



## Welcome to the Sacramento Area Sewer District's First Annual SERVICE LEVELS REPORT CARD

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### What is the Sacramento Area Sewer District?

The Sacramento Area Sewer District is your local sewer utility. We provide sewer collection service to more than 1 million people in the Sacramento region, including the unincorporated areas of Sacramento County; the cities of Citrus Heights, Rancho Cordova, and Elk Grove, as well as portions of the cities of Folsom and Sacramento; and the communities of Courtland and Walnut Grove. We maintain more than 4,200 miles of sewer pipeline and collect an average of 110 million gallons of wastewater every day. We take our job very seriously, and our mission is clear – **to protect and enhance public health and the environment of a growing Sacramento community by providing wastewater collection services in a safe, efficient and innovative manner.** To help measure how well we're accomplishing this goal, we've developed six core service levels – in coordination with our customers – to measure our performance in specific areas.

### What are Service Levels and How Do They Affect Me?

For us, providing quality customer service is key to our mission. As a public utility, we are committed to efficiently and effectively manage our assets. With that in mind, the District – with the help of our customers – developed six core service levels for 2007 that help us determine how well we are serving you. While the service levels don't reflect all of our activities, they do provide a quick snapshot of our performance in several key areas.

PERFORMANCE GRADING SYSTEM



Exceeded Target



Short of Target



No Target Established

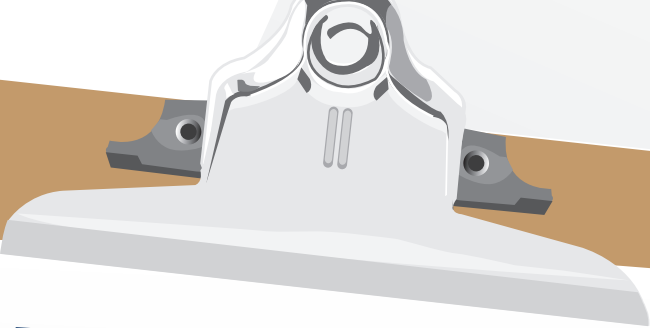
The District continually evaluates ways to improve processes in order to meet goals, particularly in areas that do not meet annual average targets. It is our goal to meet or exceed targets in all service levels.

This report card, the District's first annual, provides you, our customer, an overview of our established service levels and shows how well we met the targets for 2007.

# First Annual Service Levels REPORT CARD

Service Level Name	Description of Service Level	Service Target Level for 2007	Average Performance for 2007	Grade
<b>Service Call Response Time</b>	Measures the time you spend waiting for our arrival on-site after requesting sewer service.	Our staff will arrive on-site within two hours of receipt of the customer call for <b>95%</b> of all service calls occurring within any calendar month.	<b>96%</b>	
<b>Service Restoration Time</b>	Measures the amount of time you are without sewer service or are asked to limit your use.	Our staff will restore service within four hours of receipt of the customer call for <b>90%</b> of all service interruptions occurring within any calendar month.	<b>88%</b>	
<b>Customer Satisfaction</b>	Measures the percentage of positive responses submitted by customers in an anonymous survey mailed after each time we respond to a service call at your property.	<b>90%</b> of those responding to the anonymous survey rate the service they received as "good" or "excellent."	<b>97%</b>	
<b>Development Submittal Review Time</b>	Measures the percentage of development submittals we review and return to the developer within District-adopted time standards.	Our staff will return comments within the review time standards for <b>90%</b> of all complete developer submittals within any calendar month.	<b>87%</b>	
<b>Main Line Overflow Rate</b>	Measures the number of sewer overflows originating within the District's system per 100 miles of sewer main lines.	Target not established for 2007.*	<b>.46 overflows per 100 miles of sewer pipeline</b>	
<b>Lower Lateral Overflow Rate</b>	Measures the number of sewer overflows originating within the District's system per 100 miles of sewer lower lateral lines.	Target not established for 2007.*	<b>6.7 overflows per 100 miles of sewer pipeline</b>	

\* Based on the District's performance in 2007, target service levels have now been established for 2008. For more information on these targets, please visit our Web site at [www.sacsewer.com](http://www.sacsewer.com).



The Sacramento Area Sewer District is currently preparing the Sewer System Management Plan. The goal of this document is to provide a plan and schedule to continue to properly manage, operate and maintain all parts of the sewer system and reduce and prevent sewer overflows. For more information, visit the State Waste Discharge Requirements section of our Web site at [www.sacsewer.com](http://www.sacsewer.com).

## **SEWER PROBLEMS?**

Call the District first at (916) 875-6730!

**Available 24/7!**

As a District customer, you pay a monthly utility fee for sewer service. Let us try to help you first when you have a sewer problem.

We will check our portion of the sewer line for problems at no charge to you.

To learn more about the District and its projects and programs, visit our Web site at

[\*\*www.sacsewer.com\*\*](http://www.sacsewer.com).

