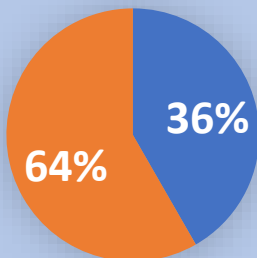
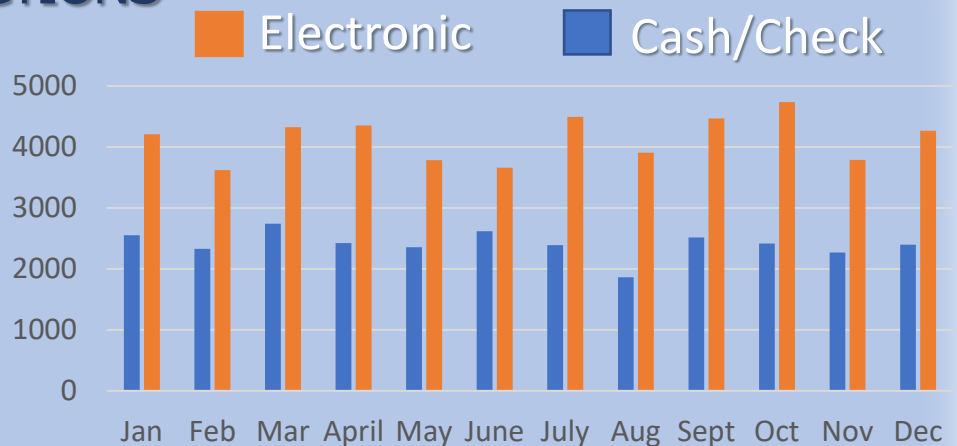


# CUSTOMER RELATIONS & FISCAL SUMMARY

## PAYMENT TRANSACTIONS



**6,057**  
Total # of December  
Payments Processed



## COLLECTIONS

District 2

**\$1,100,732**

Total Billed

**\$252,636**

Outstanding  
After Due Date

**1254**

Past Due Letters Mailed

**0**

Disconnection  
Letters Mailed

**0**

Properties Disconnected

**\$111,500**

Outstanding At  
Month End

## PAYMENTS BY SOURCE

|   | December 2021 | December 2022 |
|---|---------------|---------------|
| <b>Payment Window</b> <small>(Cash/Check)</small> | 328           | 339           |
| <b>Drop Box Payments</b>                          | 158           | 122           |
| <b>Electronic Payments</b>                        | 4027          | 4266          |
| <b>Mail Payments</b>                              | 2180          | 1936          |
| <b>Total Payments</b>                             | 6693          | 6663          |

Payments Returned NSF **15**

## UTILITY BILLS



Total Paperless  
**1,291**

Total Emailed  
Statements  
**3,162**



**DECEMBER  
2022**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## PROPERTY TRANSACTIONS

|                                   | December<br>2021 | December<br>2022 |
|-----------------------------------|------------------|------------------|
| Account Transfers <i>(Finals)</i> | 197              | 177              |
| Property Data Requests            | 98               | 59               |

## PSC COMPLAINTS

**0** PSC Complaint(s) Filed

## ACCOUNTS PAYABLE

**175** Invoice Items Paid

## CUSTOMER SERVICE



**91**

Customer Service Email  
Requests Completed



**406**

USS Calls Answered



**21:53**

USS Hours  
On the Phone



**60**

Lead ST Calls Completed  
*(Incoming & Outgoing)*



**4:28**

Lead ST Hours  
On the Phone

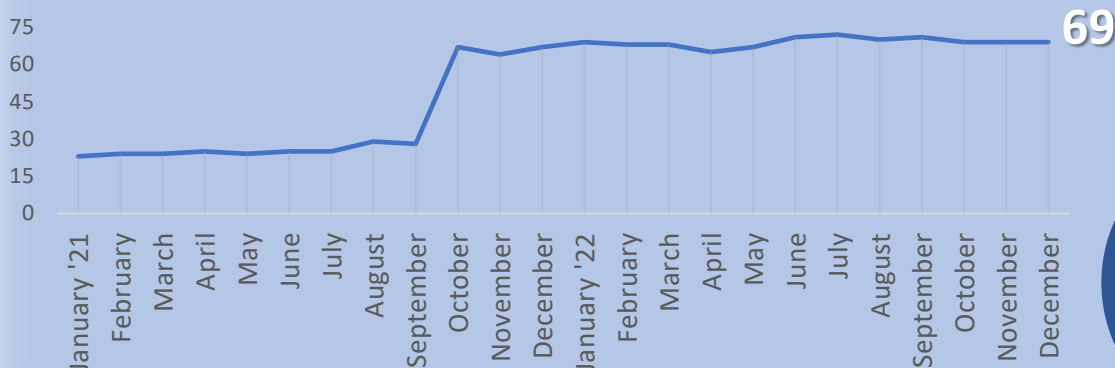
## CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **12**

Total Dollars: **\$1,670**

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

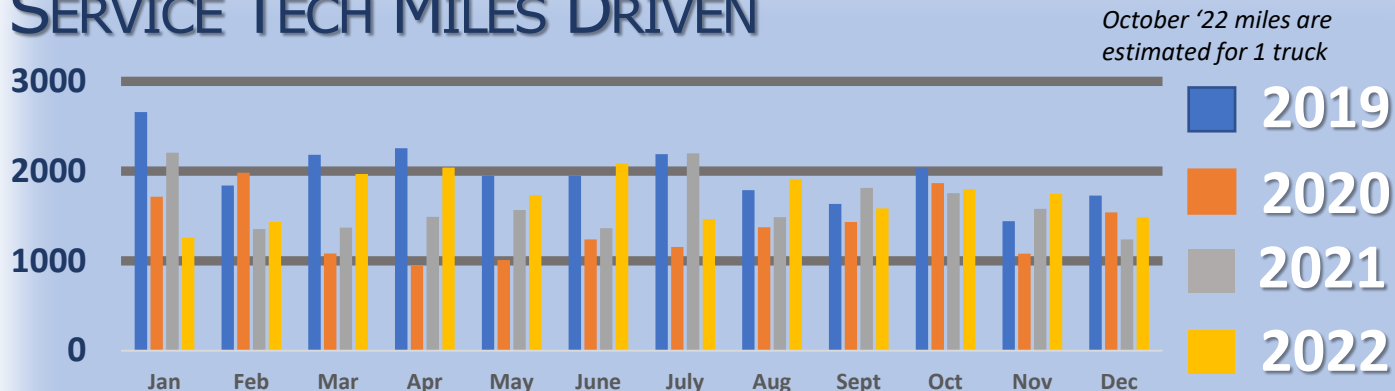
## LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**DECEMBER  
2022**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## SERVICE TECH MILES DRIVEN



## CROSS CONNECTION

**1150**

Inspections by SWU

Inspections by Hydro Corp



**3**

Facilities with Compliance Issues

## LEAD EDUCATION

**15**

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

**5**

Customer Requests

**339**

CCF Allowed @ Reduced Rate



## SERVICE LEAKS

**2**

New Reported Leak(s)

**2**

Leak(s) Fixed or Off

**2**

Active Leak(s) Month End

## METERS

**127**

Meters

Installed/Replaced

**42**

Meters Tested



**DECEMBER  
2022**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## FACEBOOK PAGE



**6** December New Followers

**769** Total Followers

## WEBSITE VISITORS

**3,125**



**2021 Visits in December: 3,112**  
Top Page Viewed: **Pay Your Bill**

## ADDITIONAL CR/F ACTIVITIES DECEMBER

- ◆ Service Techs continue their work replacing and testing water meters.
- ◆ USS issued bills to District 1 and Monthly customers.
- ◆ Disconnections for nonpayment were not held in December due to the tax roll process. They will resume in January 2023.
- ◆ USS assisted in entering data for the ETF Transition.
- ◆ Meter inventory was completed.
- ◆ The STs shadowed the USS in the areas of troubleshooting and new account setup.

DECEMBER  
2022