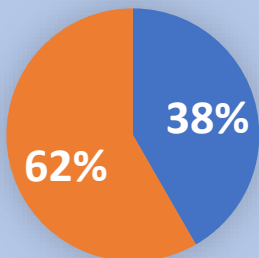
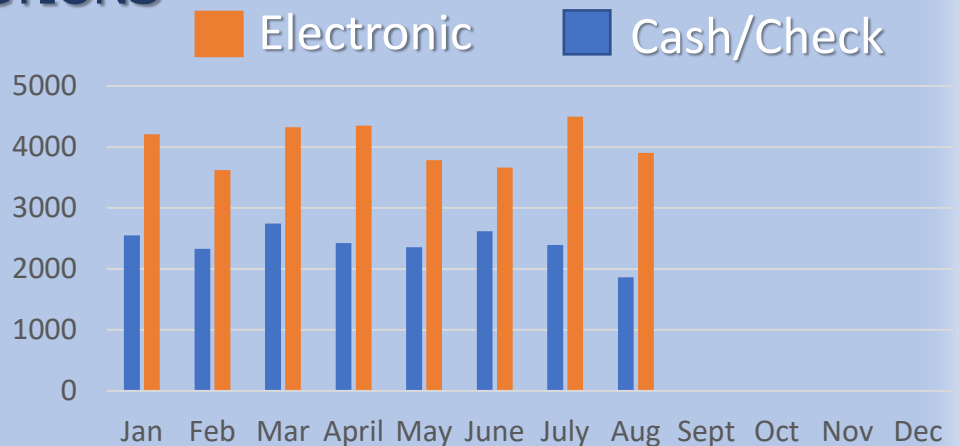


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,327
Total # of August
Payments Processed



COLLECTIONS

District 1

\$1,004,108

Total Billed

\$212,993

Outstanding
After Due Date

1430

Past Due Letters Mailed

134

Disconnection
Letters Mailed

7

Properties Disconnected

\$79,471

Outstanding At
Month End

PAYMENTS BY SOURCE

	August 2021	August 2022
Payment Window <i>(Cash/Check)</i>	376	420
Drop Box Payments	201	214
Electronic Payments	3590	3906
Mail Payments	2119	1787
Total Payments	6286	6327

Payments Returned NSF **14**

UTILITY BILLS



Total Customers Registered
Paperless
1,062

Total August
Emailed
Statements
2,785



**AUGUST
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	August 2021	August 2022
Account Transfers (<i>Finals</i>)	195	232
Property Data Requests	103	92

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

224 Invoice Items Paid

CUSTOMER SERVICE



202

Customer Service Email
Requests Completed



708

USS Calls Answered



43:07

USS Hours
On the Phone



119

Lead ST Calls Completed
(Incoming & Outgoing)



8:36

Lead ST Hours
On the Phone

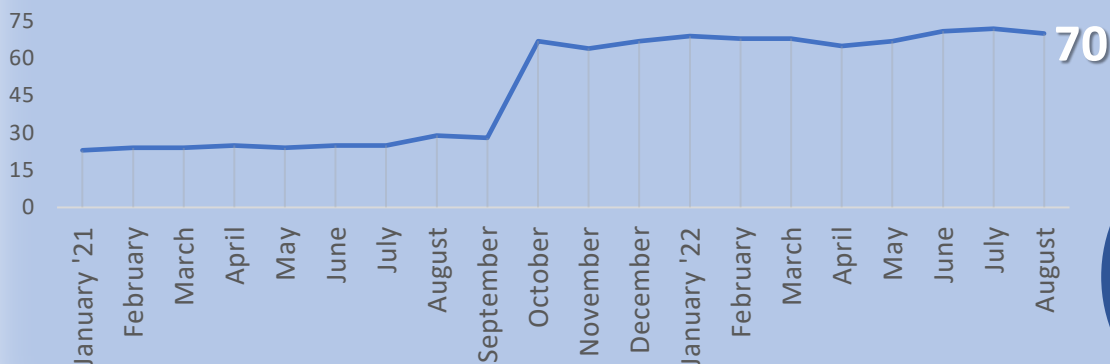
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **42**

Total Dollars: **\$6,754**

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

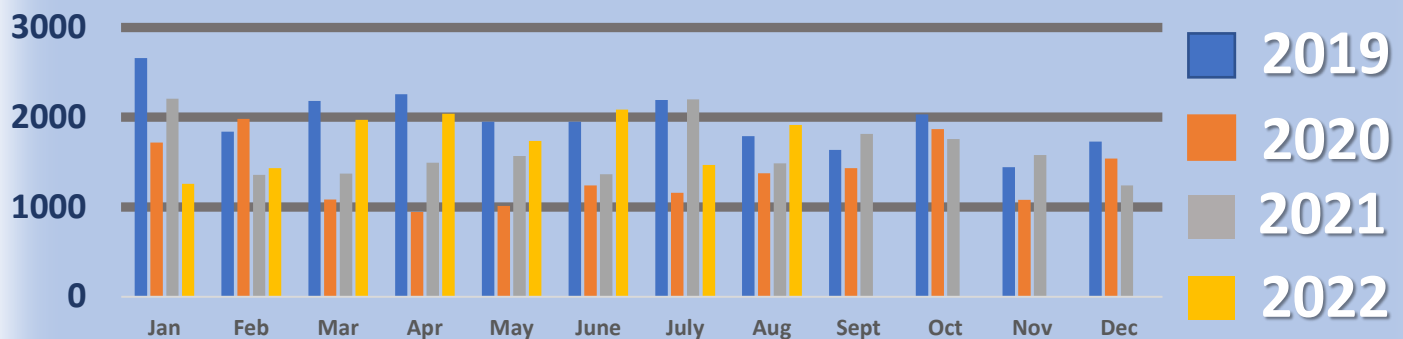
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**AUGUST
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

136 Inspections by SWU
0 Inspections by Hydro Corp


0 Facilities with Compliance Issues

LEAD EDUCATION

51 WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

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

LEAK ALLOWANCES ISSUED

1 Customer Requests **325** CCF Allowed @ Reduced Rate 

SERVICE LEAKS

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

METERS

153 Meters Installed/Replaced
45 Meters Tested 

**AUGUST
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



1 August New Followers

743 Total Followers

WEBSITE VISITORS

3,584



2021 Visits in August: 3,542
Top Page Viewed: **Pay Your Bill**

ADDITIONAL CR/F ACTIVITIES AUGUST

- ◆ Service Techs continue their work replacing and testing water meters.
- ◆ USS issued bills to District 3 and Monthly customers.
- ◆ The newest USS is being trained on the quarterly billing process for District 1.
- ◆ CR/F implemented attachments on mobile service orders. Photos can now be attached to the service order and automatically saved to the customer account. This is beneficial for meter, meter setting, and service line photos.
- ◆ Completed quarterly maintenance visit with OnTech, the Utility's IT consultant.

**AUGUST
2022**