



INDUSTRY BENCHMARKS

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Serving Highland, San Bernardino and Unincorporated San Bernardino County



INDUSTRY BENCHMARKS

- Presented annually
- Measures performance of strategic initiatives
- Comparison data based on:
 - *District Goals*
 - *Industry Guidelines*
 - *Neighboring Water/Wastewater Agencies*



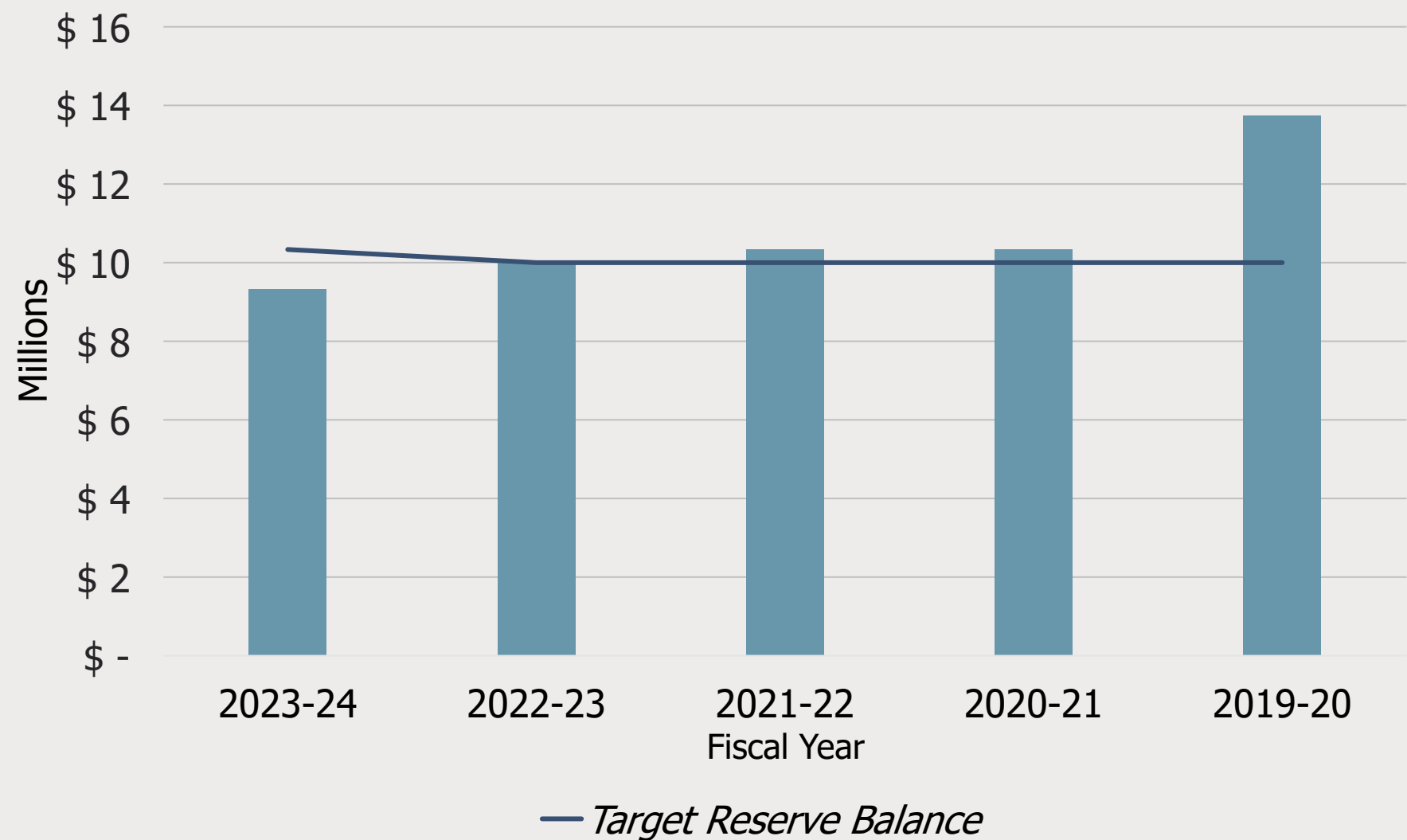
FINANCE



OPERATING FUND



CAPITAL REPLACEMENT RESERVE FUND



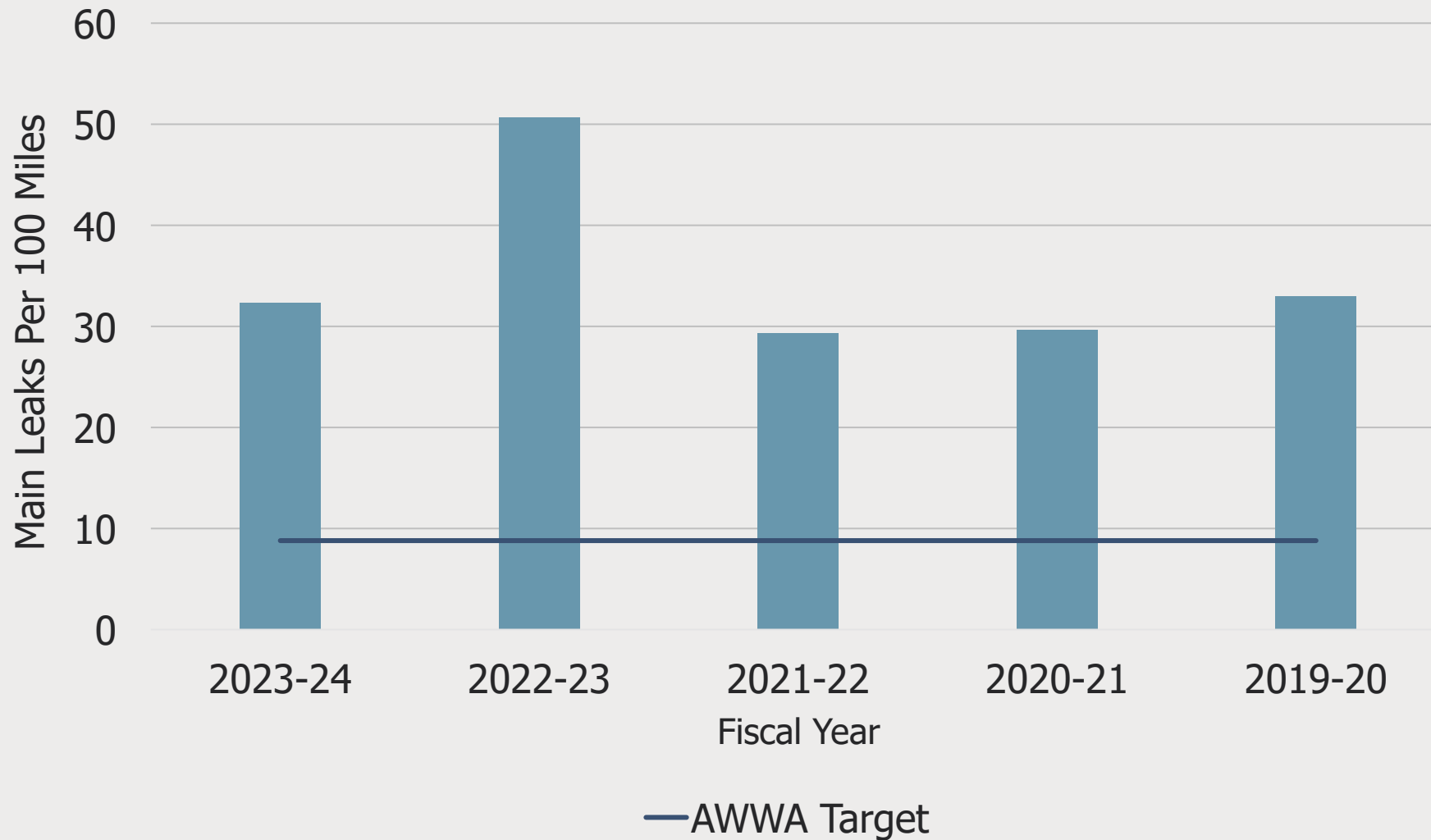
OPERATIONS



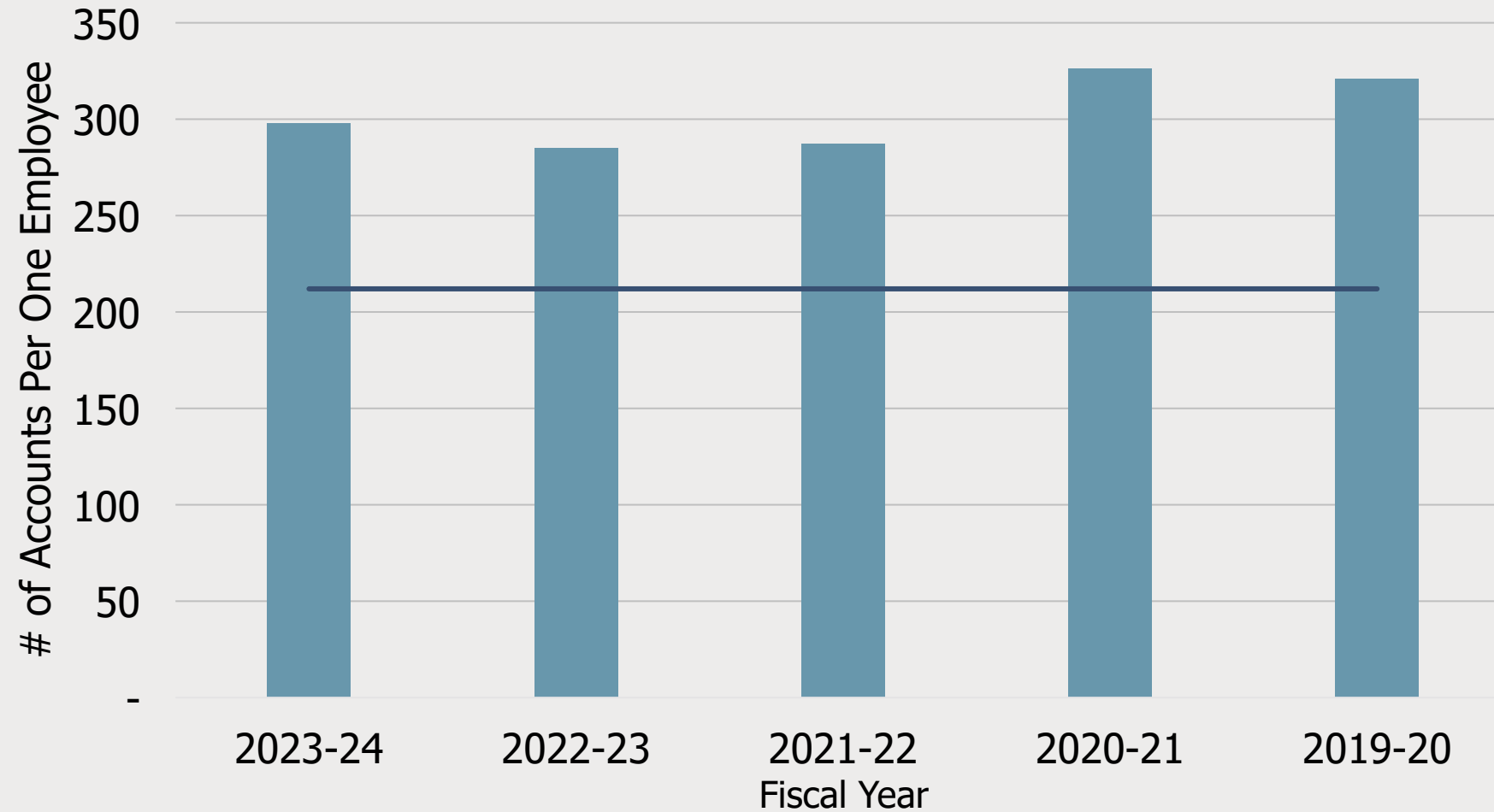
SEWER PIPELINE MAINTENANCE



WATER MAIN LEAKS



STAFFING EFFICIENCIES

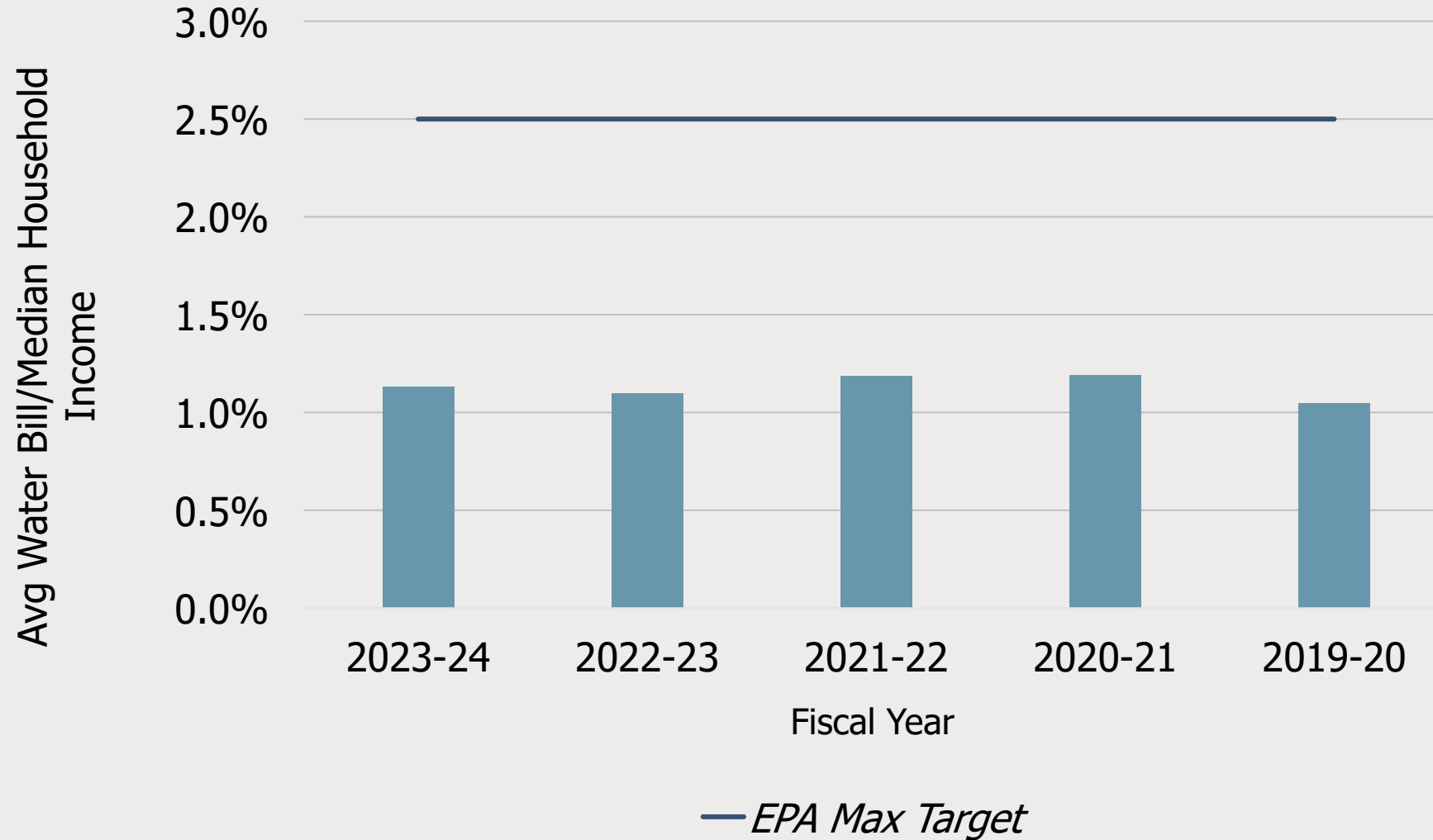


— *Neighboring Agencies Average Accounts Per Employee*

WATER RATES



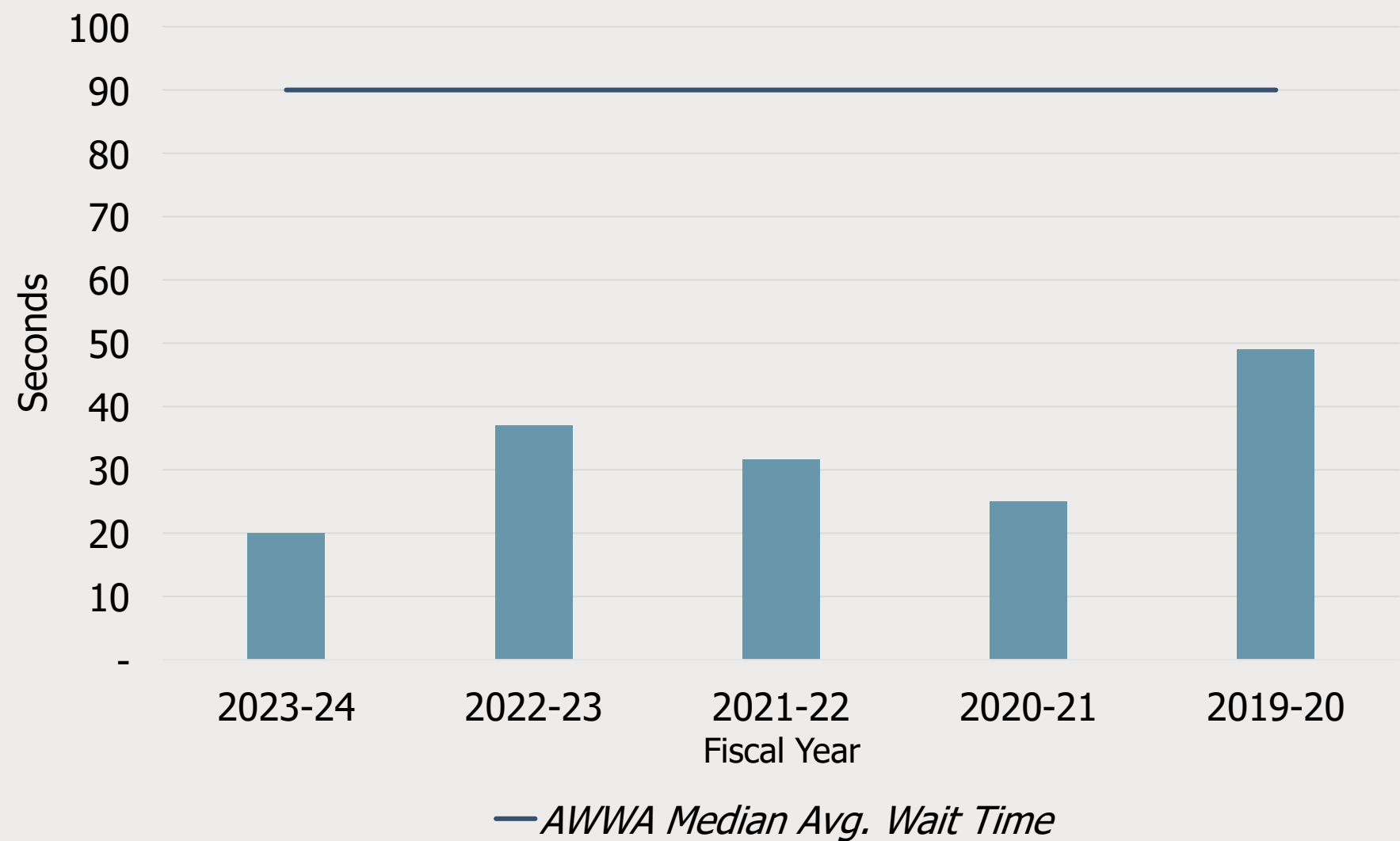
WATER AFFORDABILITY



CUSTOMER ENGAGEMENT



CALL WAIT TIME





QUESTIONS

Serving Highland, San Bernardino and Unincorporated San Bernardino County