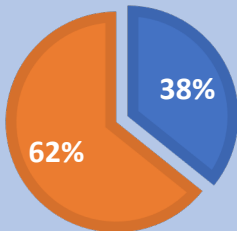
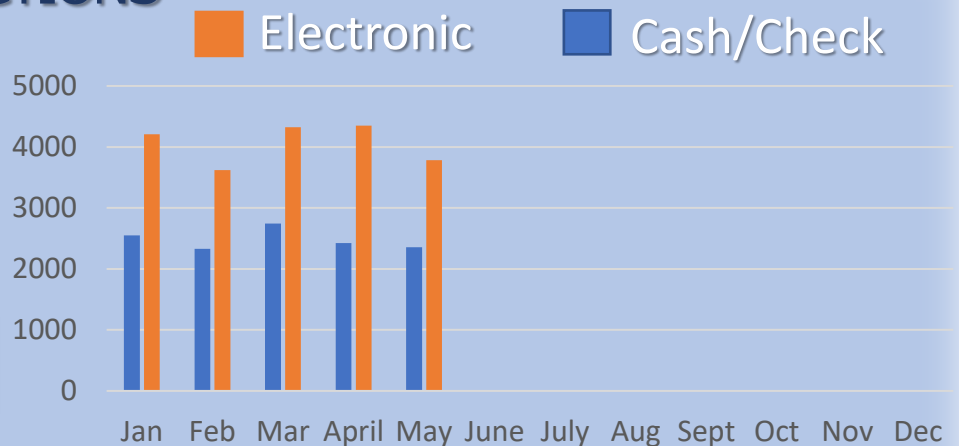


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,139
Total # of May
Payments Processed



COLLECTIONS

District 1 & 3

\$2,084,796

Total Billed

\$421,995

Outstanding
After Due Dates

1407

Past Due Letters Mailed

90

Disconnection
Letters Mailed

9

Properties Disconnected

\$181,729

Outstanding At
Month End

PAYMENTS BY SOURCE

	May 2021	May 2022
Payment Window <small>(Cash/Check)</small>	361	403
Drop Box Payments	321	179
Electronic Payments	3519	3783
Mail Payments	2003	1774
Total Payments	6204	6139

Payments Returned NSF **17**

UTILITY BILLS

Mailed
5,362

Paperless
Accounts
967



**MAY
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	May 2021	May 2022
Account Transfers (<i>Finals</i>)	175	201
Property Data Requests	73	94

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

183 Invoices Paid

CUSTOMER SERVICE



214

Customer Service Email
Requests Completed



733

USS Calls Answered



62:03

USS Hours
On the Phone



173

Lead ST Calls Completed
(*Incoming & Outgoing*)



10:44

Lead ST Hours
On the Phone

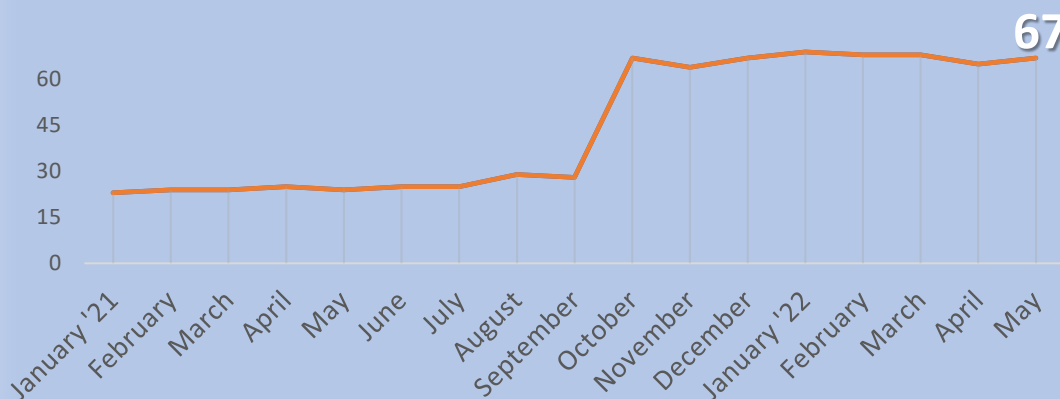
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **28**

Total Dollars: **\$5,772**

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

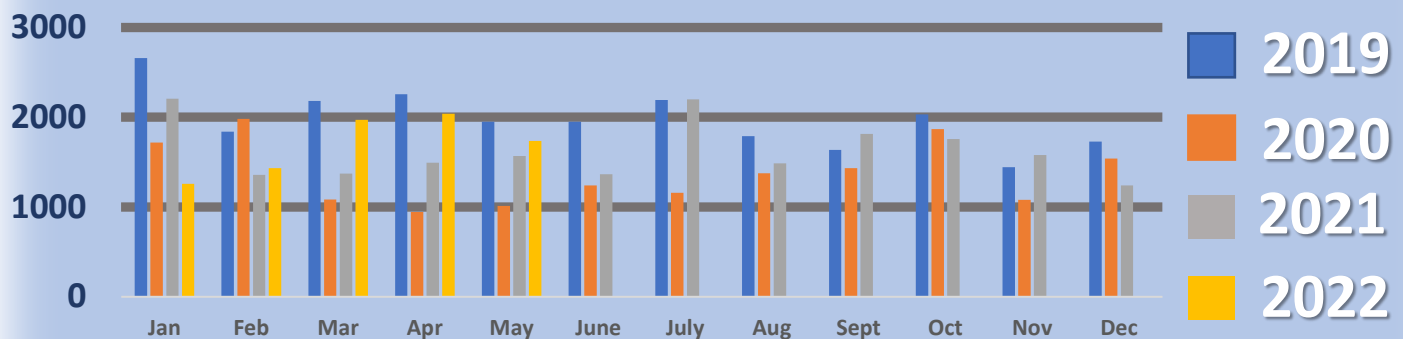
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**MAY
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

109

Inspections by SWU

4

Inspections by Hydro Corp

0

Facilities with Compliance Issues



LEAD EDUCATION

29

WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

109

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

LEAK ALLOWANCES ISSUED

7

Customer Requests

1463

CCF Allowed @ Reduced Rate



SERVICE LEAKS

1

New Reported Leak(s)

1

Leak(s) Fixed or Off)

0

Active Leak(s) Month End

METERS

127

Meters

Installed/Replaced

145

Meters Tested



MAY
2022

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



0 May New Followers

732 Total Followers

WEBSITE VISITORS

3,370



2021 Visits in May: 2,658

Top Page Viewed: Pay Your Bill

ADDITIONAL CR/F ACTIVITIES MAY

- ◆ Service Techs continue their work changing out and testing water meters.
- ◆ USS issued bills to District 3 and Monthly customers.
- ◆ Planning is underway for the Annual WIAWWA Customer Service Seminar.
Seminar date is set for July 20. Some CR/F staff will attend and present at the seminar.

**MAY
2022**