

**WBMWD**  
**Operations Scorecard**  
December 2007



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## Summary

### Customer Service

| Contact   | Chevron<br>Shakim | Chevron<br>Omar | Mobil /<br>Exxon<br>Julie | Mobil /<br>Exxon<br>Dan | BP<br>Dennis | BP<br>Ryan |                                   |
|---|-------------------|-----------------|---------------------------|-------------------------|--------------|------------|-----------------------------------|
| How would you rate the cooling tower water quality on a scale of 1 - 5? | 4                 | 4               | 4                         | 5                       | 4            | 4          | <input type="text" value="4.17"/> |
| How would you rate the boiler feed water quality on a scale of 1 - 5?   | 4                 | 3               | 4                         | 5                       | 5            | 5          | <input type="text" value="4.33"/> |
| How would you rate our ability to deliver the desired flows ?           | 4                 |                 | 4                         | 3                       | 2            | 5          | <input type="text" value="3.60"/> |
| How would you rate WBMWD's communications?                              | 3                 | 5               | 5                         | 5                       | 3            | 4          | <input type="text" value="4.17"/> |
| How is our responsiveness to your needs?                                | 4                 | 4               | 3                         | 4                       | 4            | 4          | <input type="text" value="3.83"/> |