

WBMWD
Operations Scorecard
October 2007



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Summary

Customer Service

Contact	Chevron Shakim	Chevron Omar	Mobil / Exxon Eloissa	Mobil / Exxon Dan	BP Dennis	BP Ryan
How would you rate the cooling tower water quality on a scale of 1 - 5?	3	3	N/A	4	3	3
How would you rate the boiler feed water quality on a scale of 1 - 5?	5	4	N/A	4	5	5
How would you rate our ability to deliver the desired flows ?	4	N/A	N/A	4	N/A	4
How would you rate WBMWD's communications?	4	5	N/A	5	2	2
How is our responsiveness to your needs?	4	5	N/A	3	4	4