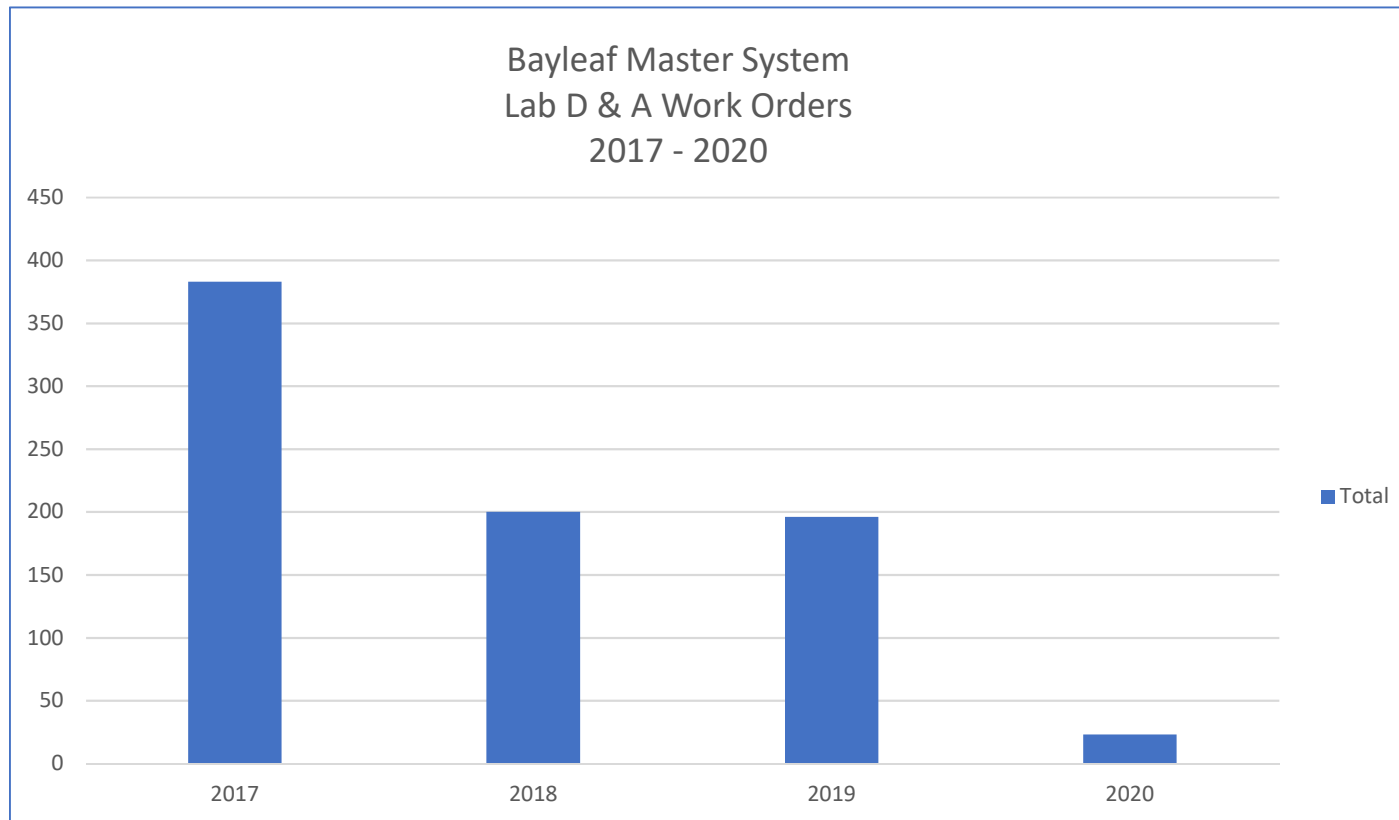


Customer Discolored Water Quality Complaint Trend



Bayleaf Discolored Water WO's:

- **49%** decline from 2017 – 2019
- Projected **76%** decline from 2017 to 2020
 - 2020 data is through 3/31/2020

Note: Lab "A" is annotative of air in the water work orders. Lab "A" calls were commonly tracked as Lab "D" prior to the creation of the Lab "A" work order in 2018. Included both in Lab "A" and Lab "D" after 2018 to ensure data was representational.