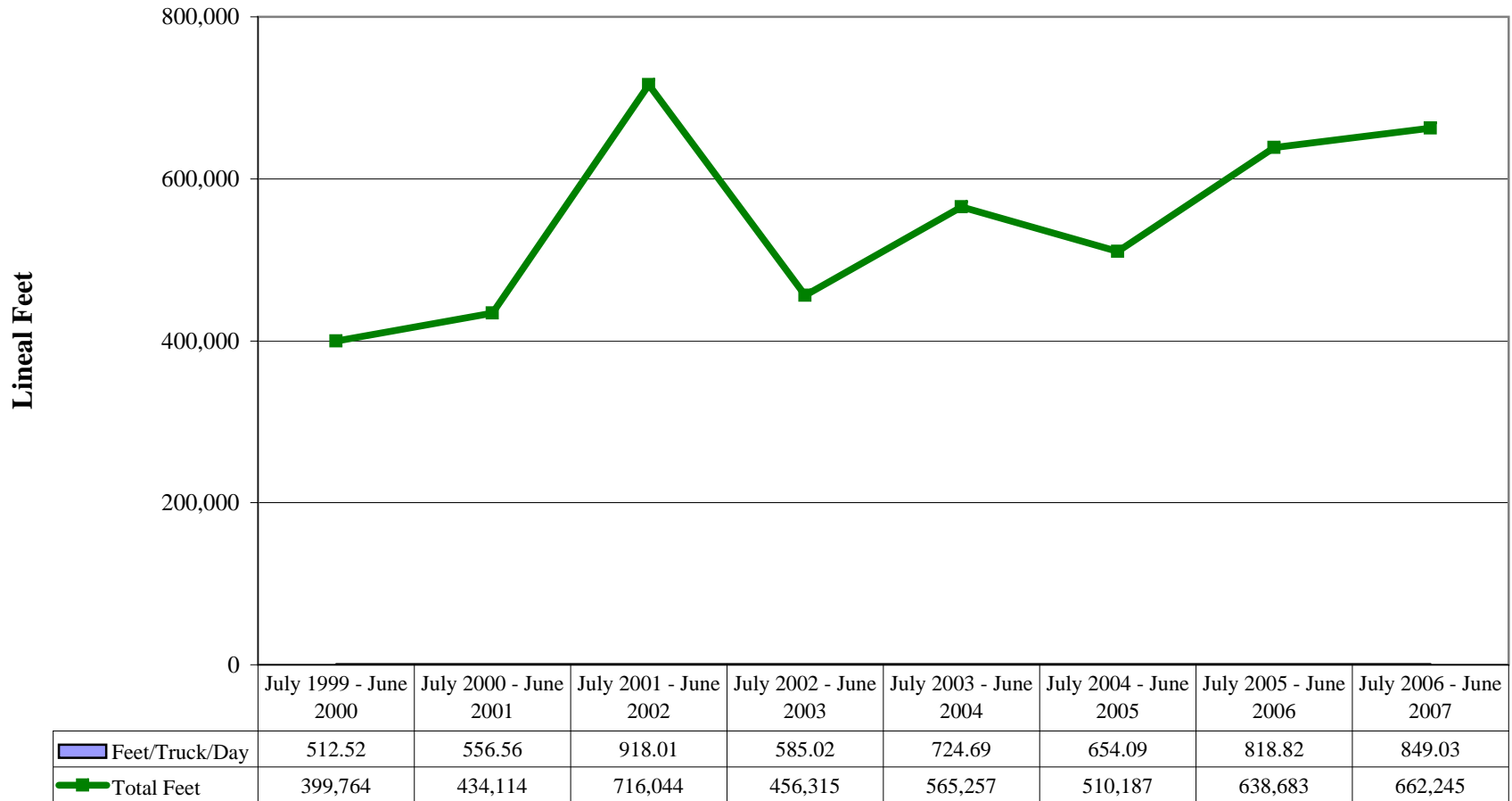
Fiscal Year

System Services Division
Average Response Times
 Performance Measures



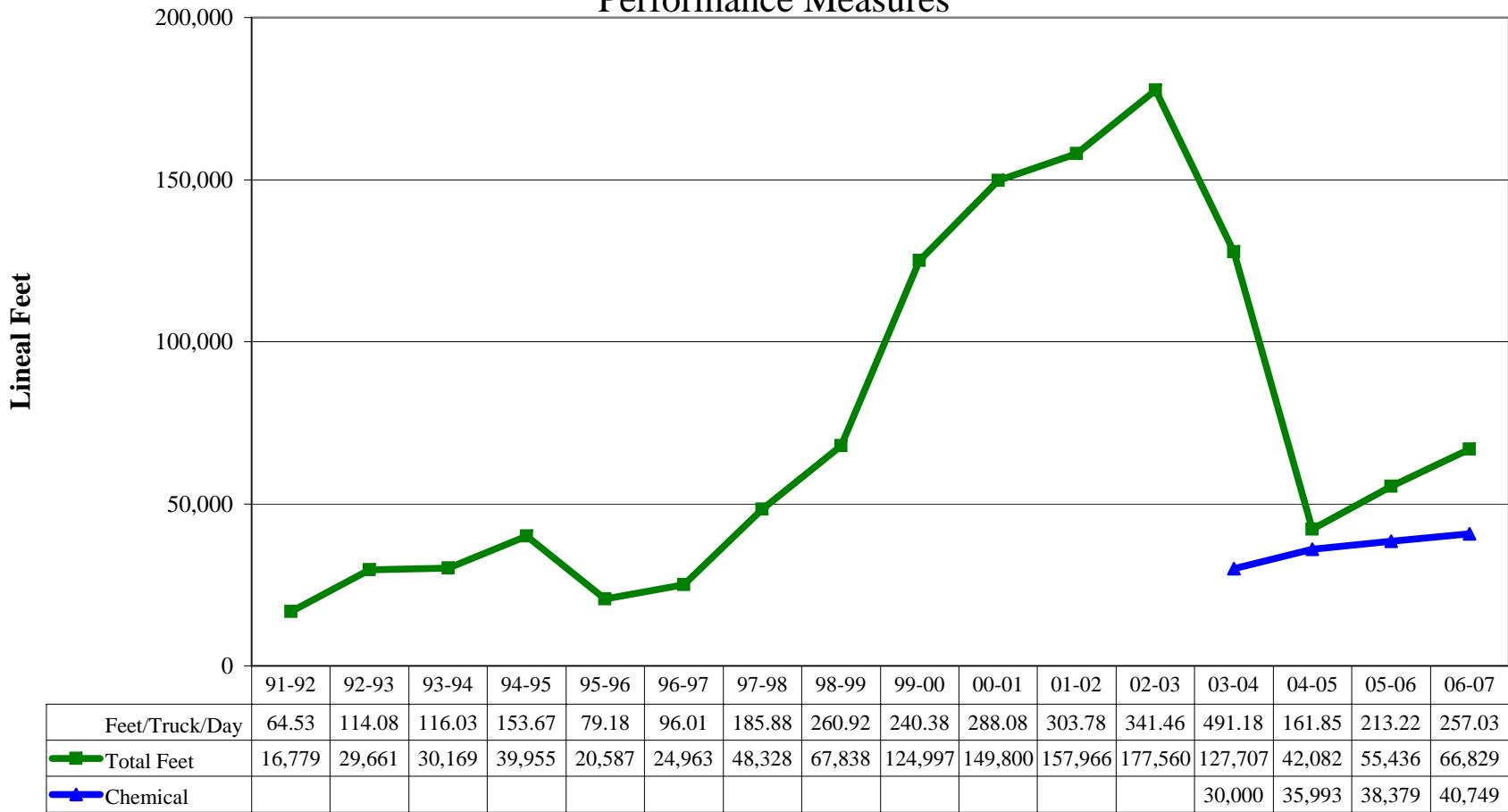
Fiscal Year

System Services Division
Total Lines Washed
 Performance Measures



Fiscal Year

System Services Division
Lines Rodded - Root Removal
 Performance Measures

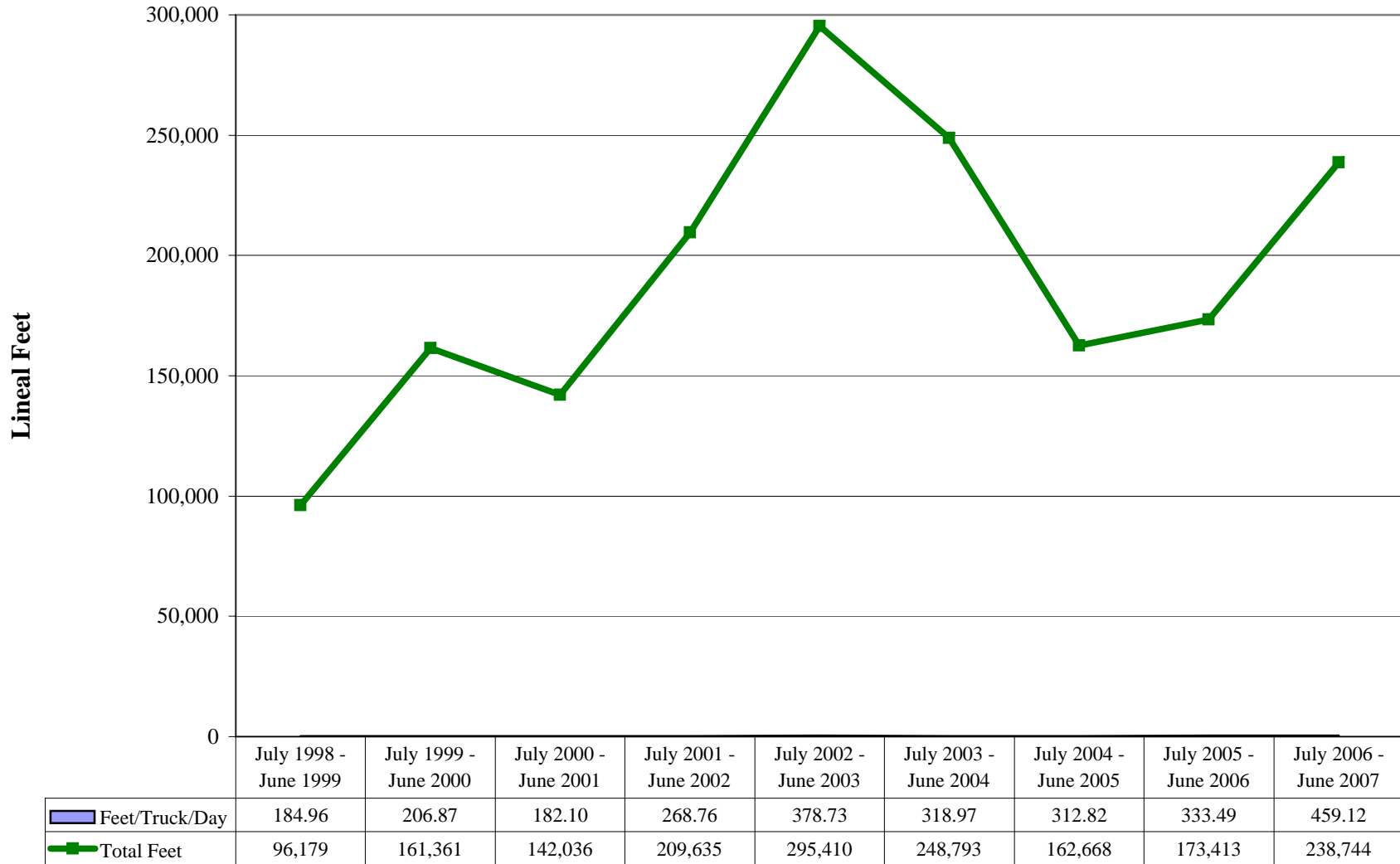


Fiscal Year

*A second rod truck was added in May 1999.

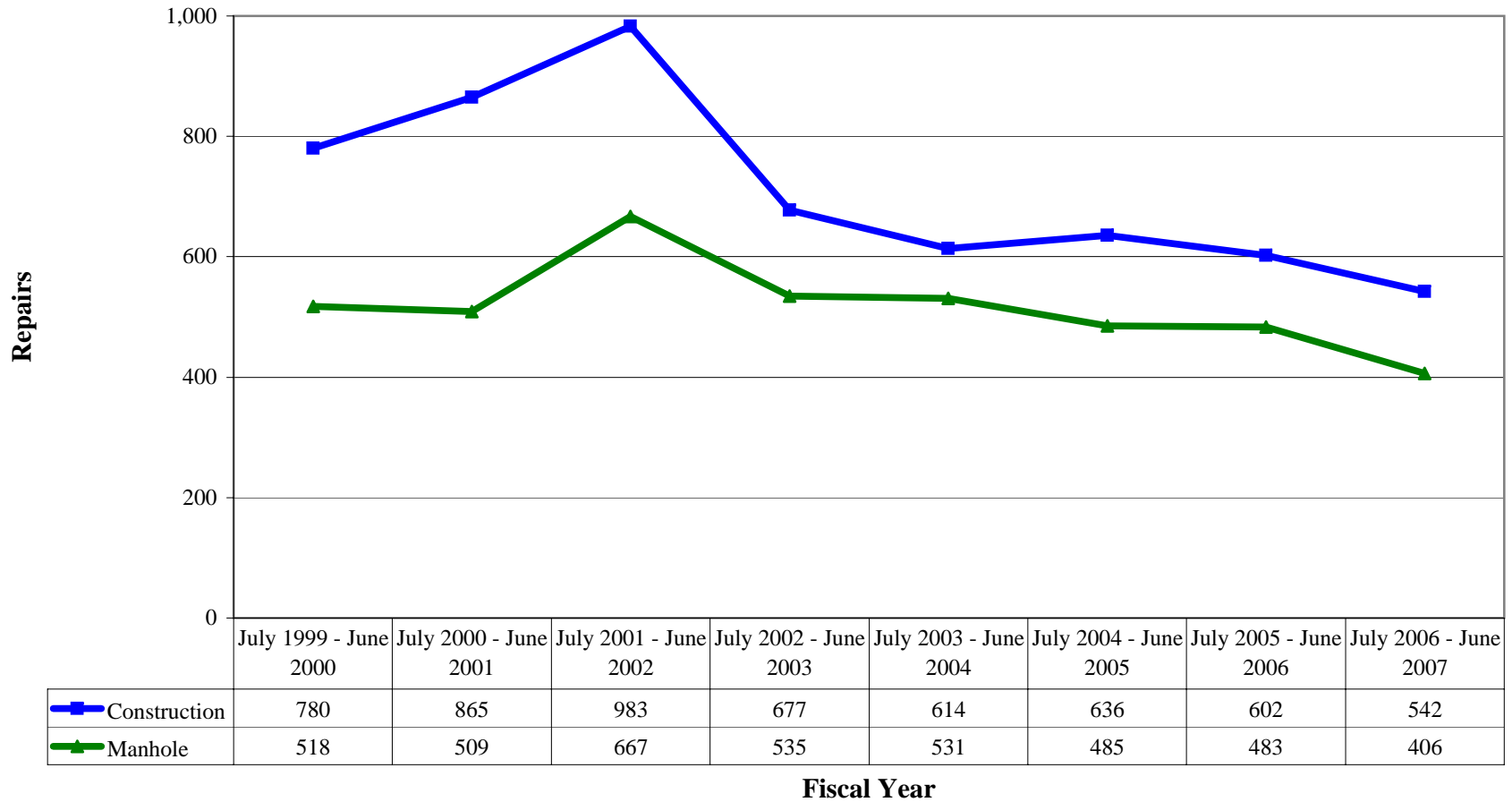
**Second rod truck surplus in Dec 2003.

System Services Division
Lines CCTV Inspected
 Performance Measures



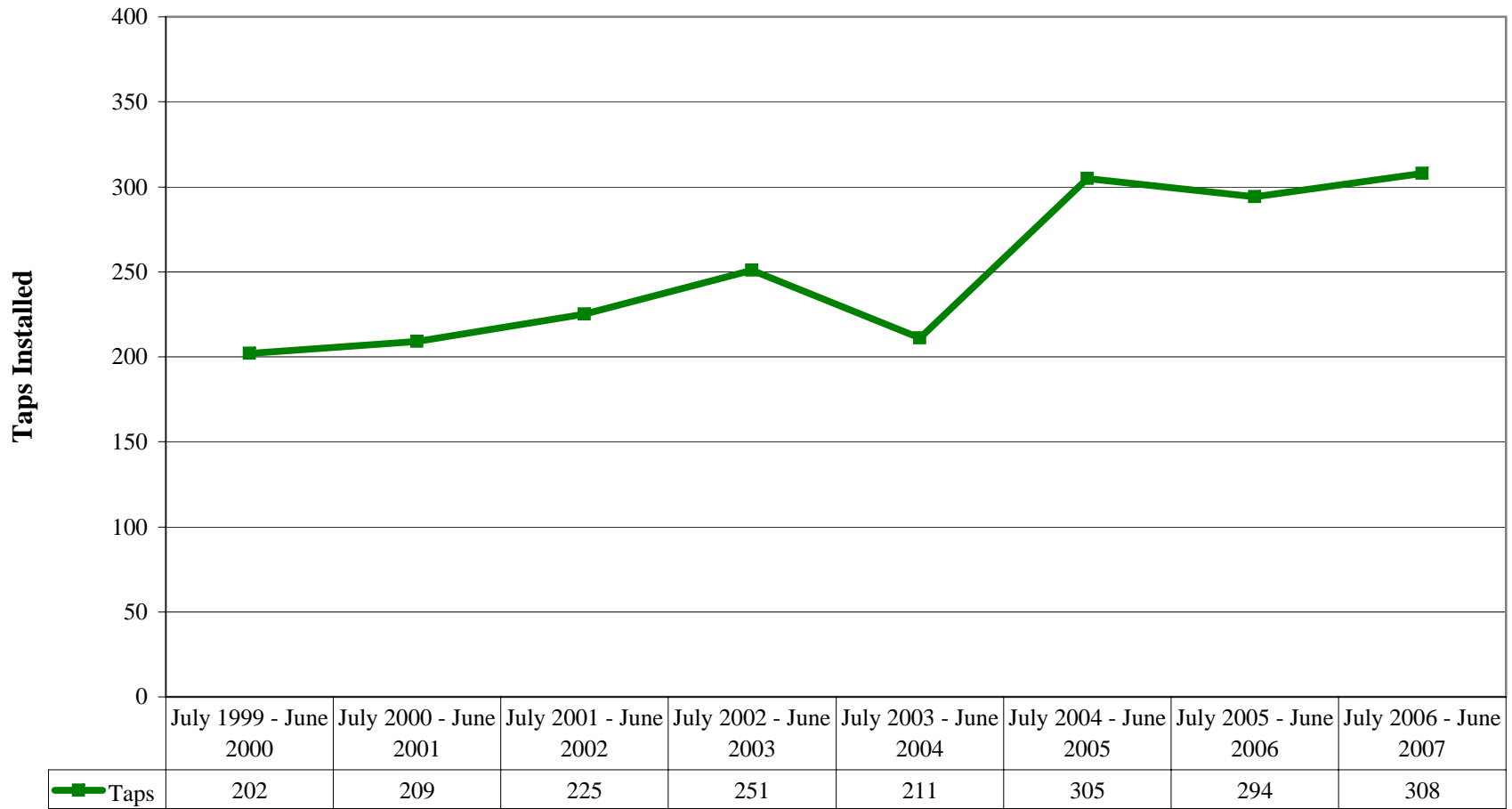
Fiscal Year

System Services Division
Repairs
 Performance Measures



Tap installation information is reported in the next chart.

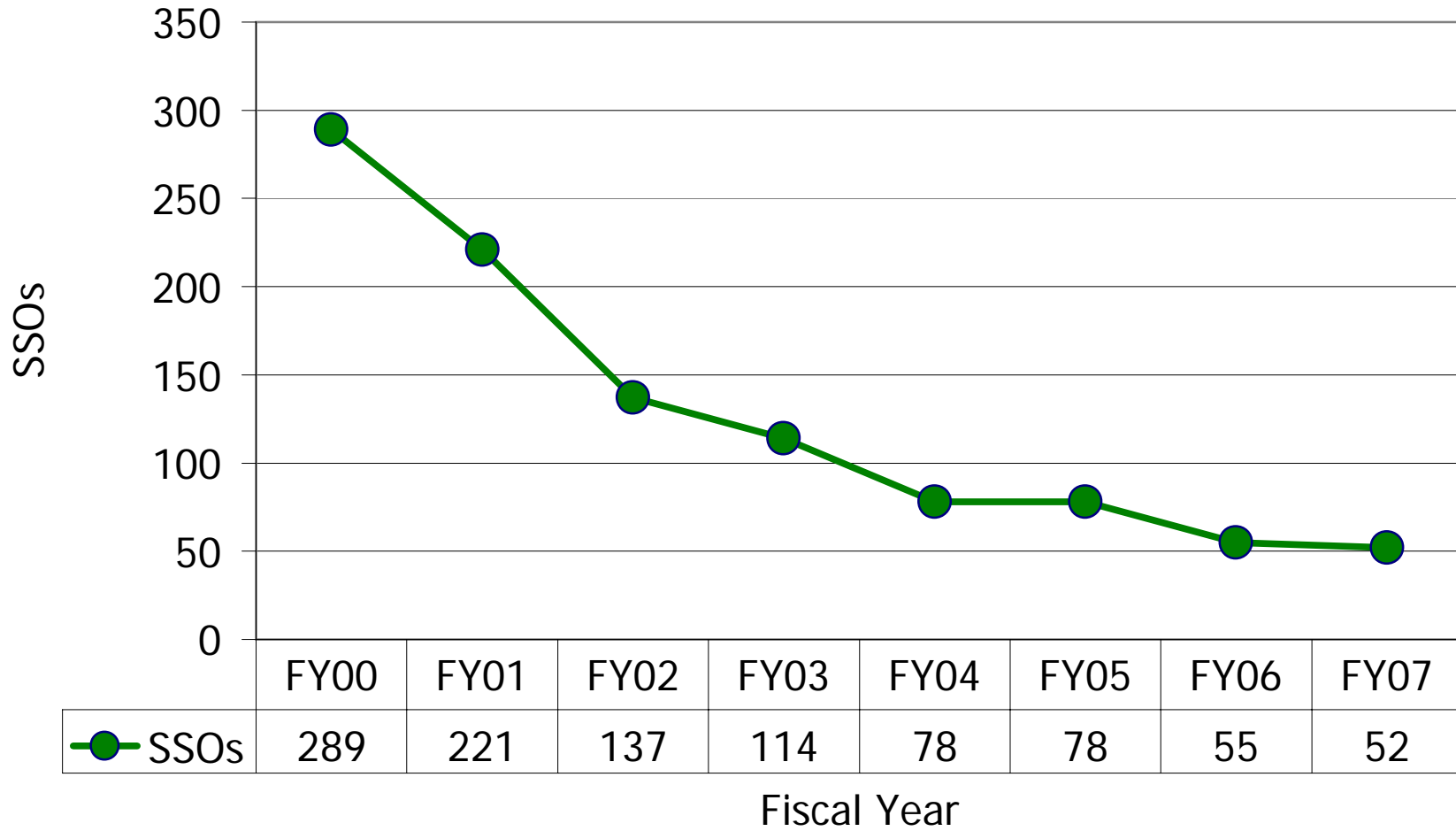
System Services Division
Taps Installed
 Performance Measures



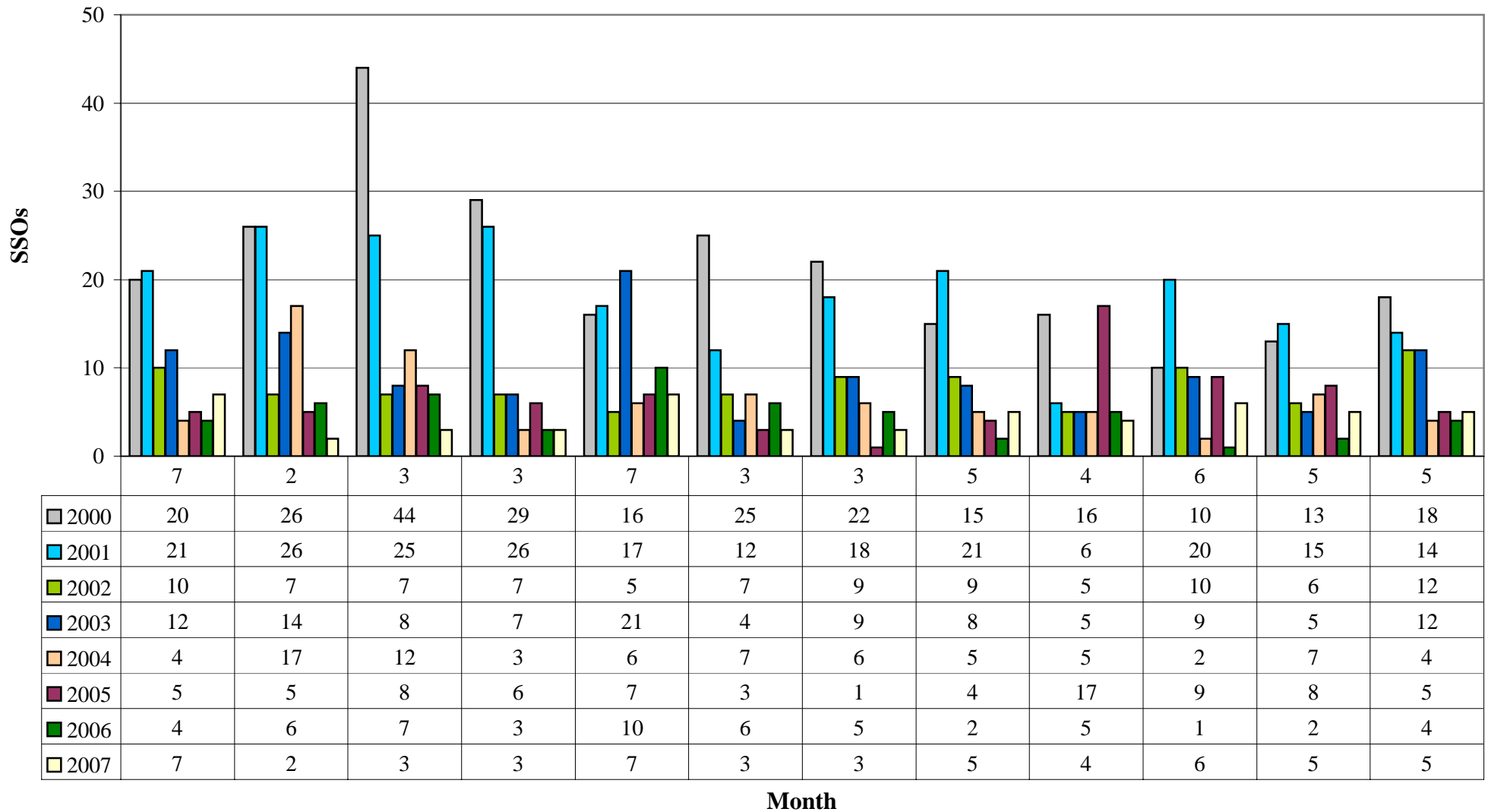
Fiscal Year

*One six man construction crew was used throughout the period.

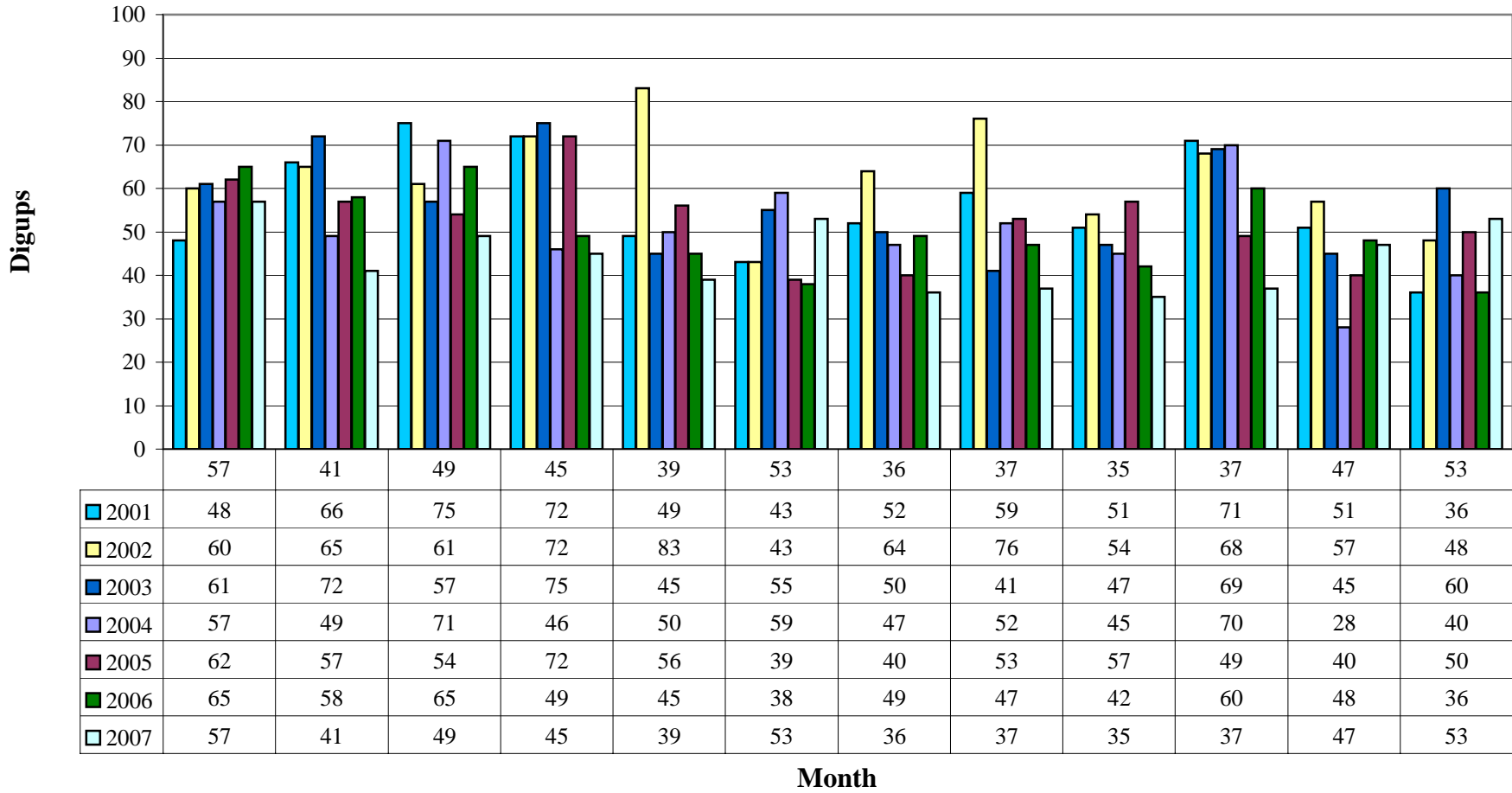
Sanitary Sewer Overflows



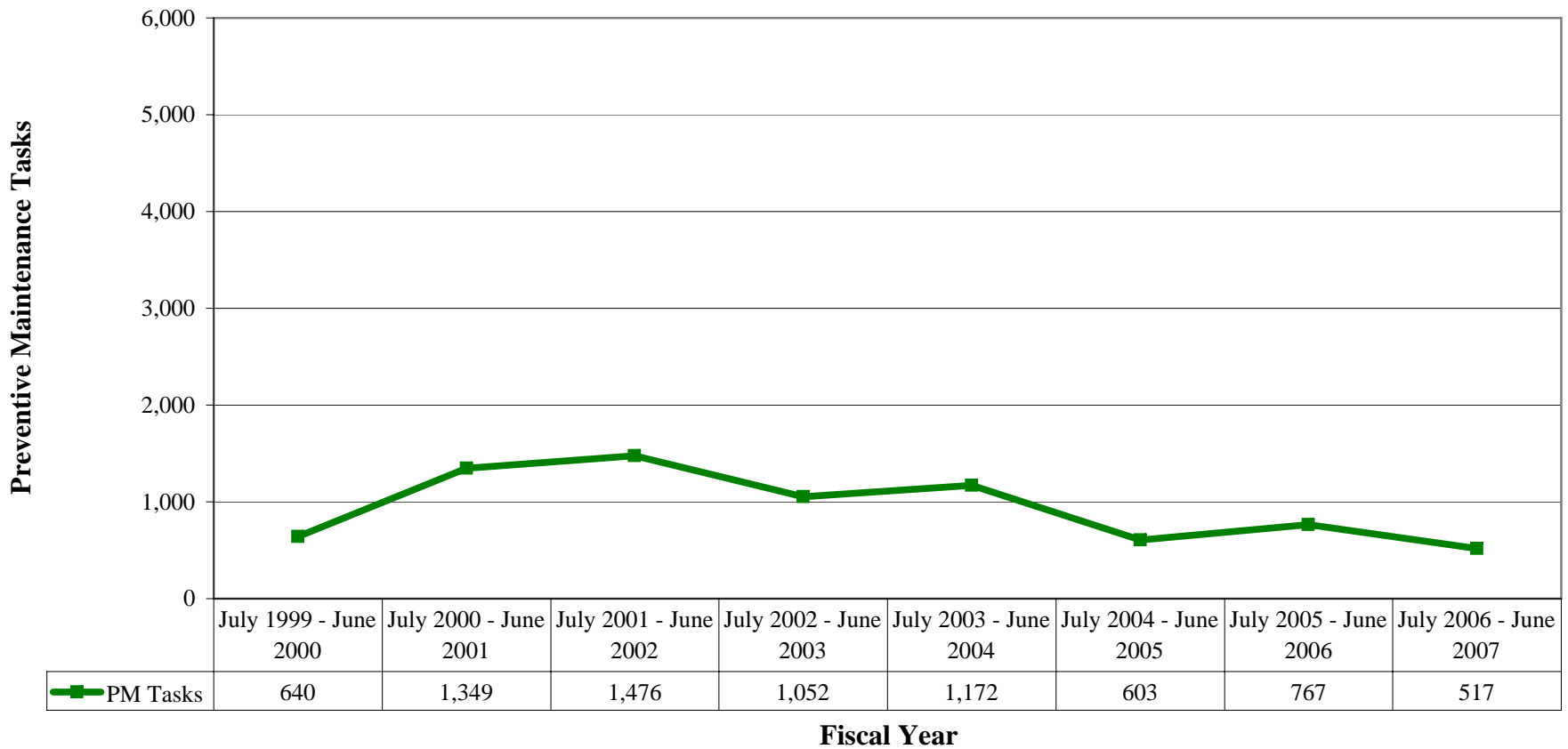
System Services Division
Sanitary Sewer Overflows By Month, 2000-2007
 Performance Measures



System Services Division
DigUps By Month, 2001-2007
 Performance Measures



System Services Division
Preventive Maintenance Tasks
 Performance Measures



*Tasks include weekly checks of troublesome areas and rodding, washing, and inspecting lines.