

# PUBLIC INFORMATION REPORT

May 2025



| Public Communications            | May 2025 | 2025 YTD Total |
|----------------------------------|----------|----------------|
| Social media posts               | 15       | 91             |
| Media mentions                   | 2        | 13             |
| Customer Service calls           | 2,222    | 8,887          |
| Meter Shop calls                 | 593      | 2,088          |
| Website views                    | 17,793   | 71,973         |
| Emails to email list subscribers | 5        | 14             |
| News releases                    | 1        | 4              |

| Community Outreach Events |  |
|---------------------------|--|
| May 8                     | Presentations to 3rd Grade classes at Milele Chikasa Anana Elementary School |
| May 16                    | Water Wagon at Spring Harbor Middle School                                   |
| May 17                    | Water Wagon at Stephens Elementary School                                    |

| Ongoing Projects & Initiatives              |
|---|
| Website translations                        |
| Where's Water?                              |
| Website Accessibility Initiative            |
| MadCAP webform development                  |
| Latest Annual Water Quality Report (CCR)    |
| Lead Service Line inventory online database |