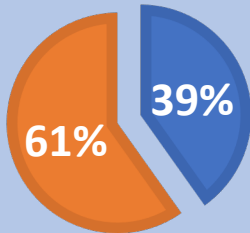
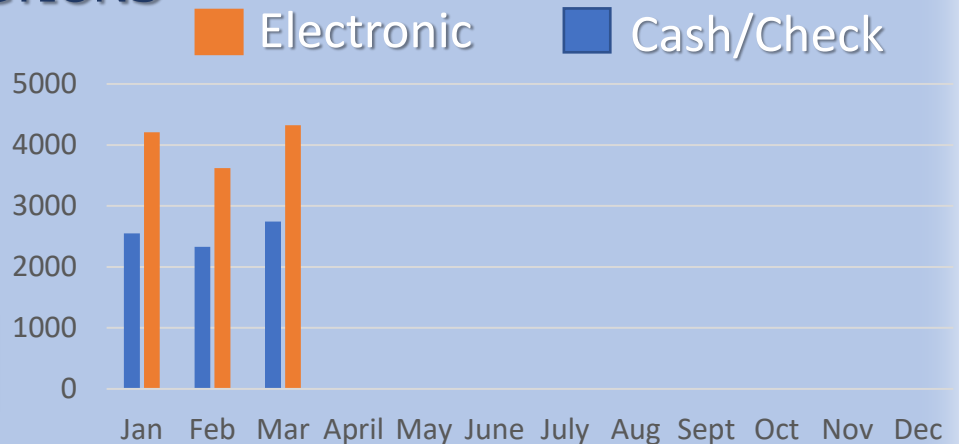


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



7,066
Total # of March
Payments Processed



COLLECTIONS

District 1

\$970,125

Billed

\$217,893

Outstanding
After Due Date

1378

Past Due Letters Mailed

87

Disconnection
Letters Mailed

8

Properties Disconnected

\$59,517

Outstanding At
Month End

PAYMENTS BY SOURCE

	March 2021	March 2022
Payment Window	317	389
Drop Box Payments	318	174
Electronic Payments	4141	4324
Cash/Check Payments	2432	2179
Total Payments	7208	7066

Payments Returned NSF **13**

UTILITY BILLS

Mailed
5,513

Paperless
990



**MARCH
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	March 2021	March 2022
Account Transfers (<i>Finals</i>)	228	176
Property Data Requests	90	94

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

150 Invoices Paid

CUSTOMER SERVICE



193

Customer Service Email
Requests Completed



751

USS Calls Answered



65:14

USS Hours
On the Phone



223

Lead ST Calls Completed
(*Incoming & Outgoing*)



16:42

Lead ST Hours
On the Phone

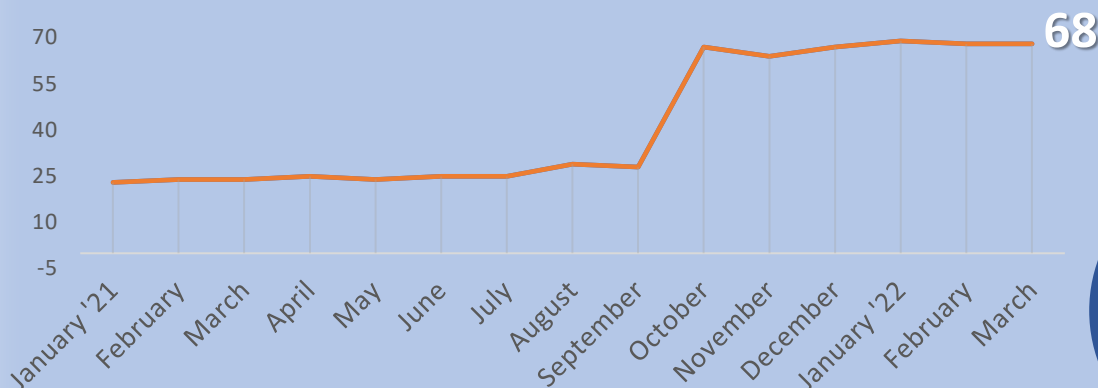
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **19**

Total Dollars: **\$4,049**

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

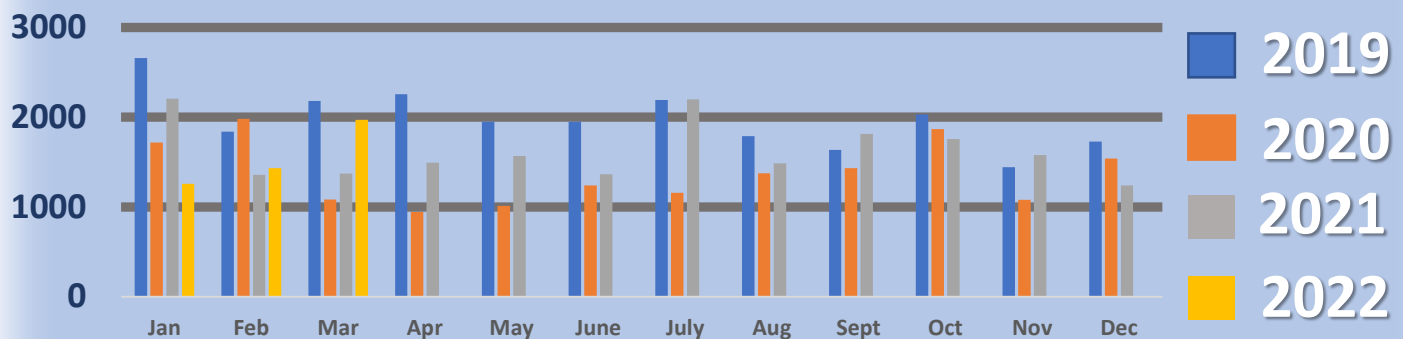
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**MARCH
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

136 Inspections by SWU
107 Inspections by Hydro Corp



32 Facilities with Compliance Issues

LEAD EDUCATION

18 WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

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

LEAK ALLOWANCES ISSUED

3 Customer Requests **2018** CCF Allowed @ Reduced Rate



SERVICE LEAKS

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

METERS

159 Meters Installed/Replaced
146 Meters Tested



MARCH
2022

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



2 March New Followers

731 Total Followers

WEBSITE VISITORS

4,040

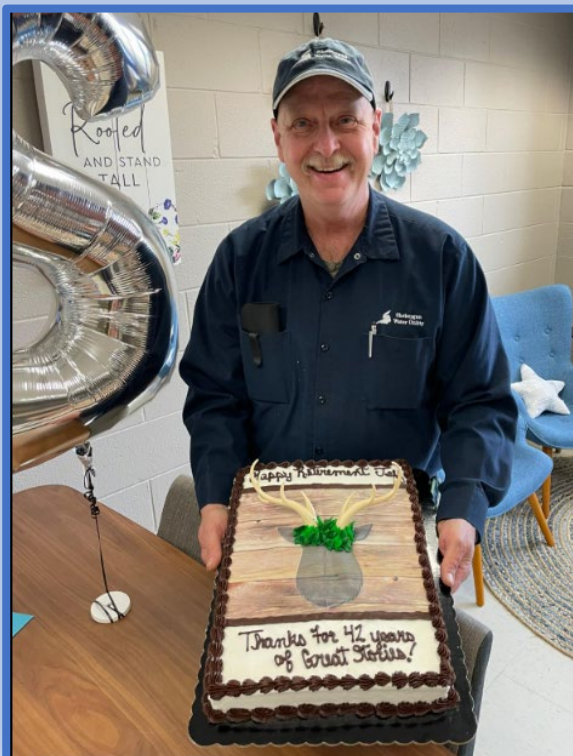


2021 Visits in March: 2,818

Top Page Viewed: Pay Your Bill

ADDITIONAL CR/F ACTIVITIES MARCH

- ◆ Service Techs continue their work changing out and testing water meters.
- ◆ USS Issued bills to District 1 and Monthly customers.
- ◆ CR/F Supervisor Attending WI AWWA Seminar on Cyber Security
- ◆ Service Tech retired after 42 years of service.



**MARCH
2022**