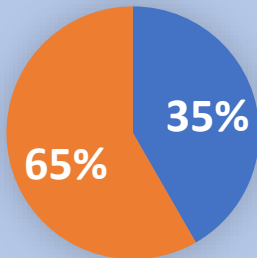


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,091
Total # of February
Payments Processed



COLLECTIONS

District 1

\$1,084,084

Total Billed

\$199,254

Outstanding
After Due Date

1460

Past Due Letters Mailed

152

Disconnection
Letters Mailed

9

Properties Disconnected

\$82,827

Outstanding At
Month End

PAYMENTS BY SOURCE

	February 2022	February 2023
Payment Window <small>(Cash/Check)</small>	339	342
Drop Box Payments	195	143
Electronic Payments	3620	3967
Mail Payments	1796	1639
Total Payments	5950	6091

Payments Returned NSF **15**

UTILITY BILLS



Total Emailed
Statements
3,533

Total Paperless
1,227



**FEBRUARY
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	February 2022	February 2023
Account Transfers <i>(Finals)</i>	150	132
Property Data Requests	71	51

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

181 Invoice Items Paid

CUSTOMER SERVICE



89

Customer Service Email
Requests Completed



535

USS Calls Answered



8:11

USS Hours
On the Phone



131

Lead ST Calls Completed
(Incoming & Outgoing)



7:02

Lead ST Hours
On the Phone

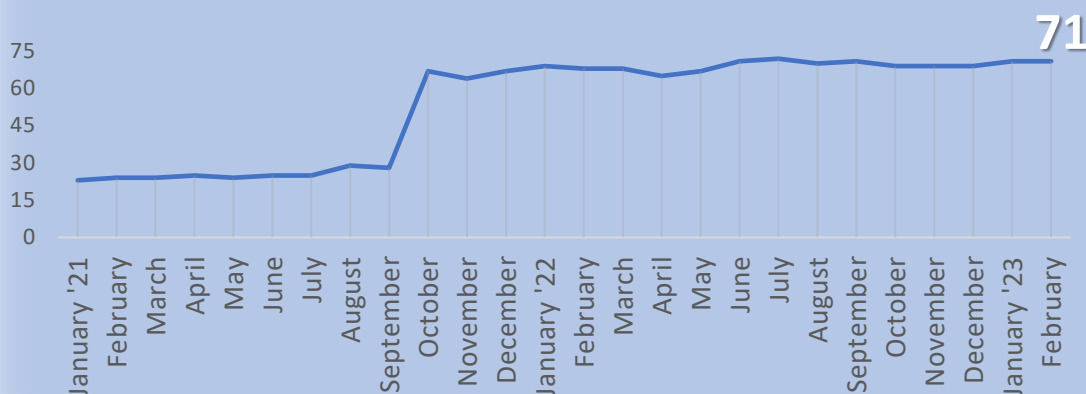
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **16**

Total Dollars: **\$2,526**

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

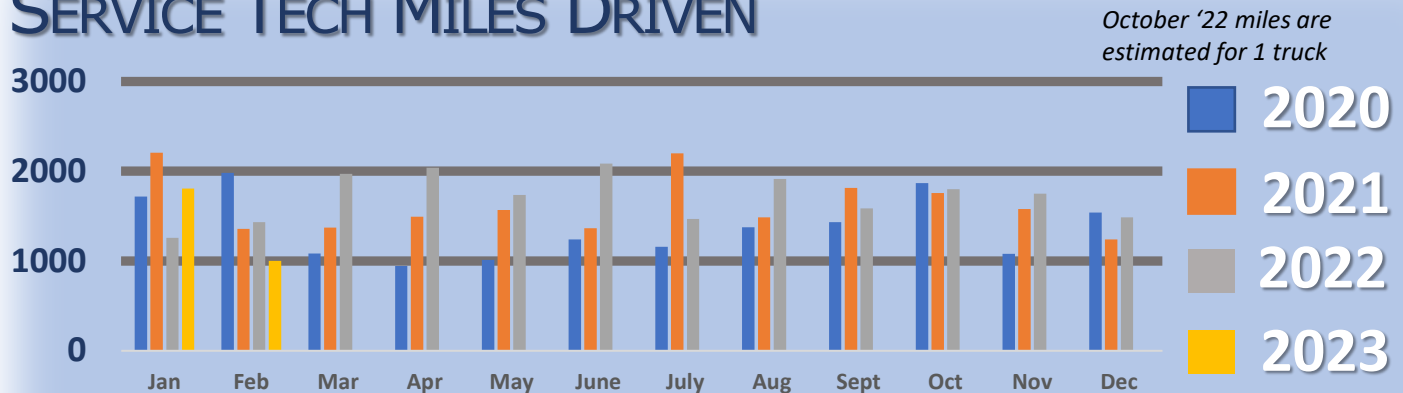
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**FEBRUARY
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

111
0

Inspections by SWU

Inspections by Hydro Corp



3

Facilities with Compliance Issues

LEAD EDUCATION

40

WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

75

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

LEAK ALLOWANCES ISSUED

0

Customer Requests

0

CCF Allowed @ Reduced Rate



SERVICE LEAKS

0

New Reported Leak(s)

2

Leak(s) Fixed or Off

3

Active Leak(s) Month End

METERS

138

Meters

Installed/Replaced

49

Meters Tested



FEBRUARY
2023

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



2 February New Followers

774 Total Followers

WEBSITE VISITORS

3,268



2022 Visits in February: 3,119
Top Page Viewed: **Pay Your Bill**

ADDITIONAL CR/F ACTIVITIES FEBRUARY

- ◆ Service Techs (STs) continue their work replacing and testing water meters.
- ◆ LST and STs continued work creating program to test meters with the new Portable Large Meter Testing Device.
- ◆ USS issued bills to District 3 and Monthly customers.
- ◆ Submitted annual report to WDNR for Cross Connection Control.
- ◆ Attended kickoff meeting with InfoSend for the outsourcing and printing of Utility Bills.
- ◆ CR/F Supervisor, LST, and STs attended excavation and behavior-based safety training with CIVMIC.
- ◆ USS, LSLBS and LST attended online Badger Meter Beacon training.
- ◆ ST attended WIAWWA Distribution Seminar.

**FEBRUARY
2023**