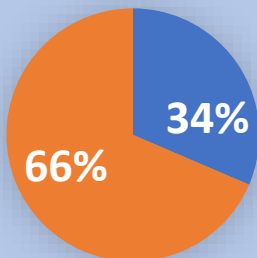
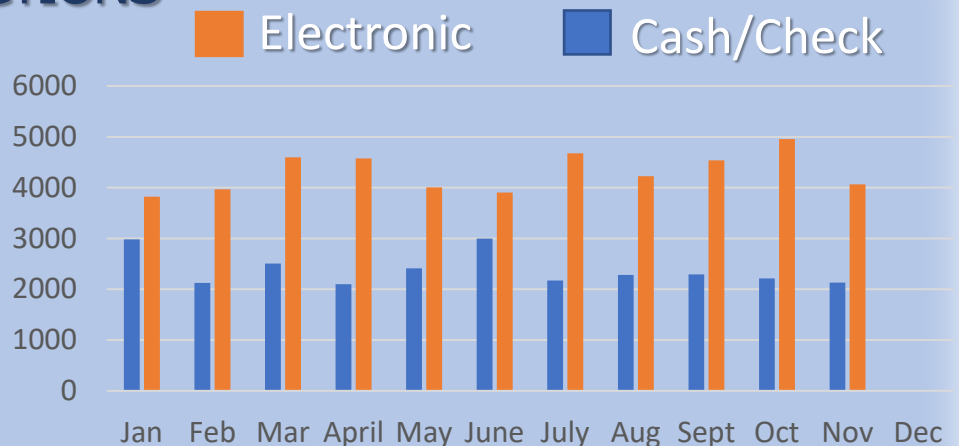


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,196
Total # of
Payments Processed



COLLECTIONS

District 1

\$1,092,862

Total Billed

\$219,585

Outstanding
After Due Date

1,354

Past Due Letters Mailed

0

Disconnection
Letters Mailed

0

Properties Disconnected

\$95,481

Outstanding At
Month End

**Due to tax roll process, no disconnections took place in November.*

PAYMENTS BY SOURCE

	November 2022	November 2023
Payment Window <small>(Cash/Check)</small>	418	440
Drop Box Payments	180	150
Electronic Payments	3788	4065
Mail Payments	1671	1541
Total Payments	6057	6196

Payments Returned **15**

UTILITY BILLS



Total Emailed
Statements
3,443

Total Paperless
1,274



**NOVEMBER
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	November 2022	November 2023
Account Transfers <i>(Finals)</i>	178	218
Property Data Requests	63	56

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

181 Invoice Items Paid

CUSTOMER SERVICE



166

Customer Service Email
Requests Completed



447

USS Calls Answered



24:41

USS Hours
On the Phone



59

Lead ST Calls Completed
(Incoming & Outgoing)



5:19

Lead ST Hours
On the Phone

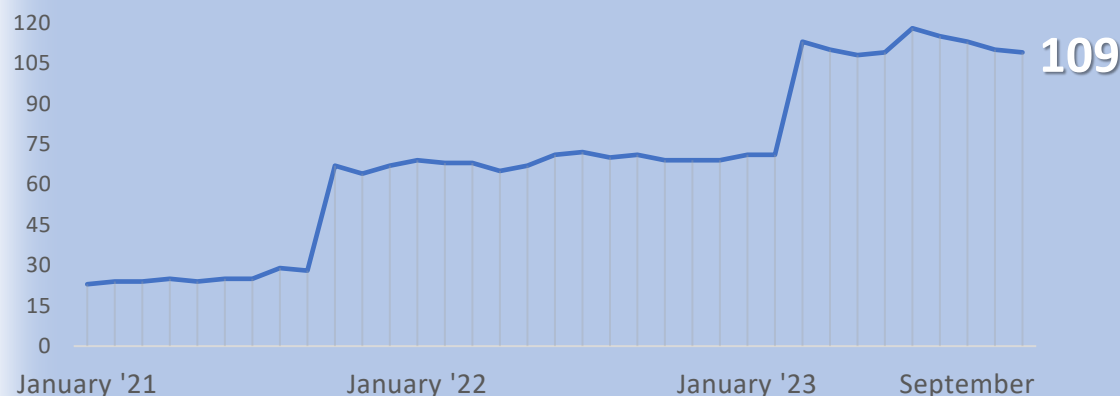
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **2**

Total Dollars: **\$606.67**

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

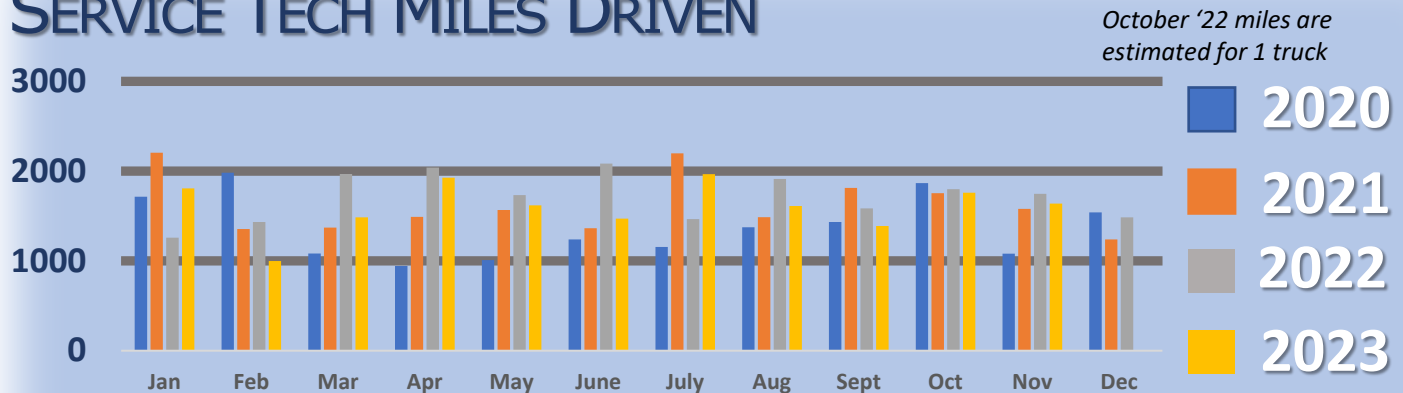
LEAD SERVICE LINE REPLACEMENT LOANS



**NOVEMBER
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

37 Inspections by SWU
140 Inspections by Hydro Corp



39 Facilities with Compliance Issues

LEAD EDUCATION

3 WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

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

LEAK ALLOWANCES ISSUED

5 Customer Requests **557** CCF Allowed @ Reduced Rate



SERVICE LEAKS

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

METERS

39 Meters Installed/Replaced
34 Meters Tested



NOVEMBER
2023

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE

932 

Total Page Follows & Likes

WEBSITE VISITORS

3,305 

2022 Visits in October: 3,112

Top Page Viewed: Pay Your Bill

ADDITIONAL CR/F ACTIVITIES NOVEMBER

- Service Techs (STs) continue their work replacing and testing water meters.
- USSs issued bills to District 3 and Monthly customers.
- Implemented a new print water bill.
- Continued recruitment process for a Utility Support Specialist.
- Delinquent amounts were transferred for collection on property tax bills. A

summary is provided below:

	2021	2022	2023
Number of Customer Letters Mailed	1906	2112	2051
Number of Owner Letters Mailed	916	962	913
Dollars Subject to Tax Roll as of October 15	\$434,025.37	\$745,385.71	\$459,959.00
Dollars Subject to Tax Roll as of November 1	\$299,132.77	\$330,482.02	\$327,241.79
Dollars 10% Penalty	\$29,912.85	\$33,048.29	\$32,724.03
Total Outstanding Dollars as of November 15 w/Penalties	\$278,727.60	\$326,058.78	\$311,408.41
Total Outstanding Garbage/Recycling & Sewer Dollars w/Penalties as of November 15	\$190,473.28	\$223,400.69	\$213,527.43
Total Outstanding Water Dollars w/Penalties as of November 15	\$84,637.26	\$102,658.09	\$97,880.98
Total Outstanding Delinquent LSL Replacement Loans	\$3,616.33	\$21,847.85	\$9,418.56
*Added Recycling Fee Collections 01/01/2020			
*No disconnections due to pandemic April 2020-April 2021			
*Resumed Disconnection 4/2021 for \$300+ Balances			
*2019 balances \$150+ Subject to Tax Roll			
*2021 balances \$10+ Subject to Tax Roll			

NOVEMBER
2023