

# Utilities

## Department Purpose:

To distribute clean drinking water, collect and treat wastewater, and deliver reclaimed water to Pinellas County residents and visitors. Utilities operates and maintains over two wastewater treatment facilities and one water treatment facility to provide services to over 112,000 water customers and over 83,000 sewer customers.

Customer Service Call Center dropped calls (%)

7.69

Percent

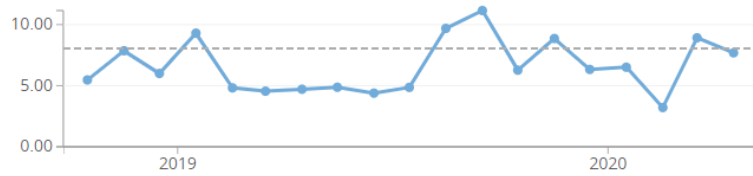
4/1/20 - 4/30/20

✓ On Track

Less than 8.00

[View measure](#)

Customer Service Call Center dropped calls (%)



[View Source Data](#)

Number of Sewer service customer disruptions per 1,000 customer accounts

0.24

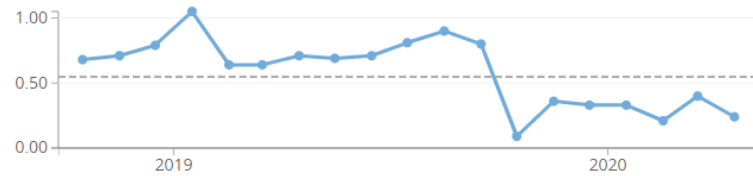
4/1/20 - 4/30/20

✓ On Track

Target 0.55

[View measure](#)

Number of Sewer service customer disruptions per 1,000 customer accounts



[View Source Data](#)

Number of Water service customer disruptions per 1,000 customer accounts

0.18

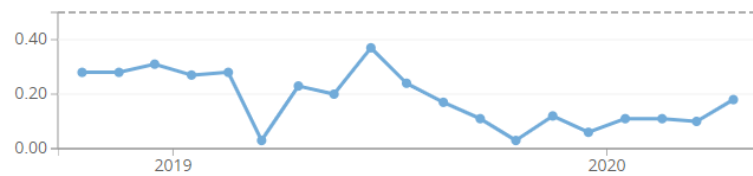
4/1/20 - 4/30/20

✓ On Track

Target 0.50

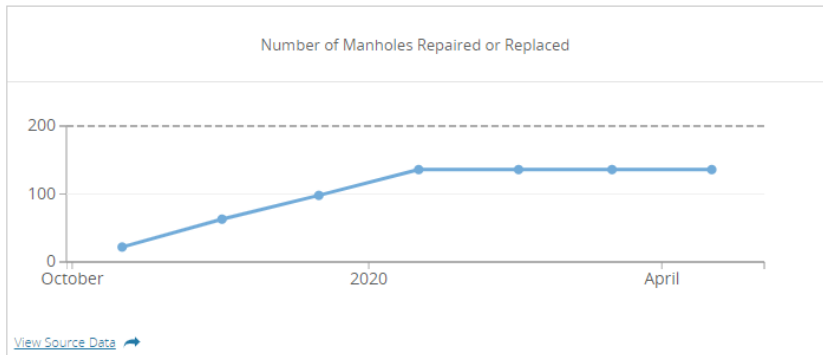
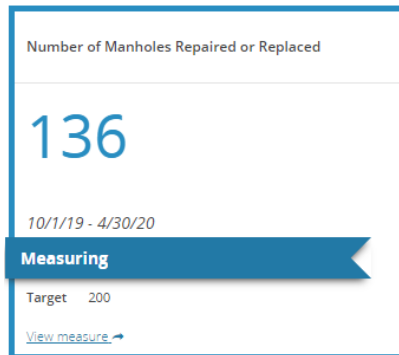
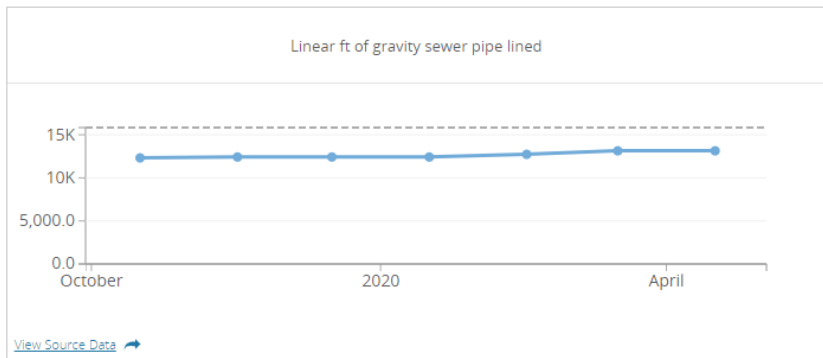
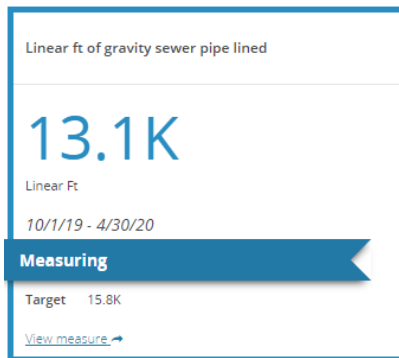
[View measure](#)

Number of Water service customer disruptions per 1,000 customer accounts

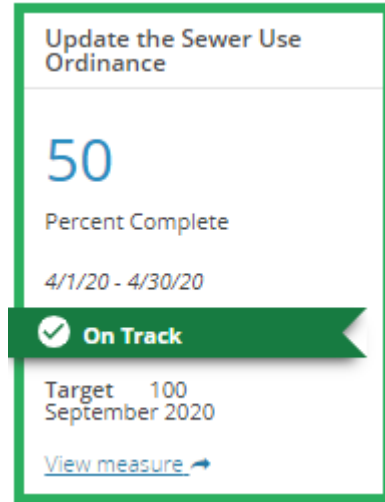
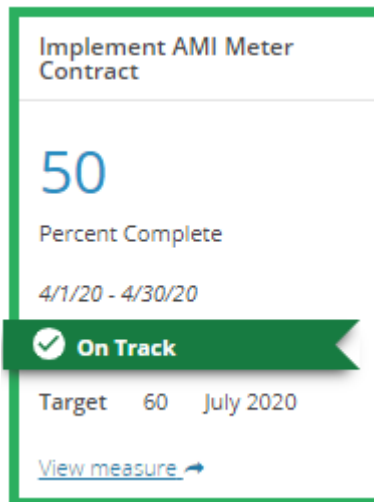
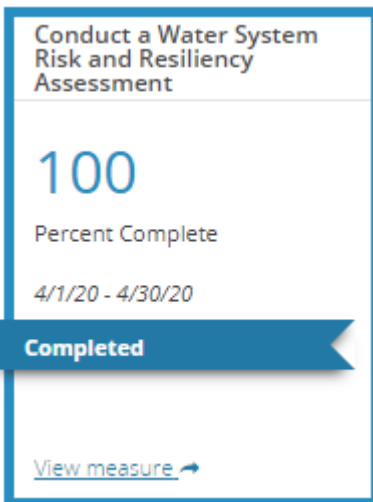


[View Source Data](#)

# Utilities



Due to the number of work plan initiatives currently underway, only the most recent data is displayed in the department's dashboard.



# Utilities

Complete the South Cross Bayou Master Plan

58

Percent Complete

4/1/20 - 4/30/20

✓ On Track

Target 100 July 2020

[View measure](#) →

Complete WE Dunn Master Plan

90

Percent Complete

4/1/20 - 4/30/20

✓ On Track

Target 100 May 2020

[View measure](#) →

Design a Regional Resource Recovery Facility

40

Percent Complete

4/1/20 - 4/30/20

✓ On Track

Target 100  
September 2020

[View measure](#) →

Update the Water, Sewer and Reclaimed Water Policy

40

Percent Complete

4/1/20 - 4/30/20

✓ On Track

Target 66  
September 2020

[View measure](#) →