

The Frederick P. Griffith, Jr. Water Treatment Plant is scheduled to begin operation in 2003.



Aerial photography by Patrick J. Hendrickson

By the end of 2000, rough grading at the Griffith Water Treatment Plant construction site had been completed and concrete work started in several structures.



Customer Service

Responding to our customers' needs quickly and efficiently is the goal of our Customer Service Department. Each customer's call, whether for emergencies or routine assistance, is given the highest priority until resolved.

In 2000, customer service representatives responded to 233,000 calls for service. Meter readers read more than 872,000 meters. Field service personnel, who are available 24 hours a day, seven days a week, responded to 110,000 calls for service.

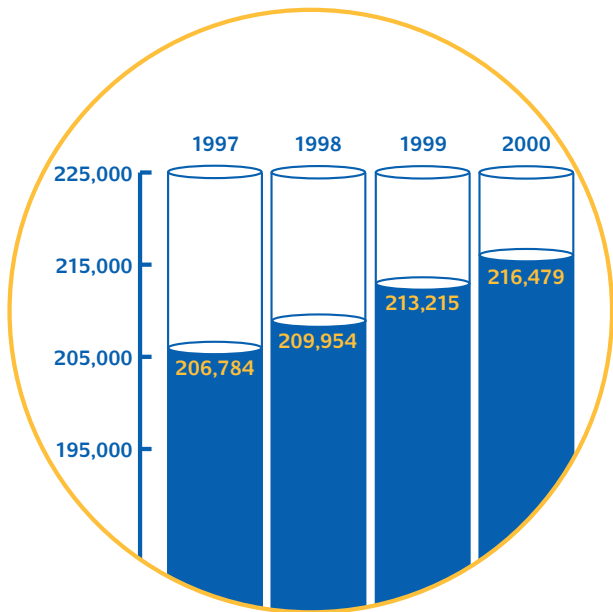
Customer Service is also concerned with improving the efficiency of operations as they affect Authority customers. In 2000, a new technology—automated meter reading—was put into service on some of our wholesale customer meters. This new system will save money and improve our efficiency in accessing this important information.

2000 Retail Units Served

Single Family Homes	146,614
Town Homes	58,917
Apartments	71,613
Commercial	7,055
Municipal	953

Metered Connections in 2000

216,479



Metered Connections



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