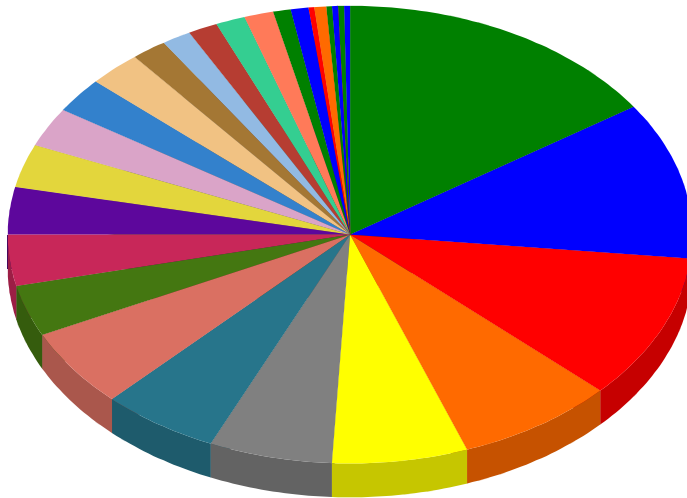


# Service Request Summary

## Year to Date - 2021



METER	15.5%
BUILDING BY-LAW	11.1%
BUILDING	10.5%
SERVICE	7.3%
CEMETERY	6.4%
PERMIT	5.9%
SNOW	5.7%
STREET	5.4%
DISTRIB	3.6%
WATER SERVICES	3.6%
BILLING	3.4%
MUNICIPAL	2.9%
TREE	2.7%
ROAD	2.5%
PARK	2.5%
STORM	1.8%
LOCATES	1.4%
HYDRANT	1.4%
MISC. W	1.4%
EVENTS	1.4%
SIGN	0.9%
VEGET	0.7%
CONSTR	0.5%
CLAIMS	0.5%
SPIL	0.2%
Total:	100.0%

### Service Requests By Category

	<b>Total # (All Categories):</b>		<b>440</b>
<b>BILLING</b>	<b>Total #</b>	<b>15</b>	<b>3.41 %</b>
METER READING	#	15	3.41%
<b>BUILDING</b>	<b>Total #</b>	<b>46</b>	<b>10.45 %</b>
INDEMNITY RELEASE	#	43	9.77%
PERMIT	#	3	0.68%
<b>BUILDING BY-LAW</b>	<b>Total #</b>	<b>49</b>	<b>11.14 %</b>
COMMERCIAL VEHICLE	#	1	0.23%
DERELICT VEHICLE	#	2	0.45%
DRAINAGE	#	1	0.23%
GARBAGE PRIVATE	#	1	0.23%
LIGHTING NUISANCE	#	7	1.59%
ODOUR NUISANCE	#	5	1.14%
POOL FENCE	#	1	0.23%
PROPERTY GENERAL	#	8	1.82%
PROPERTY STANDARDS BY-L	#	6	1.36%
RECREATIONAL VEHICLES	#	6	1.36%
SEWAGE/SEPTIC	#	1	0.23%
SIGHT VISIBILITY	#	1	0.23%
TREES (DEAD/DECAY)	#	5	1.14%
UNSIGHTLY CONDITIONS	#	1	0.23%

	<b>Total # (All Categories):</b>		<b>440</b>
WATER SHEDDING	#	2	0.45%
YARD MAINTENANCE BY-LAW	#	1	0.23%
<b>CEMETERY</b>	<b>Total #</b>	<b>28</b>	<b>6.36 %</b>
BURIALS	#	25	5.68%
INQUIRY	#	1	0.23%
MAINTENANCE	#	2	0.45%
<b>CLAIMS</b>	<b>Total #</b>	<b>2</b>	<b>0.45 %</b>
ACCIDENT CLAIMS	#	2	0.45%
<b>CONSTR</b>	<b>Total #</b>	<b>2</b>	<b>0.45 %</b>
DAMAGE TO PROPERTY	#	1	0.23%
SIGNAGE	#	1	0.23%
<b>DISTRIB</b>	<b>Total #</b>	<b>16</b>	<b>3.64 %</b>
LOW WATER PRESSURE	#	3	0.68%
WATER LEAKS	#	7	1.59%
WATER QUALITY	#	2	0.45%
WATERMAIN COMMISSION	#	4	0.91%
<b>EDGE</b>	<b>Total #</b>	<b>1</b>	<b>0.23 %</b>
SOFT SHOULDERS	#	1	0.23%
<b>EVENTS</b>	<b>Total #</b>	<b>6</b>	<b>1.36 %</b>
MISCELLANEOUS	#	6	1.36%
<b>HYDRANT</b>	<b>Total #</b>	<b>6</b>	<b>1.36 %</b>
HYDRANT FLOW TEST	#	3	0.68%
HYDRANT MAINTENANCE	#	3	0.68%
<b>LOCATES</b>	<b>Total #</b>	<b>6</b>	<b>1.36 %</b>
LOCATES & INSTALLATION	#	6	1.36%
<b>METER</b>	<b>Total #</b>	<b>68</b>	<b>15.45 %</b>
LEAKING METER	#	7	1.59%
METER CHANGE OUT	#	21	4.77%
METER REMOTE	#	40	9.09%
<b>MISC. W</b>	<b>Total #</b>	<b>6</b>	<b>1.36 %</b>
COMMUNITY COMPLAINTS (M	#	1	0.23%
MISCELLANEOUS WATER	#	5	1.14%
<b>MUNICIPAL</b>	<b>Total #</b>	<b>13</b>	<b>2.95 %</b>
COMMEMORATIVE BENCH	#	1	0.23%
GARBAGE	#	3	0.68%
MUNICIPAL SERVICES	#	3	0.68%
SIGN	#	6	1.36%
<b>PARK</b>	<b>Total #</b>	<b>11</b>	<b>2.50 %</b>
FACILITIES	#	2	0.45%
PARKS	#	5	1.14%

		<b>Total # (All Categories):</b>	<b>440</b>
PARKS & RECREATION	#	4	0.91%
<b>PERMIT</b>	<b>Total #</b>	<b>26</b>	<b>5.91 %</b>
PERMITS	#	26	5.91%
<b>PLANNING</b>	<b>Total #</b>	<b>1</b>	<b>0.23 %</b>
ZONING	#	1	0.23%
<b>ROAD</b>	<b>Total #</b>	<b>11</b>	<b>2.50 %</b>
POTHOLE	#	3	0.68%
ROAD GRADING	#	1	0.23%
ROADS / TRAFFIC	#	7	1.59%
<b>SERVICE</b>	<b>Total #</b>	<b>32</b>	<b>7.27 %</b>
SANITARY SEWER	#	9	2.05%
SERVICE RESTORATION	#	2	0.45%
SERVICE SHUTOFF	#	11	2.50%
SHUT OFF REPAIR	#	1	0.23%
TURN ON WATER SERVICE C	#	3	0.68%
WATER LEAKS	#	1	0.23%
WATERMAIN BREAKS	#	5	1.14%
<b>SIGN</b>	<b>Total #</b>	<b>4</b>	<b>0.91 %</b>
SIGN REQUEST	#	3	0.68%
SIGNS	#	1	0.23%
<b>SIGNALS</b>	<b>Total #</b>	<b>1</b>	<b>0.23 %</b>
SIGNAL MALFUNCTION (FLAS	#	1	0.23%
<b>SNOW</b>	<b>Total #</b>	<b>25</b>	<b>5.68 %</b>
ICY ROAD	#	1	0.23%
ICY SIDEWALK	#	1	0.23%
MAILBOX DAMAGE	#	7	1.59%
MISSED PLOWING	#	4	0.91%
PARKING LOT PROBLEM	#	1	0.23%
SIDEWALK	#	1	0.23%
SNOW CONTROL	#	6	1.36%
SNOW FENCING	#	1	0.23%
TURF DAMAGE FROM SNOWF	#	3	0.68%
<b>SPIL</b>	<b>Total #</b>	<b>1</b>	<b>0.23 %</b>
SPILLS	#	1	0.23%
<b>STORM</b>	<b>Total #</b>	<b>8</b>	<b>1.82 %</b>
CATCH BASIN	#	1	0.23%
DRAINAGE OBSTRUCTION	#	5	1.14%
STORMWATER	#	2	0.45%
<b>STREET</b>	<b>Total #</b>	<b>24</b>	<b>5.45 %</b>
SIDEWALK	#	6	1.36%
SIGNAL / STREETLIGHT	#	11	2.50%
STREET LIGHT OUTAGE	#	7	1.59%

		<b>Total # (All Categories):</b>	<b>440</b>
<b>TRAFFIC</b>	<b>Total #</b>	<b>1</b>	<b>0.23 %</b>
CALMING MEASURES	#	1	0.23%
<b>TREE</b>	<b>Total #</b>	<b>12</b>	<b>2.73 %</b>
OTHER	#	1	0.23%
TREE BRANCHES	#	7	1.59%
TREE REMOVAL	#	4	0.91%
<b>VEGET</b>	<b>Total #</b>	<b>3</b>	<b>0.68 %</b>
TREE / VEGETATION	#	2	0.45%
YARD REPAIR	#	1	0.23%
<b>WATER SERVICES</b>	<b>Total #</b>	<b>16</b>	<b>3.64 %</b>
WATER SERVICE INSTALLATI	#	4	0.91%
WATER SERVICES	#	11	2.50%
WATER VALVES	#	1	0.23%