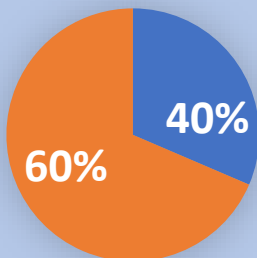
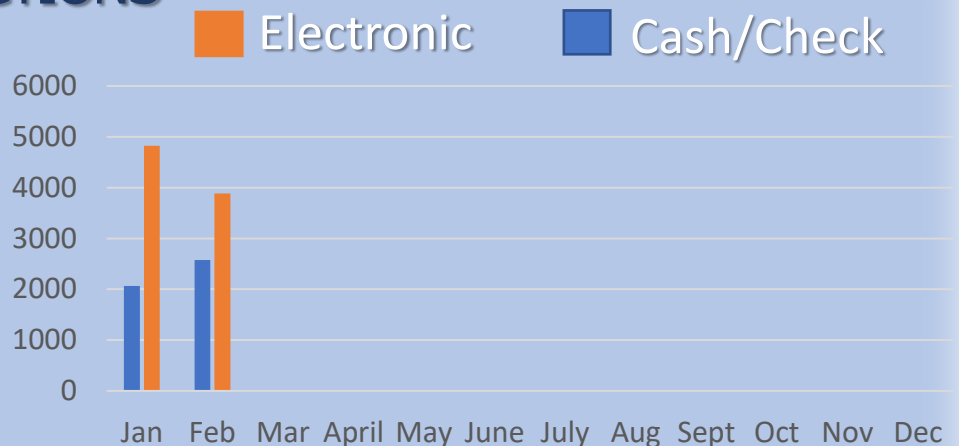


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,456
Total # of
Payments Processed



COLLECTIONS

District 1

\$1,020,856

Total Billed

\$235,072

Outstanding
After Due Date

1,419

Past Due Letters Mailed

146

Disconnection
Letters Mailed

13

Properties Disconnected

\$87,398

Outstanding At
Month End

PAYMENTS BY SOURCE

	January 2023	January 2024
Payment Window <small>(Cash/Check)</small>	342	376
Drop Box Payments	143	208
Electronic Payments	3967	3884
Mail Payments	1639	1988
Total Payments	6091	6456

Payments Returned **17**

UTILITY BILLS

Mailed*
5,058

Total Paperless
1,363

Total Emailed
Statements
3,429



*Moving forward, this number
Includes Monthly billed customers.

**FEBRUARY
2024**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	February 2023	February 2024
Account Transfers (Finals)	132	119
Property Data Requests	51	53

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

189 Invoice Items Paid

CUSTOMER SERVICE

**Call info for February not available
due to a new phone server.*



106

Customer Service Email
Requests Completed



N/A

USS Calls Answered



N/A

USS Hours
On the Phone



N/A

Lead ST Calls Completed
(Incoming & Outgoing)



N/A

Lead ST Hours
On the Phone

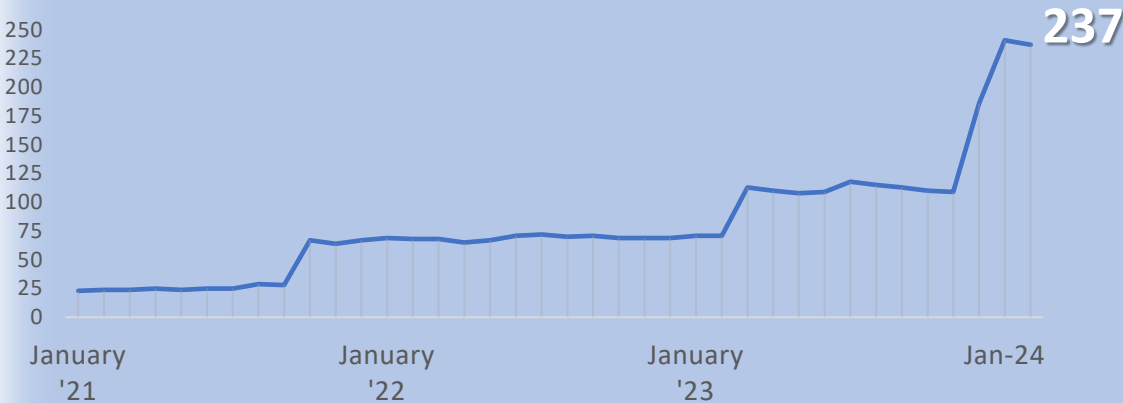
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **0**

Total Dollars: **\$0.00**

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

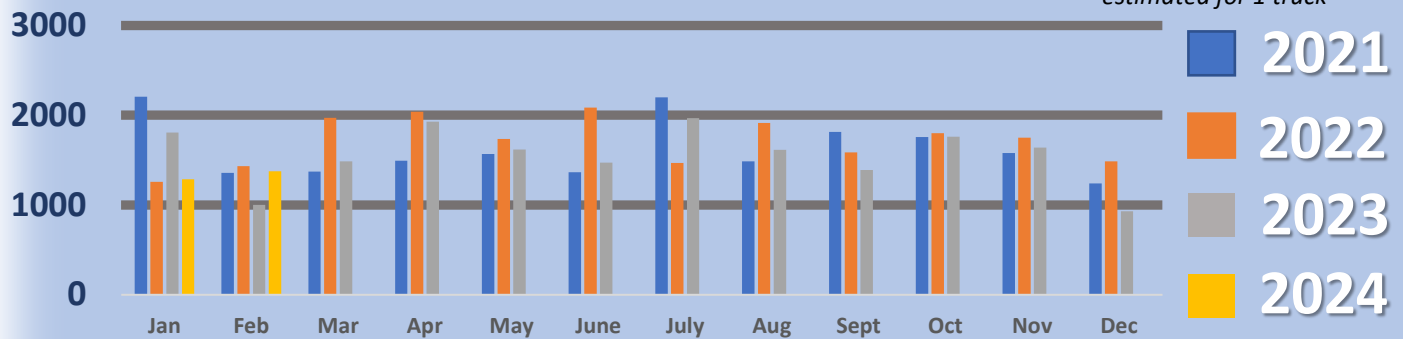
LEAD SERVICE LINE REPLACEMENT LOANS



**FEBRUARY
2024**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

69

Inspections by SWU

68

Inspections by Hydro Corp

29

Facilities with Compliance Issues



LEAD EDUCATION

8

WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

80

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

LEAK ALLOWANCES ISSUED

5

Customer Requests

329

CCF Allowed @ Reduced Rate



SERVICE LEAKS

1

New Reported Leak(s)

2

Leak(s) Fixed or Off

0

Active Leak(s) Month End

METERS

105

Meters

Installed/Replaced

128

Meters Tested



FEBRUARY
2024

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE

937



Total Page Follows & Likes

WEBSITE VISITORS

3,493



2023 Visits in February: 3,268

Top Page Viewed: Pay Your Bill

ADDITIONAL CR/F ACTIVITIES FEBRUARY

- ◆ Service Techs (STs) continue their work replacing and testing water meters.
- ◆ USSs issued bills to District 3 and Monthly customers.
- ◆ Office relocations took place- LST moved to Meter Shop, B/LSL Specialist, and CR/F Supervisor moved to different areas in the main office.
- ◆ OnTech conducted quarterly maintenance visit.
- ◆ The LST attended the WI AWWA Distribution Conference.
- ◆ The new USS spent time shadowing with the Service Techs.

FEBRUARY
2024