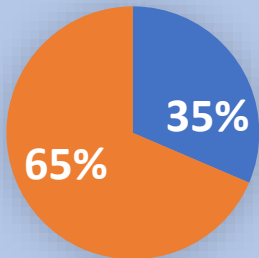
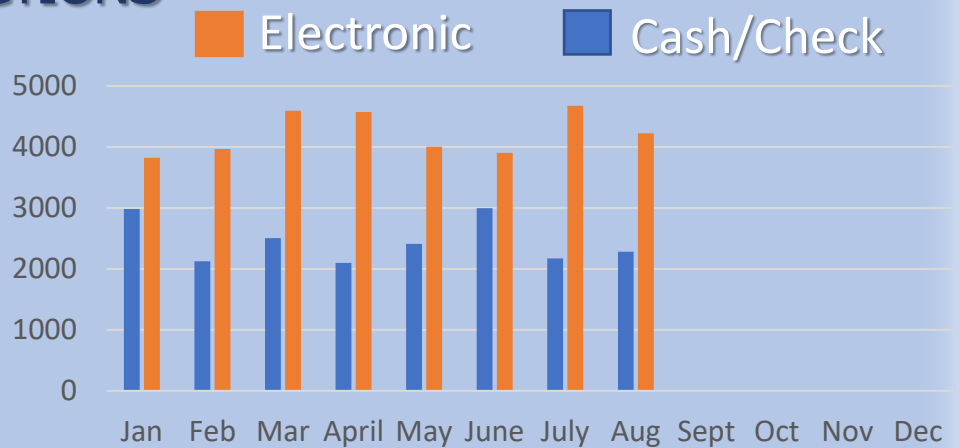


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,507
Total # of August
Payments Processed



COLLECTIONS

District 1

\$1,058,180

Total Billed

\$295,361

Outstanding
After Due Date

1,361

Past Due Letters Mailed

127

Disconnection
Letters Mailed

7

Properties Disconnected

\$76,087

Outstanding At
Month End

PAYMENTS BY SOURCE

	August 2022	August 2023
Payment Window <small>(Cash/Check)</small>	420	438
Drop Box Payments	214	153
Electronic Payments	3906	4225
Mail Payments	1787	1691
Total Payments	6327	6507

Payments Returned **23**

UTILITY BILLS

Mailed
5,109

Total Paperless
1,254

Total Emailed
Statements
3,339



**AUGUST
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	August 2022	August 2023
Account Transfers (<i>Finals</i>)	232	202
Property Data Requests	92	91

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

218 Invoice Items Paid

CUSTOMER SERVICE



212

Customer Service Email Requests Completed



642

USS Calls Answered



36:52

USS Hours On the Phone



104

Lead ST Calls Completed (*Incoming & Outgoing*)



5:56

Lead ST Hours On the Phone

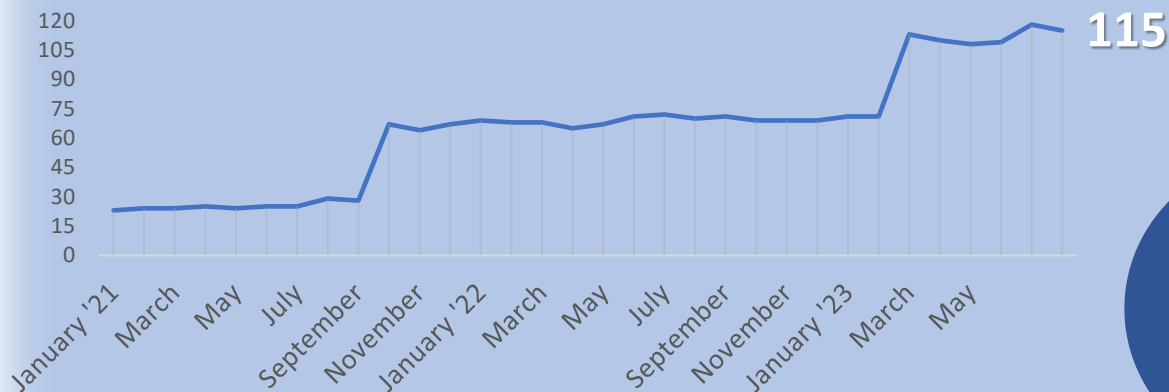
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **1**

Total Dollars: **\$352.99**

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

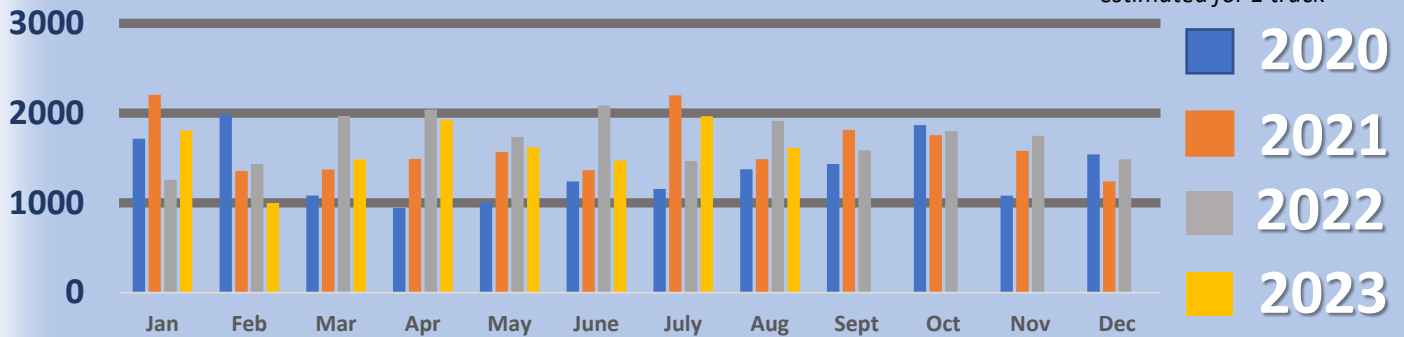
LEAD SERVICE LINE REPLACEMENT LOANS



AUGUST 2023

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

75 Inspections by SWU
0 Inspections by Hydro Corp



2 Facilities with Compliance Issues

LEAD EDUCATION

20 WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

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

LEAK ALLOWANCES ISSUED

1 Customer Requests **44** CCF Allowed @ Reduced Rate



SERVICE LEAKS

1 New Reported Leak(s)
2 Leak(s) Fixed or Off
3 Active Leak(s) Month End

METERS

82 Meters Installed/Replaced
70 Meters Tested



AUGUST 2023

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE

932



Total Page Follows & Likes

WEBSITE VISITORS

4,047



2022 Visits in August: 3,584

Top Page Viewed: Pay Your Bill

ADDITIONAL CR/F ACTIVITIES AUGUST

- ◆ Service Techs (STs) continue their work replacing and testing water meters.
- ◆ USSs issued bills to District 3 and Monthly customers.
- ◆ OnTech was onsite for quarterly maintenance visit.

AUGUST
2023