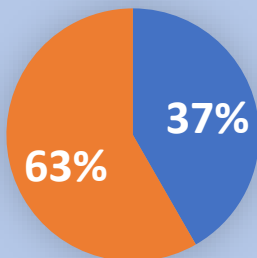


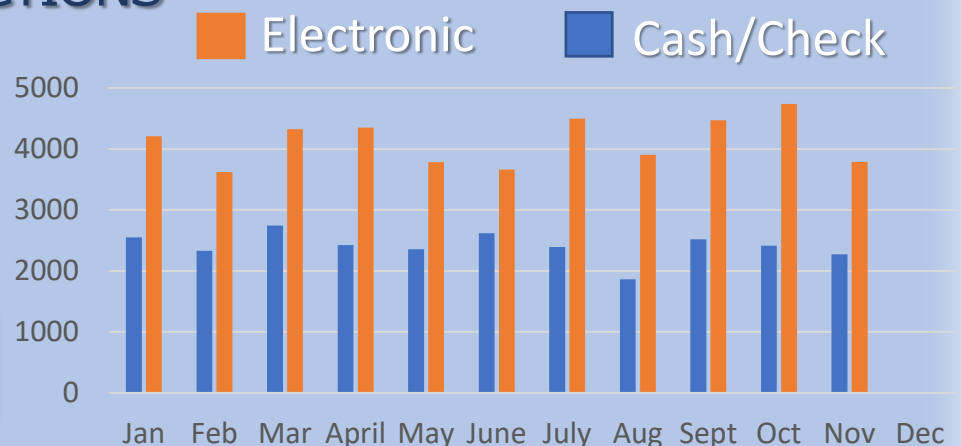
# CUSTOMER RELATIONS & FISCAL SUMMARY

## PAYMENT TRANSACTIONS



**6,057**

Total # of November  
Payments Processed



## COLLECTIONS

District 1

**\$1,095,626**

Total Billed

**\$215,215**

Outstanding  
After Due Date

**1324**

Past Due Letters Mailed

**0**

Disconnection  
Letters Mailed

**0**

Properties Disconnected

**\$98,055**

Outstanding At  
Month End

## PAYMENTS BY SOURCE

	November 2021	November 2022
<b>Payment Window</b> <small>(Cash/Check)</small>	465	<b>418</b>
<b>Drop Box Payments</b>	261	<b>180</b>
<b>Electronic Payments</b>	3541	3788
<b>Mail Payments</b>	1948	<b>1671</b>
<b>Total Payments</b>	6215	<b>6057</b>

Payments Returned NSF **20**

## UTILITY BILLS



Total Paperless  
**1,147**

Total October  
Emailed  
Statements  
**3,649**



**NOVEMBER  
2022**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## PROPERTY TRANSACTIONS

	November 2021	November 2022
Account Transfers <i>(Finals)</i>	272	178
Property Data Requests	95	63

## PSC COMPLAINTS

**0** PSC Complaint(s) Filed

## ACCOUNTS PAYABLE

**174** Invoice Items Paid

## CUSTOMER SERVICE



**158**

Customer Service Email  
Requests Completed



**517**

USS Calls Answered



**24:47**

USS Hours  
On the Phone



**156**

Lead ST Calls Completed  
*(Incoming & Outgoing)*



**7:12**

Lead ST Hours  
On the Phone

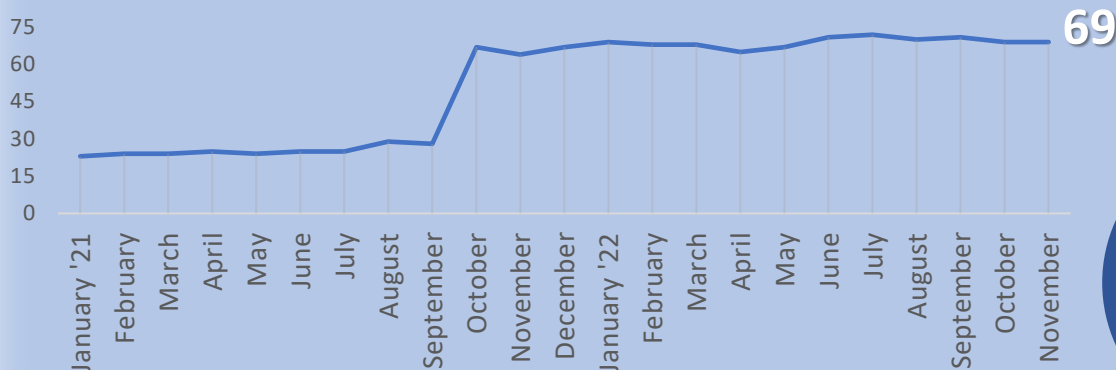
## CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **9**

Total Dollars: **\$1,601**

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

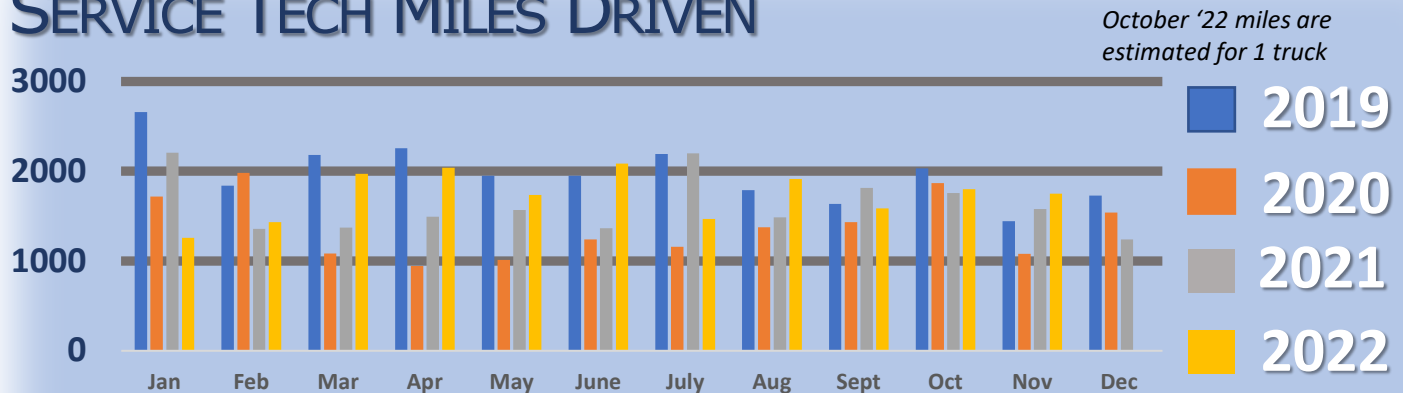
## LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**NOVEMBER  
2022**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## SERVICE TECH MILES DRIVEN



## CROSS CONNECTION

78  
0

Inspections by SWU

Inspections by Hydro Corp



3

Facilities with  
Compliance Issues

## LEAD EDUCATION

9

WDNR Lead in  
Drinking Water  
brochures distributed  
at home visits

## TROUBLESHOOTING WORK ORDERS COMPLETED

114

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

## LEAK ALLOWANCES ISSUED

4

Customer Requests

816

CCF Allowed @ Reduced Rate



## SERVICE LEAKS

2

New Reported Leak(s)

1

Leak(s) Fixed or Off

2

Active Leak(s) Month End

## METERS

95

Meters

Installed/Replaced

59

Meters Tested



NOVEMBER  
2022

# CUSTOMER RELATIONS & FISCAL SUMMARY

## FACEBOOK PAGE



**2** November New Followers

**763** Total Followers

## WEBSITE VISITORS

**3,112**



**2021 Visits in November: 3,683**  
Top Page Viewed: **Pay Your Bill**

## ADDITIONAL CR/F ACTIVITIES NOVEMBER

- Service Techs continue their work replacing and testing water meters.
- USS issued bills to District 3 and Monthly customers.
- Disconnections for nonpayment were not held in November due to the tax roll process.
- Delinquent amounts were transferred to the County for collections on the tax bills. A summary is provided below:

Tax Roll Balance Summary	2020	2021	2022
Number of Customer Letters Mailed	1497	1906	2112
Number of Owner Letters Mailed	691	916	962
Dollars Subject to Tax Roll as of October 15	\$ 492,953.85	\$ 434,025.37	\$ 745,385.71
Dollars Subject to Tax Roll as of November 1	\$ 364,749.96	\$ 299,132.77	\$ 330,482.02
Dollars 10% Penalty	\$ 34,235.62	\$ 29,912.85	\$ 33,048.29
Total Outstanding Dollars as of November 15 w/Penalties	\$ 398,985.58	\$ 278,727.60	\$ 326,058.78
Total Outstanding Garbage/Recycling & Sewer Dollars w/Penalties as of November 15	\$ 249,164.95	\$ 190,473.28	\$ 223,400.69
<b>Total Outstanding Water Dollars w/Penalties as of November 15</b>	<b>\$ 114,181.23</b>	<b>\$ 84,637.26</b>	<b>\$ 102,658.09</b>
<b>Total Outstanding Delinquent LSL Replacement Loans</b>	<b>\$ -</b>	<b>\$ 3,616.33</b>	<b>\$ 21,847.85</b>

NOVEMBER  
2022