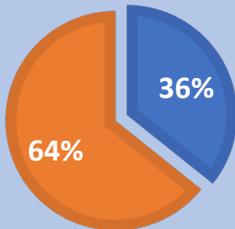
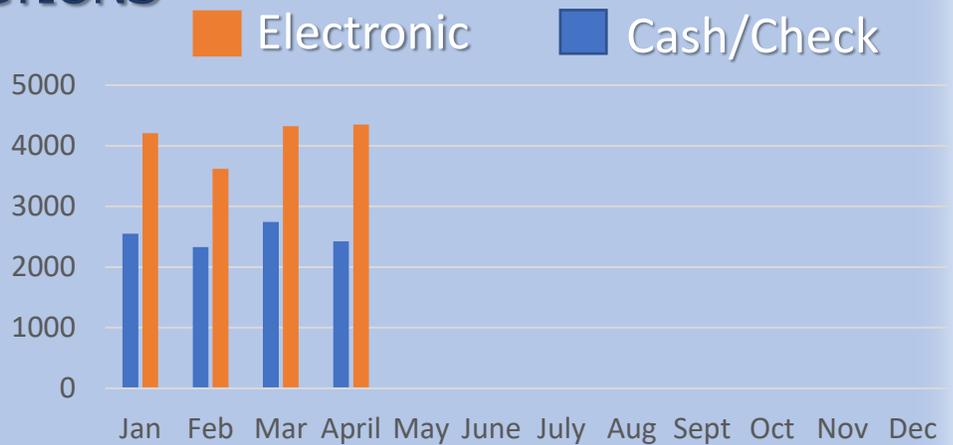


CUSTOMER RELATIONS & FISCAL SUMMARY

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.

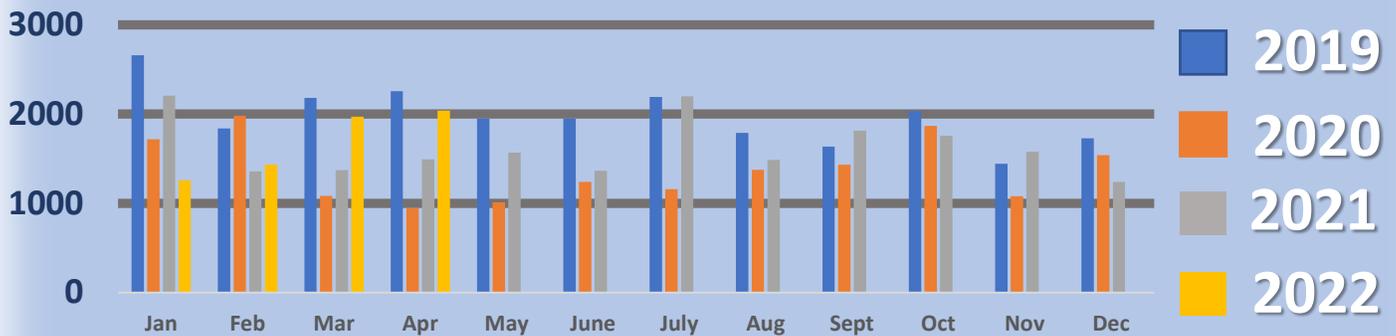
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**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