

Leak Survey Status Report

Period Date Range: 07/01/2001 - 09/30/2001

11/01/01 4:01 PM

Page 1 of 47

	Period Totals 07/01/2001 - 09/30/2001				Cumulative Totals 01/01/2000 - 09/30/2001			
1. Building Status/All Buildings	Single	Multi	Common Bath	Commercial	Single	Multi	Common Bath	Commercial
Complete	1605	292	5	293	9255	1529	17	1637
In Progress	455	202	0	22	455	202	0	22
Other	45	4	0	1	175	12	2	13
Unable to complete survey	0	0	0	0	2	0	0	0
Customer refused survey	119	18	0	12	838	119	0	51
Address does not exist	0	0	0	0	1	0	0	0
Cancelled by customer	10	3	0	0	16	6	0	1
Commercial Building	1	0	0	1	23	1	0	3
Return to utility for further processing	2	1	0	0	65	9	0	6
Duplicate entry	29	10	1	11	191	30	2	25
Multiple attempts to schedule unsuccessful (D	264	11	0	13	958	92	0	34
Already complete	3	2	0	1	4	3	0	1
Customer No Show	4	1	0	1	14	2	0	1
Wrong Number	25	1	0	1	270	14	0	12
No Access	4	0	0	2	8	1	0	2
Danger	1	0	0	0	12	1	0	1
Under age child home alone	0	0	0	0	0	0	0	0
2. Water Board/Complete	Single	Multi	Common Bath	Commercial	Single	Multi	Common Bath	Commercial
BillCap	0	0	1	0	79	10	1	1
Leak Forgiveness	0	0	0	0	2	0	0	0
High Bill Complaint	795	137	3	215	3282	478	11	973
Retroactive Transition Program	2	0	0	1	13	1	0	2
Leak/Waste Management	5	2	0	1	811	132	0	104
Flat Rate Conservation	0	0	0	0	1	1	0	2
Call Center	794	52	0	59	4970	512	4	505
3. Sources of Requests	Single	Multi	Common Bath	Commercial	Single	Multi	Common Bath	Commercial
Media	0	0	0	0	3	1	0	1
DEP	1564	271	3	222	8703	1281	12	1171
Pub Off	0	1	0	0	13	2	0	1
Other	0	2	0	0	4	119	0	31
Mail	0	0	0	0	4	3	0	0
Phone	39	18	1	71	510	106	3	399
Advertisement	0	0	0	0	0	0	0	0
Cnv	0	0	0	0	0	0	0	0

Report ID: WR_LEAK_SURVEY

Leak Survey Status Report

Period Date Range: 07/01/2001 - 09/30/2001

11/01/01 4:01 PM

Page 2 of 47

Period Totals 07/01/2001 - 09/30/2001					Cumulative Totals 01/01/2000 - 09/30/2001			
3. Sources of Requests								
	Single	Multi	Common Bath	Commercial	Single	Multi	Common Bath	Commercial
HighBill	0	0	0	0	0	0	0	0
4. Type of Completed Survey/Units								
	Single	Multi	Common Bath	Commercial	Single	Multi	Common Bath	Commercial
Common Area	0	170	0	0	0	1209	0	0
Apartment	0	8830	0	0	0	41307	0	0
First Unit	1554	0	0	0	9030	0	0	0
Additional Unit	1382	0	0	0	7980	0	0	0
Common Bath - Common Area	0	0	5	0	0	0	18	0
Common Bath - Additional Unit	0	0	71	0	0	0	411	0
Common Bath - No Bath Unit	0	0	7	0	0	0	65	0
Commercial Unit	0	0	0	297	1	0	0	1713
5. Mail Out Program								
	Single		Multi		Single		Multi	
Conservation Kit	2388		311		23328		1939	
6. Status of Surveys								
	Installed		Left		Installed		Left	
6a. Devices installed/left								
City Wide								
Aerating SH	1		1		33		11	
Bath Aerator	142		0		1302		99	
Bath Aerator Gold	0		0		0		1	
Closure Flapper	183		6		926		84	
Earth Hand SH	67		0		511		64	
Earth SH	301		2		1954		125	
Frugal Flapper	0		0		0		0	
Kitchen Aerator	237		3		2323		251	
Spa SH	1		0		29		20	
Toilet Bag	105		1		444		108	
Vandal Aerator	0		0		18		0	
Borough - BRONX								
Aerating SH	0		1		10		4	
Bath Aerator	7		0		161		22	
Bath Aerator Gold	0		0		0		0	
Closure Flapper	18		2		111		11	
Earth Hand SH	10		0		115		21	
Earth SH	24		0		321		25	
Frugal Flapper	0		0		0		-0	

Report ID: WR_LEAK_SURVEY

NYC-WTC_000144279