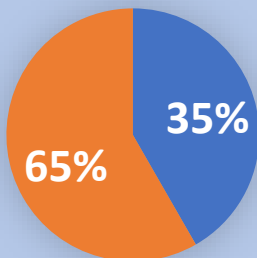
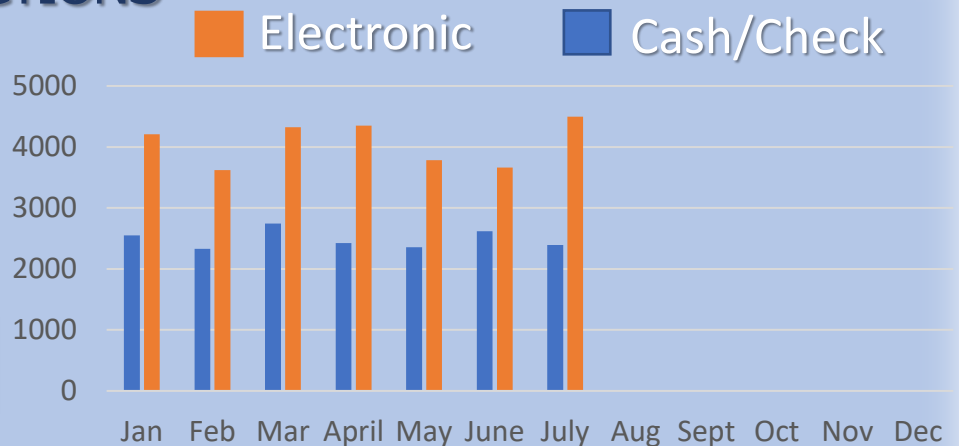


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,886
Total # of July
Payments Processed



COLLECTIONS District 3

\$1,135,995

Total Billed

\$207,431

Outstanding
After Due Date

1044

Past Due Letters Mailed

95

Disconnection
Letters Mailed

8

Properties Disconnected

\$69,007

Outstanding At
Month End

PAYMENTS BY SOURCE

	July 2021	July 2022
Payment Window <small>(Cash/Check)</small>	371	381
Drop Box Payments	299	286
Electronic Payments	4250	4496
Mail Payments	2013	1723
Total Payments	6933	6886

Payments Returned NSF **17**

UTILITY BILLS



Total Customers Registered
Paperless
1,232

Total July Emailed
Statements
2,591



**JULY
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	July 2021	July 2022
Account Transfers (<i>Finals</i>)	212	196
Property Data Requests	93	85

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

195 Invoices Paid

CUSTOMER SERVICE



166

Customer Service Email
Requests Completed



693

USS Calls Answered



40:32

USS Hours
On the Phone



131

Lead ST Calls Completed
(*Incoming & Outgoing*)



6:51

Lead ST Hours
On the Phone

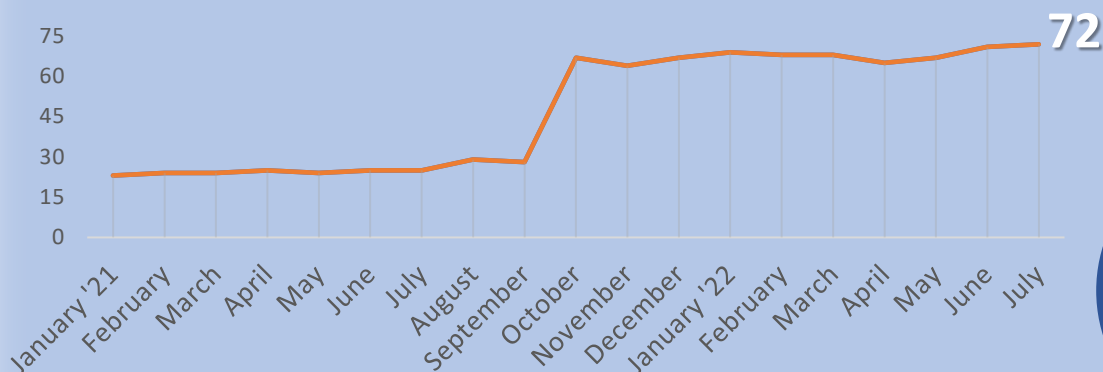
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **27**

Total Dollars: **\$6,105**

*Payments received from Wisconsin Emergency Rental Assistance Program, LIHWAP, Salvation Army, and St. Vincent DePaul for customer benefit.

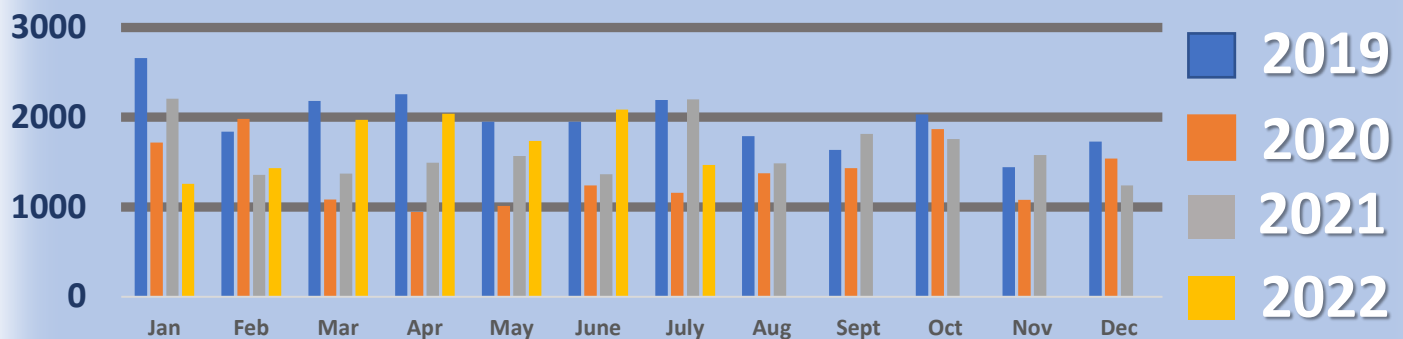
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**JULY
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

1070

Inspections by SWU

Inspections by Hydro Corp



1

Facilities with Compliance Issues

LEAD EDUCATION

17

WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

96

Work orders completed for high consumptions, zero/low, and checks.

LEAK ALLOWANCES ISSUED

1

Customer Requests

27

CCF Allowed @ Reduced Rate



SERVICE LEAKS

0

New Reported Leak(s)

1

Leak(s) Fixed or Off

0

Active Leak(s) Month End

METERS

115

Meters

Installed/Replaced

74

Meters Tested



JULY
2022

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



6 July New Followers

742 Total Followers

WEBSITE VISITORS

3,771



2021 Visits in July: 3,107

Top Page Viewed: Pay Your Bill

ADDITIONAL CR/F ACTIVITIES JULY

- ◆ Service Techs continue their work changing out and testing water meters.
- ◆ USS issued bills to District 2 and Monthly customers.
- ◆ Summer sewer usage reduction rate of 10% went into effect.
- ◆ CR/F along with the Utility Accountant are reviewing software options for the LSL Loan Program.

JULY
2022