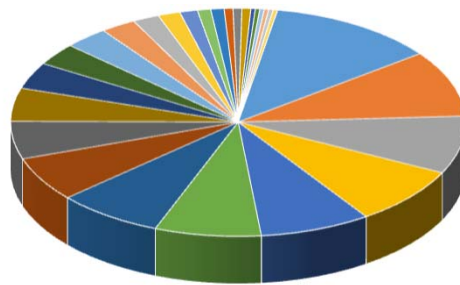


**Service Requests Summary
Year to Date - end 2016**

2016 1st Quarter



SERVICE 11.95%	METER 9.43%	CEMETERY 8.18%
STORM 8.18%	SNOW 7.86%	MISC. W 7.55%
STREET 7.55%	BUILDING-BY-LAW 6.29%	BUILDING 5.35%
OTHER 4.72%	PERMIT 3.77%	BILLING 3.14%
FILING 3.14%	ROAD 2.52%	DISTRIB 1.89%
TREE 1.57%	PLANNING 1.26%	CONSTR 0.94%
SIGN 0.94%	SPILL 0.63%	TRAFFIC 0.63%

Service Requests by Category

Total# (All Categories): 318

BILLING	Total#	10	3.14%
METER READING	#	10	3.14%
BUILDING	Total#	17	5.35%
INDEMNITY RELEASE	#	16	5.03%
MISCELLANEOUS STREET	#	1	0.31%
BUILDING-BY-LAW	Total#	20	6.29%
COMMERCIAL VEHICLE	#	1	0.31%
CONSTRUCTION MATERIAL/DEBRIS	#	3	0.94%
DELAPIDATED BLDG/STR	#	1	0.31%
DIRTY/UNKEPT YARD	#	2	0.63%
FENCE GENERAL	#	1	0.31%
PROPERTY GENERAL	#	6	1.89%
STORMWATER	#	1	0.31%
UNSIGHTLY CONDITIONS	#	1	0.31%
WATER SHEDDING	#	4	1.26%
CEMETERY	Total#	26	8.18%
BURIALS	#	23	7.23%

DAMAGE	#	1	0.31%
REPAIR STONE	#	1	0.31%
VANDALISM	#	1	0.31%
CONSTR	Total#	3	0.94%
MUD ON ROAD	#	3	0.94%
DISTRIB	Total#	6	1.89%
LOW WATER PRESSURE	#	2	0.63%
WATER LEAKS	#	4	1.26%
EDGE	Total#	1	0.31%
ROAD EDGE DROP-OFF	#	1	0.31%
FILING	Total#	10	3.14%
PROPERTY GENERAL	#	10	3.14%
LOCATES	Total#	1	0.31%
LOCATES & INSTALLATION	#	1	0.31%
METER	Total#	30	9.43%
LEAKING METER	#	1	0.31%
METER CHANGE OUT	#	17	5.35%
METER REMOTE	#	12	3.77%
MISC. W	Total#	24	7.55%
COMPLAINT (WATER)	#	1	0.31%
MISCELLANEOUS WATER	#	23	7.23%
OTHER	Total#	15	4.72%
MISCELLANEOUS STREET	#	15	4.72%
PARK	Total#	1	0.31%
PARKS	#	1	0.31%
PERMIT	Total#	12	3.77%
PERMITS	#	12	3.77%
PLANNING	Total#	4	1.26%
DRAINAGE OBSTRUCTION	#	1	0.31%
PLANNING GENERAL	#	1	0.31%
ZONING	#	2	0.63%
PORTABLE SIGN	Total#	1	0.31%
PORTABLE SIGN	#	1	0.31%
ROAD	Total#	8	2.52%
ALLEYS	#	1	0.31%
CAVE-INS	#	1	0.31%
MISCELLANEOUS STREET	#	1	0.31%
POTHOLE	#	5	1.57%
SANIT	Total#	1	0.31%
GARBAGE	#	1	0.31%
SERVICE	Total#	38	11.95%
JUNK PICKUP	#	2	0.63%
MISC	#	1	0.31%

SANITARY SEWER	#	8	2.52%
SERVICE SHUTOFF	#	12	3.77%
SHUTOFF REPAIR	#	5	1.57%
TURN ON WATER SERVICE CONNECTION	#	7	2.20%
WATERMAIN BREAKS	#	3	0.94%
SIGN	Total#	3	0.94%
SIGN	#	1	0.31%
SIGN REQUEST	#	2	0.63%
SNOW	Total#	25	7.86%
ICY ROAD	#	2	0.63%
MAILBOX DAMAGE	#	7	2.20%
MISSED PLOWING	#	10	3.14%
SENIOR DRIVEWAY CLEANING	#	1	0.31%
SNOW FENCING	#	1	0.31%
STORM AND WEATHER RELATED PROBLEMS	#	1	0.31%
TURF DAMAGE FROM SNOWPLOW	#	3	0.94%
SPILL	Total#	2	0.63%
SPILLS	#	2	0.63%
STORM	Total#	26	8.18%
CATCH BASIN	#	3	0.94%
DRAINAGE OBSTRUCTION	#	8	2.52%
MUNICIPAL DRAINAGE	#	9	2.83%
ROAD SIDE DRAIN	#	2	0.63%
SEWAGE/SEPTIC	#	1	0.31%
STORMWATER	#	2	0.63%
WATER ON ROAD	#	1	0.31%
STREET	Total#	24	7.55%
GARBAGE	#	1	0.31%
SIDEWALK	#	5	1.57%
STREET LIGHT OUTAGE	#	18	
TRAFFIC	Total#	2	0.63%
PARKING ON RIGHT-OF-WAY	#	1	0.31%
SPEEDING COMPLAINTS	#	1	0.31%
TREE	Total#	5	1.57%
OTHER	#	3	0.94%
TREE BRANCHES	#	1	0.31%
TREE REMOVAL	#	1	0.31%
VEGET	Total#	1	0.31%
NOXIOUS WEEDS	#	1	0.31%
WATER SERVICES	Total#	2	0.63%
WATER SERVICE INSTALLATION	#	2	0.63%