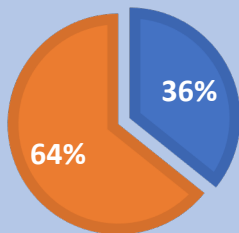
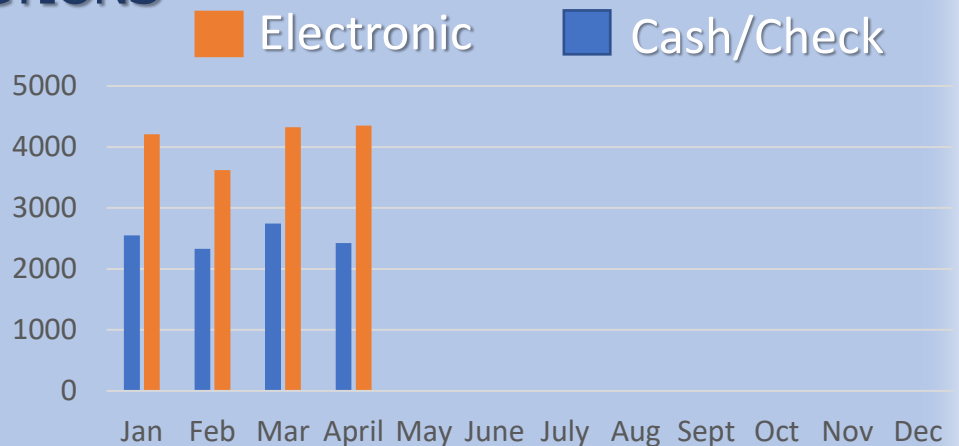


# CUSTOMER RELATIONS & FISCAL SUMMARY

## PAYMENT TRANSACTIONS



**6,776**  
Total # of April  
Payments Processed



## COLLECTIONS District 2

**\$1,034,089**

Billed

**\$273,723**

Outstanding  
After Due Date

**1407**

Past Due Letters Mailed

**90**

Disconnection  
Letters Mailed

**9**

Properties Disconnected

**\$80,488**

Outstanding At  
Month End

## PAYMENTS BY SOURCE

	April 2021	April 2022
Payment Window	301	382
Drop Box Payments	378	291
Electronic Payments	4041	4353
Cash/Check Payments	2035	1750
Total Payments	6755	6776

Payments Returned NSF **8**

## UTILITY BILLS

Mailed  
5,188

Paperless  
Accounts  
1180



**APRIL  
2022**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## PROPERTY TRANSACTIONS

	April 2021	April 2022
Account Transfers ( <i>Finals</i> )	205	176
Property Data Requests	109	93

## PSC COMPLAINTS

**0** PSC Complaint(s) Filed

## ACCOUNTS PAYABLE

**193** Invoices Paid

## CUSTOMER SERVICE



**185**

Customer Service Email  
Requests Completed



**712**

USS Calls Answered



**65:02**

USS Hours  
On the Phone



**191**

Lead ST Calls Completed  
(*Incoming & Outgoing*)



**11:41**

Lead ST Hours  
On the Phone

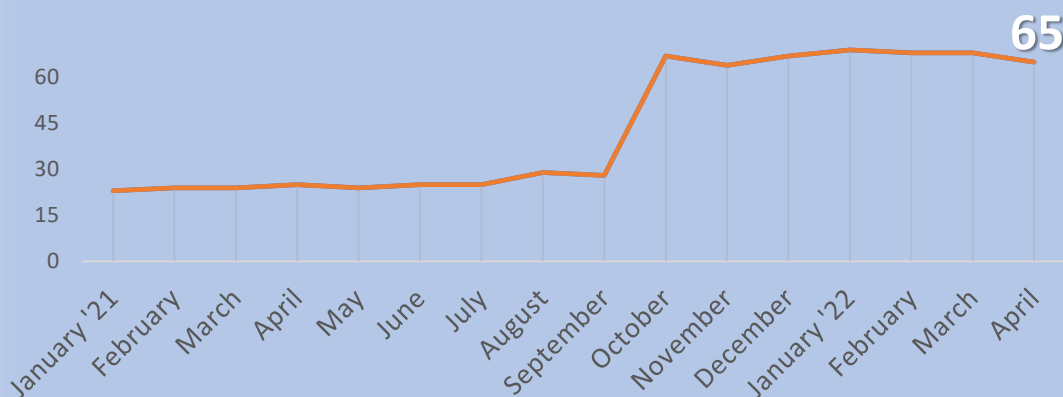
## CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **27**

Total Dollars: **\$3,079**

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

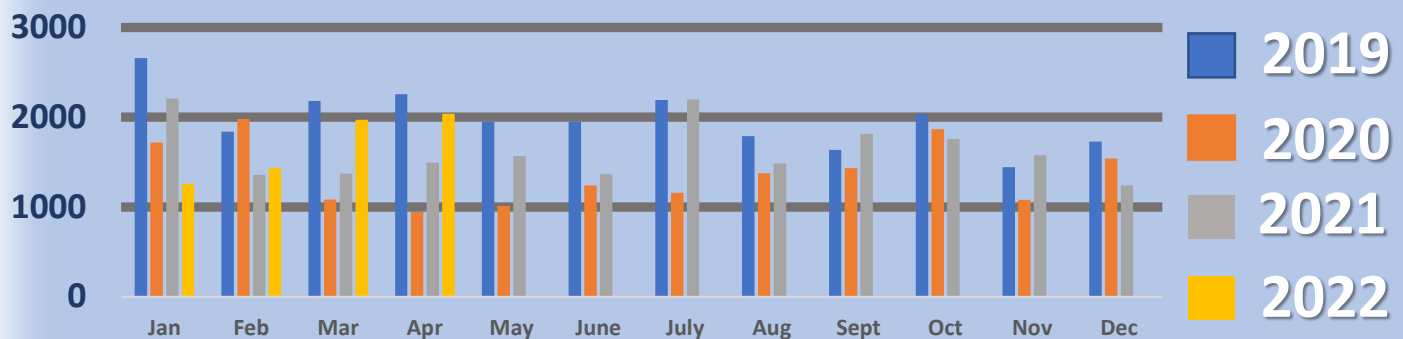
## LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**APRIL  
2022**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## SERVICE TECH MILES DRIVEN



## CROSS CONNECTION

**106** Inspections by SWU  
**81** Inspections by Hydro Corp



**13** Facilities with Compliance Issues

## LEAD EDUCATION

**20** WDNR Lead in Drinking Water brochures distributed at home visits

## TROUBLESHOOTING WORK ORDERS COMPLETED

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

## LEAK ALLOWANCES ISSUED

**4** Customer Requests **204** CCF Allowed @ Reduced Rate



## SERVICE LEAKS

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

## METERS

**130** Meters Installed/Replaced  
**36** Meters Tested



**APRIL  
2022**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## FACEBOOK PAGE



**1** April New Followers

**732** Total Followers

## WEBSITE VISITORS

**3,404**



**2021 Visits in April: 2,094**

**Top Page Viewed: Pay Your Bill**

## ADDITIONAL CR/F ACTIVITIES APRIL

- ◆ Service Techs continue their work changing out and testing water meters.
- ◆ USS issued bills to District 2 and Monthly customers.
- ◆ Staff attended safety training through CVMIC.
- ◆ Staff attended First Aid/AED/CPR training through Lakeshore Technical College.
- ◆ Two newest STs attended Badger Meter Product Training.
- ◆ Lead Service Tech attended a customer summit at Badger Meter.

**APRIL  
2022**