



# INDUSTRY BENCHMARKS

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*Serving Highland, San Bernardino and Unincorporated San Bernardino County*





# INDUSTRY BENCHMARKS

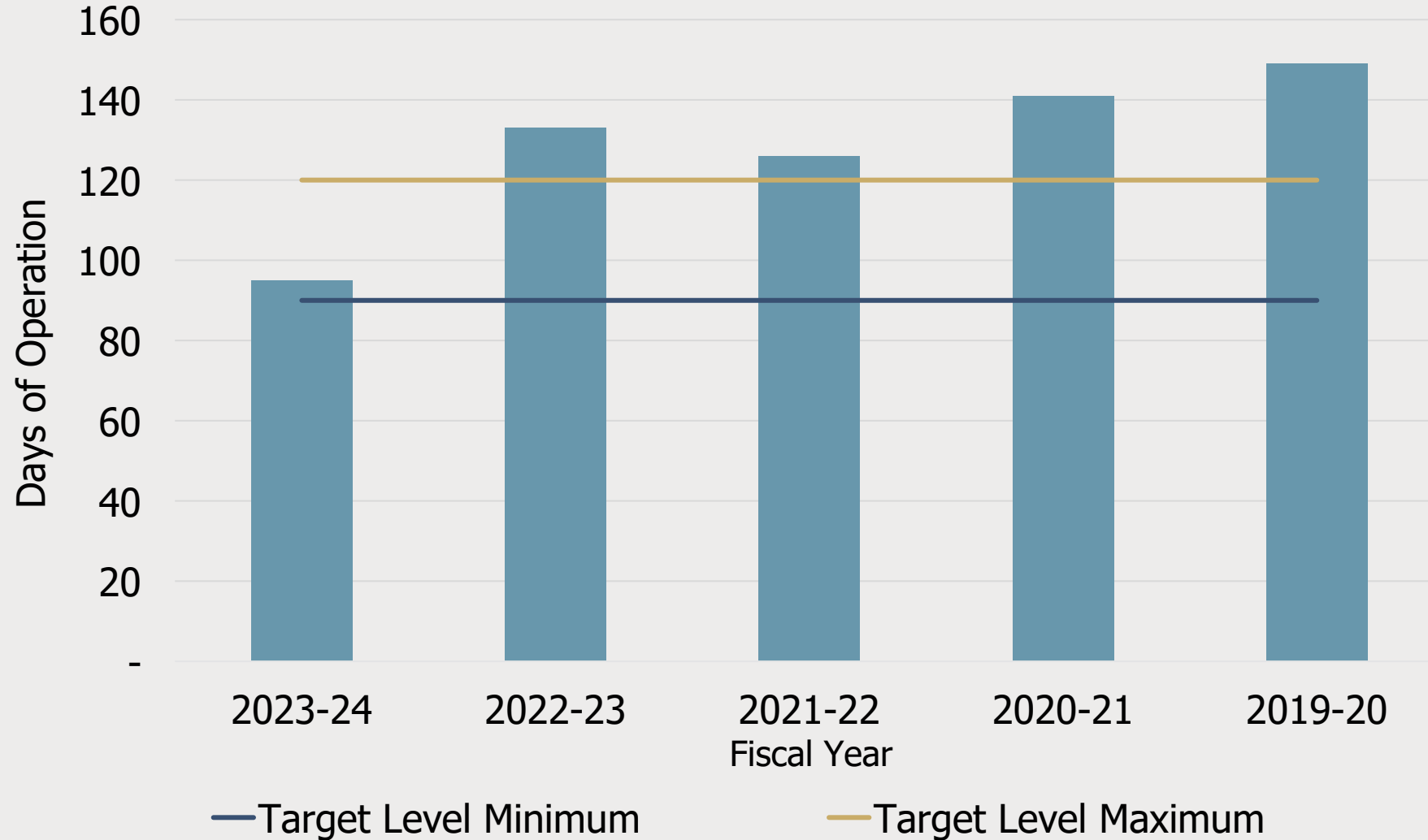
- Presented annually
- Measures performance of strategic initiatives
- Comparison data based on:
  - *District Goals*
  - *Industry Guidelines*
  - *Neighboring Water/Wastewater Agencies*



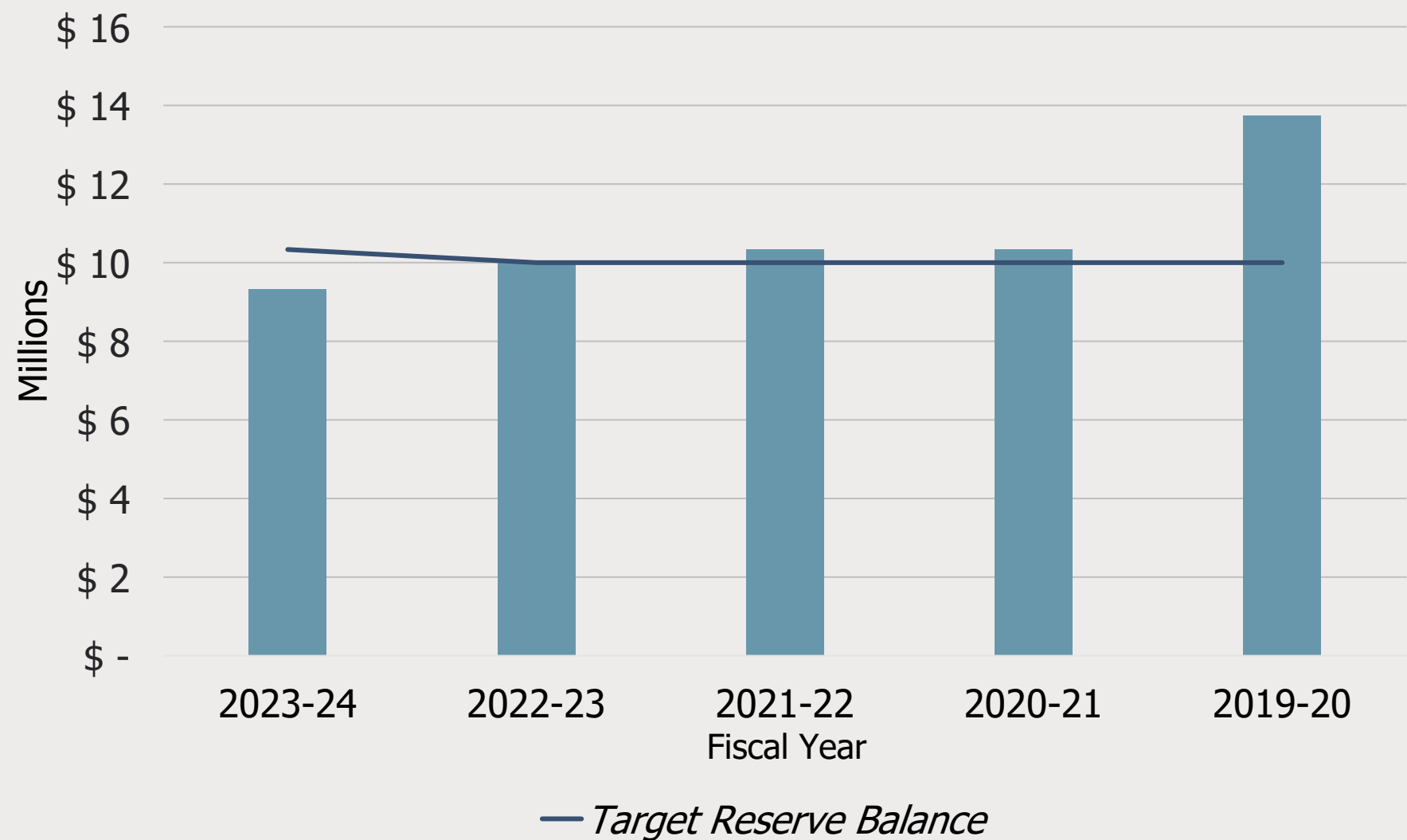
# FINANCE



# OPERATING FUND



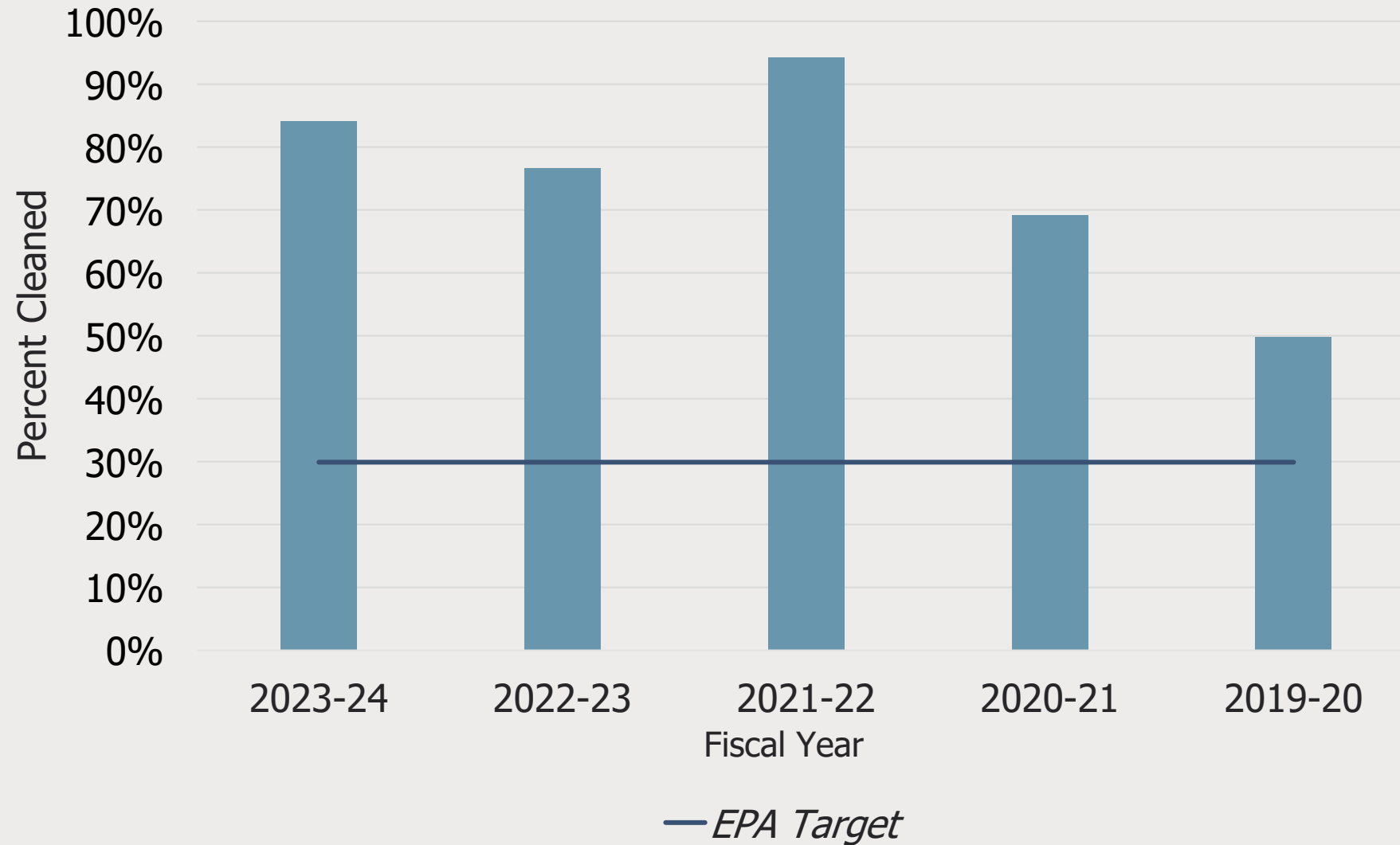
# CAPITAL REPLACEMENT RESERVE FUND



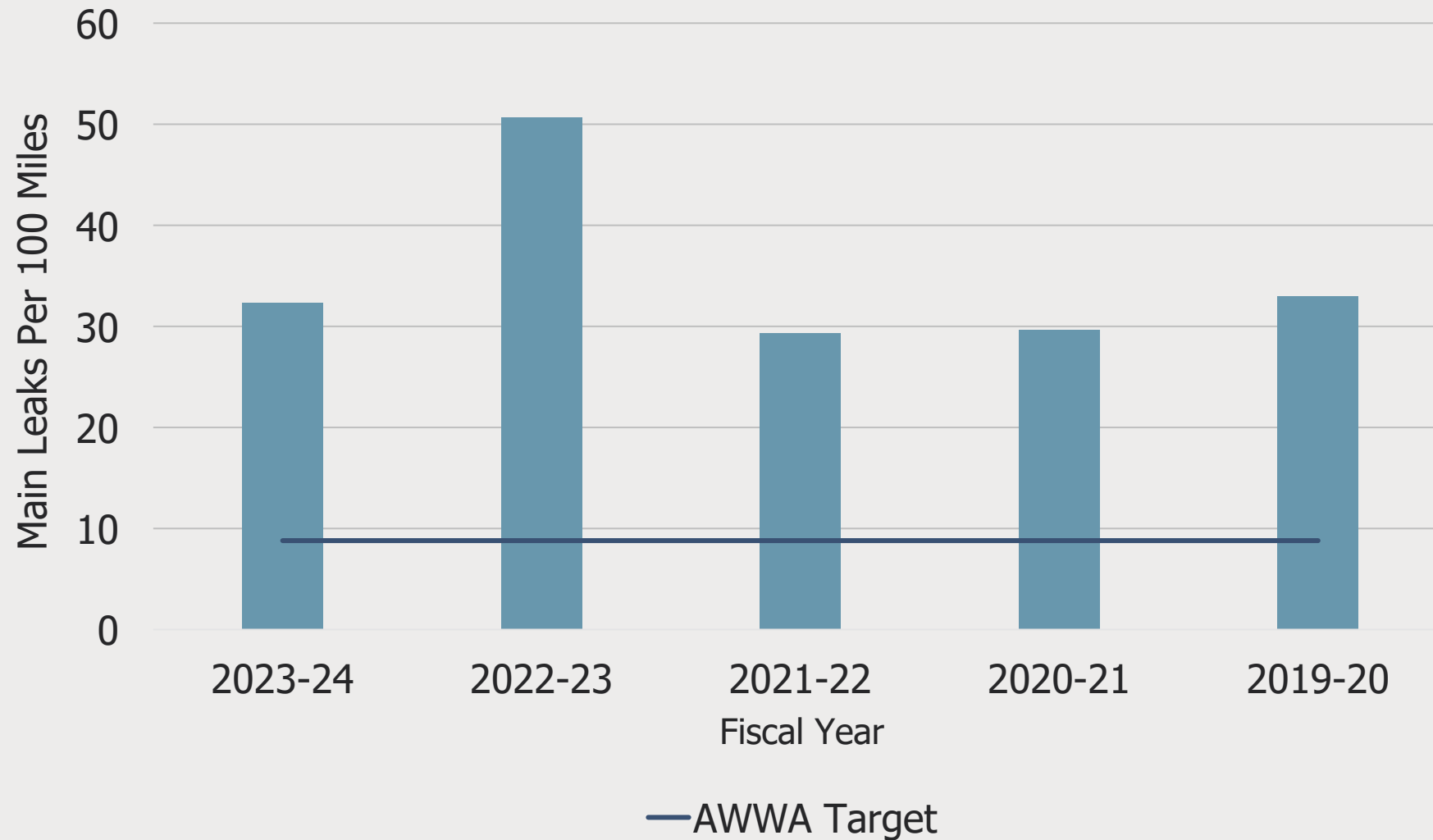
# OPERATIONS



# SEWER PIPELINE MAINTENANCE

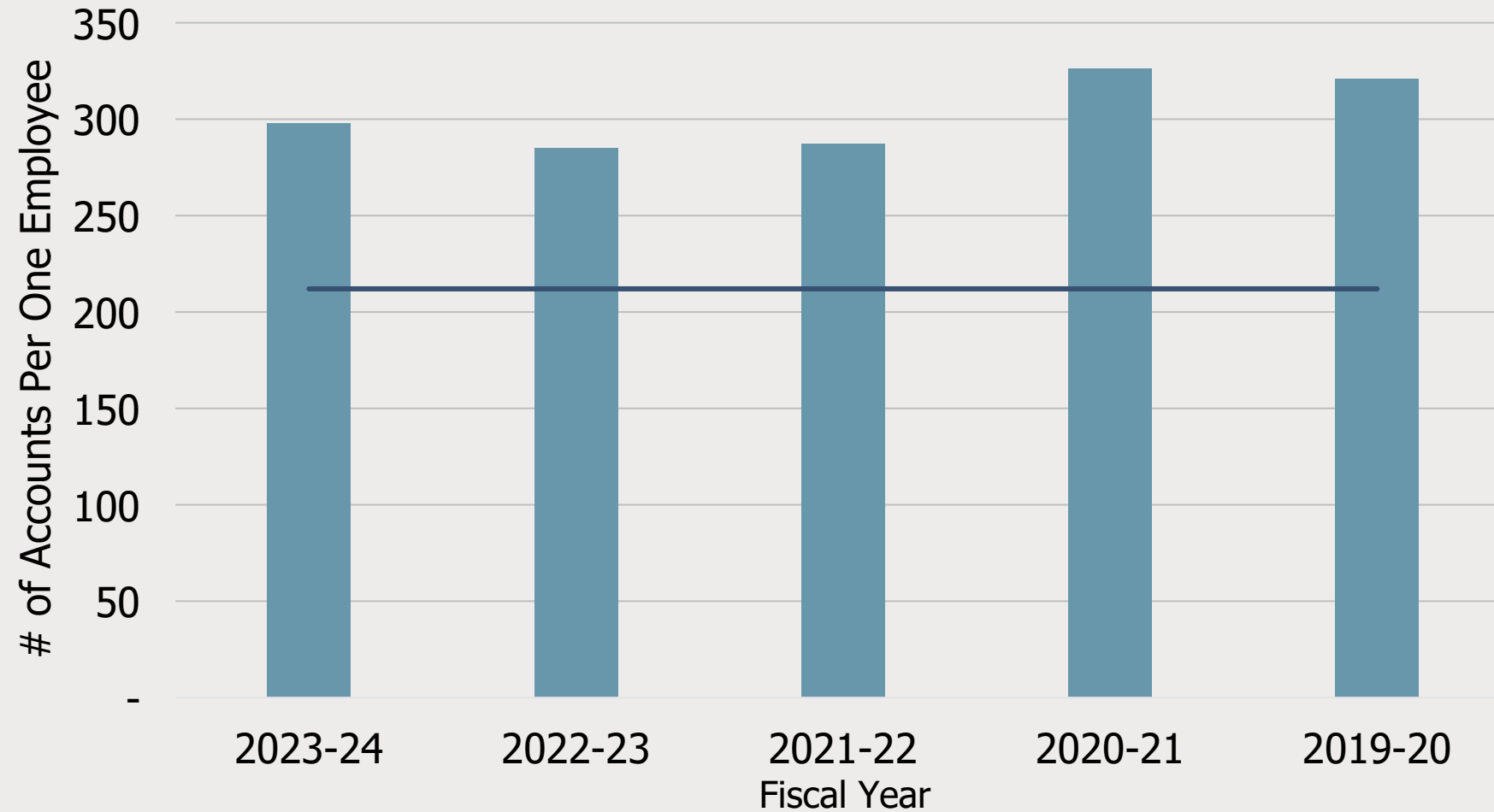


# WATER MAIN LEAKS





# STAFFING EFFICIENCIES

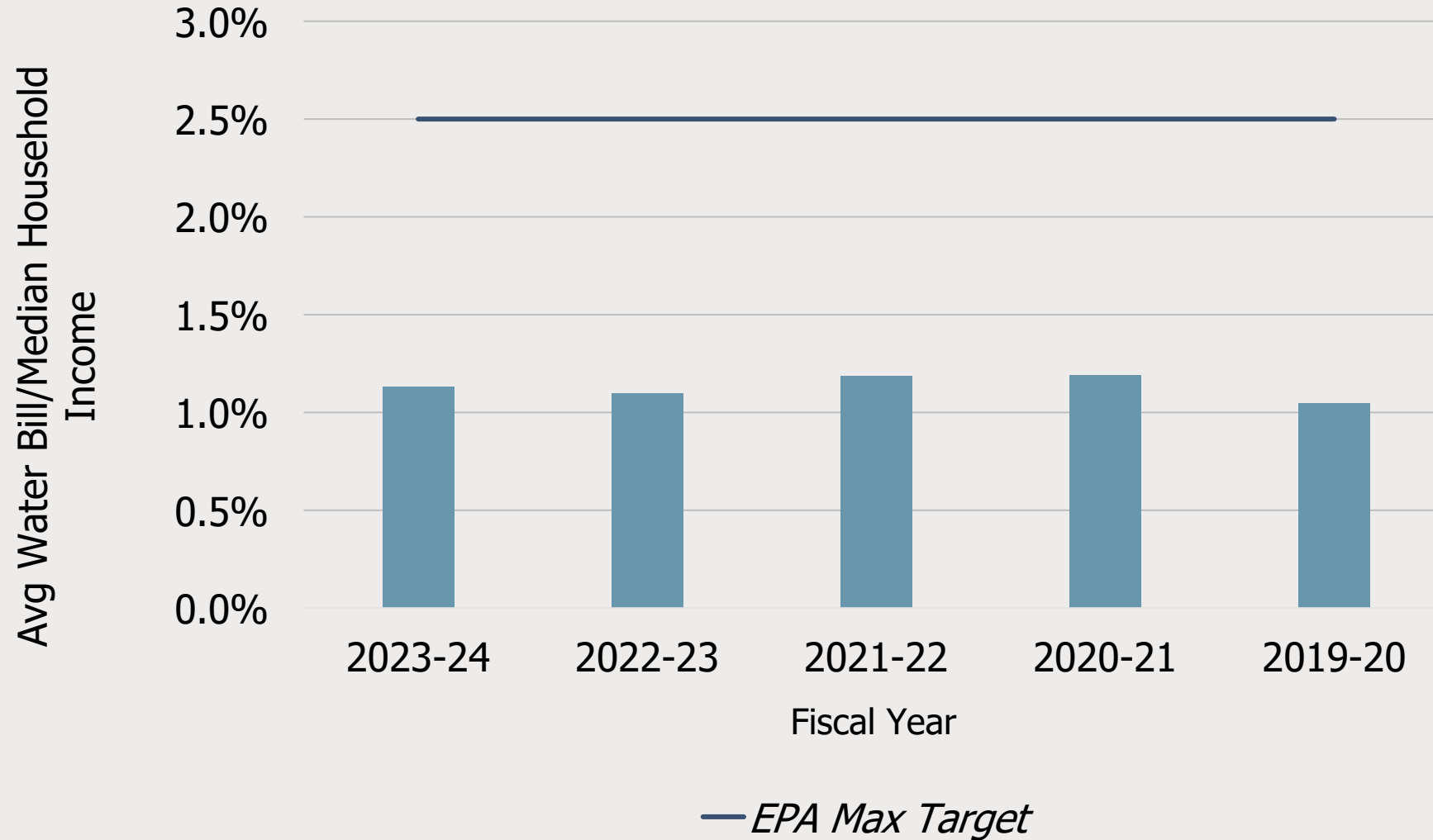


— *Neighboring Agencies Average Accounts Per Employee*

# WATER RATES



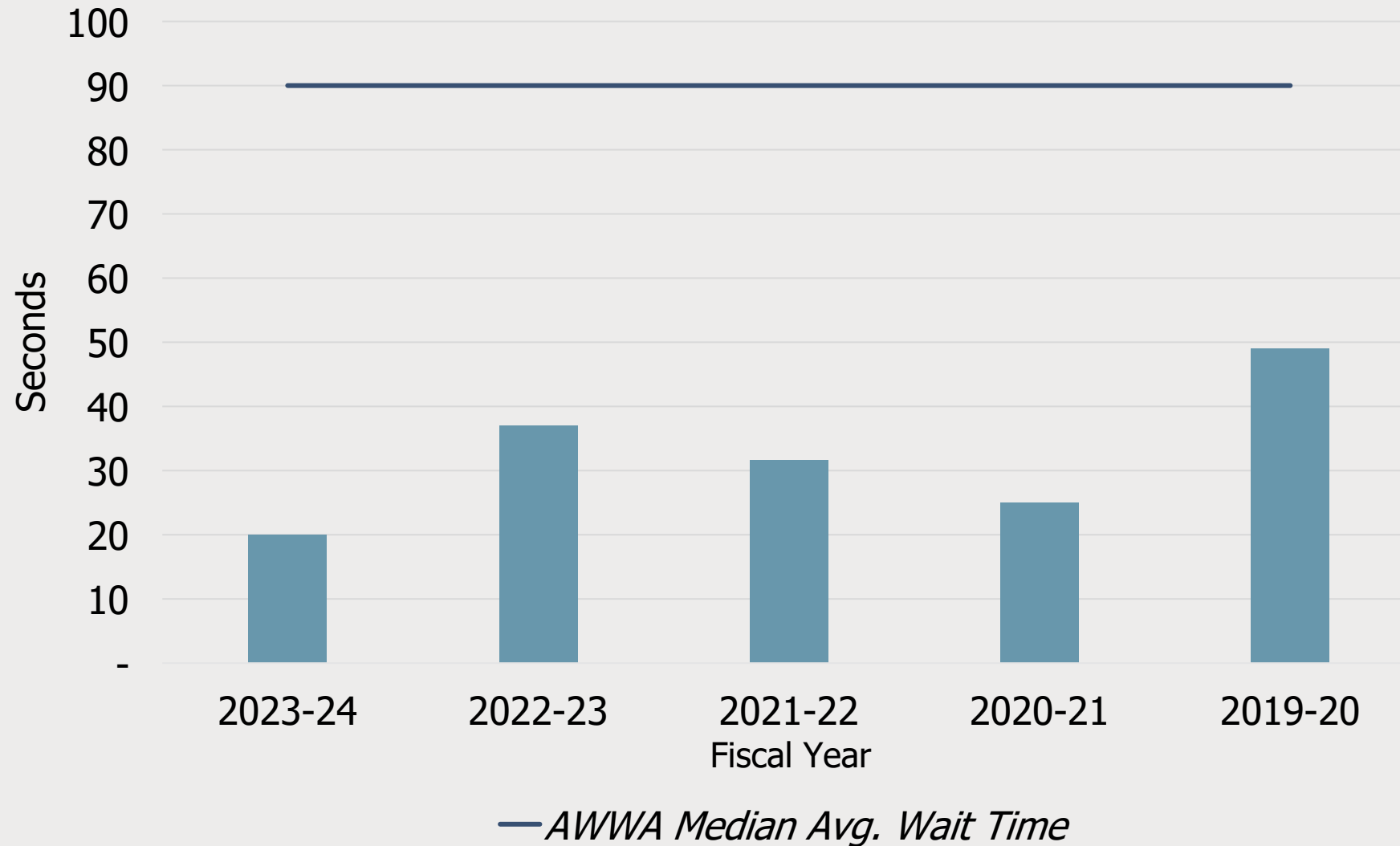
# WATER AFFORDABILITY



# CUSTOMER ENGAGEMENT



# CALL WAIT TIME





# QUESTIONS

*Serving Highland, San Bernardino and Unincorporated San Bernardino County*