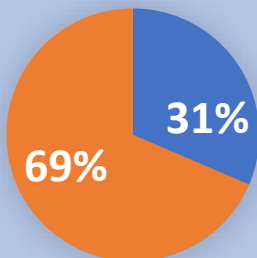
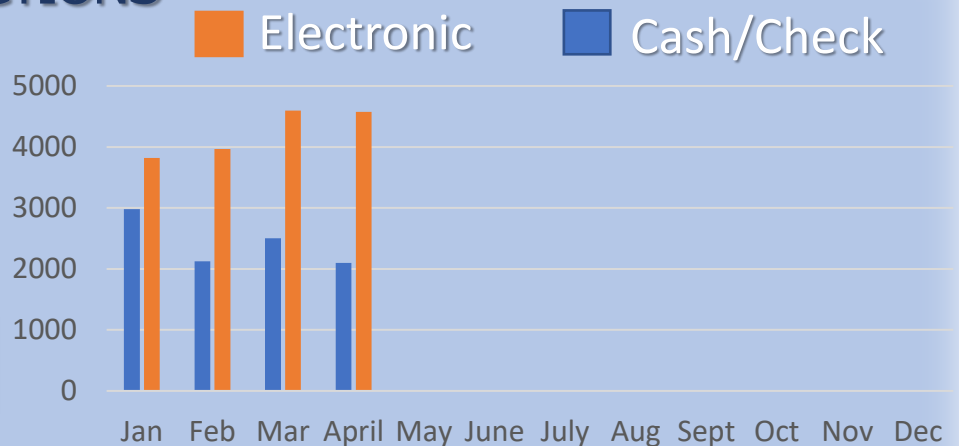


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,672
Total # of April
Payments Processed



COLLECTIONS

District 3

\$1,142,110

Total Billed

\$184,379

Outstanding
After Due Date

1,054

Past Due Letters Mailed

106

Disconnection
Letters Mailed

17

Properties Disconnected

\$79,120

Outstanding At
Month End

PAYMENTS BY SOURCE

	April 2022	April 2023
Payment Window <small>(Cash/Check)</small>	382	393
Drop Box Payments	291	210
Electronic Payments	4353	4574
Mail Payments	1750	1495
Total Payments	6776	6672

Payments Returned **21**

UTILITY BILLS



Total Emailed
Statements
3,328

Total Paperless
1,224



**APRIL
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	April 2022	April 2023
Account Transfers <i>(Finals)</i>	176	169
Property Data Requests	93	51

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

158 Invoice Items Paid

CUSTOMER SERVICE



110

Customer Service Email
Requests Completed



625

USS Calls Answered



25:13

USS Hours
On the Phone



164

Lead ST Calls Completed
(Incoming & Outgoing)



10:59

Lead ST Hours
On the Phone

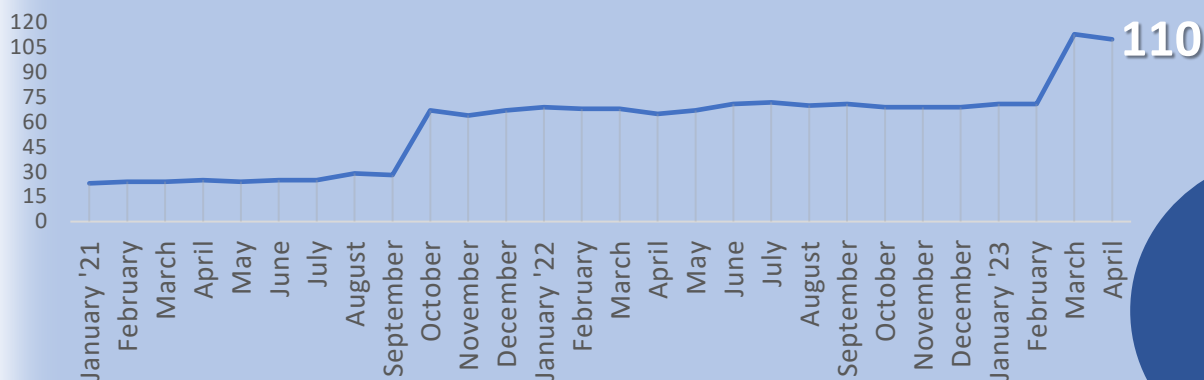
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **54**

Total Dollars: **\$59,030**

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

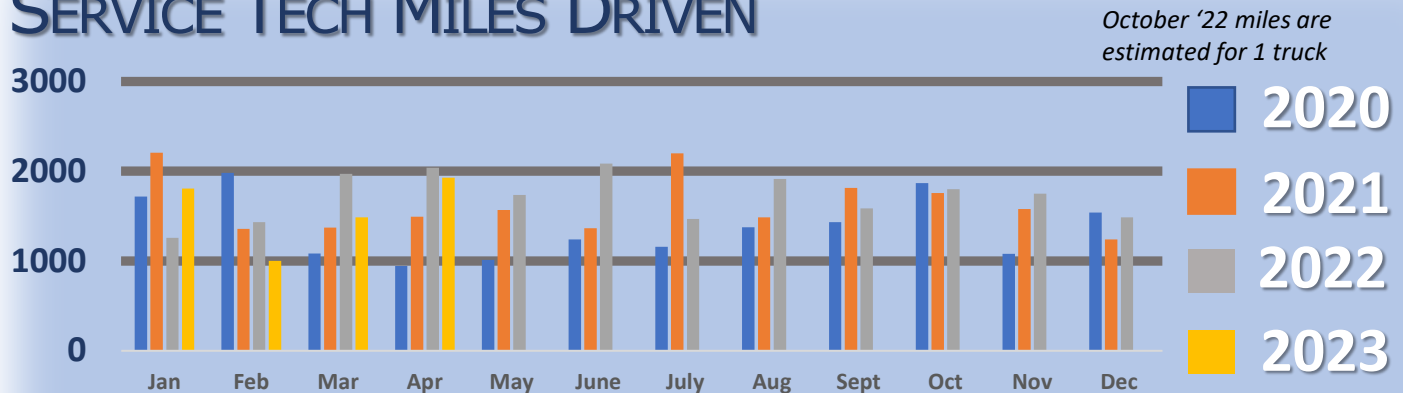
LEAD SERVICE LINE REPLACEMENT LOANS



**APRIL
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

104 Inspections by SWU
63 Inspections by Hydro Corp



15 Facilities with Compliance Issues

LEAD EDUCATION

26 WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

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

LEAK ALLOWANCES ISSUED

6 Customer Requests **485** CCF Allowed @ Reduced Rate



SERVICE LEAKS

3 New Reported Leak(s)
4 Leak(s) Fixed or Off
4 Active Leak(s) Month End

METERS

102 Meters Installed/Replaced
56 Meters Tested



**APRIL
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



7 April New Followers

783 Total Followers

WEBSITE VISITORS

3,476



2022 Visits in April: 3,404

Top Page Viewed: Pay Your Bill

ADDITIONAL CR/F ACTIVITIES APRIL

- ◆ Service Techs (STs) continue their work replacing and testing water meters.
- ◆ USS issued bills to District 2 and Monthly customers.
- ◆ Worked on customer communications for upcoming LSL Replacement Projects.
- ◆ Completed phone service provider cutover to Spectrum.
- ◆ Completed replacement network switch project.
- ◆ Completed and reviewed IT security internal scan results and external penetration testing results.
- ◆ LST, BLSL Specialist, and CR/F Supervisor attended WI AWWA webinar on LSL Communications.
- ◆ STs, LST, and CR/F Supervisor attended Badger Meter webinar on ultrasonic meters.

**APRIL
2023**