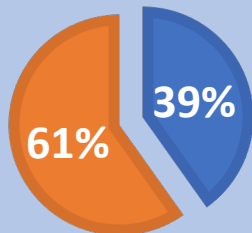


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



5,950
Total # of February
Payments Processed



COLLECTIONS District 3

\$1,084,110

Billed

\$217,893

Outstanding
After Due Date

1146

Past Due Letters Mailed

30

Disconnection
Letters Mailed

7

Properties Disconnected

\$49,641

Outstanding At
Month End

PAYMENTS BY SOURCE

	Feb 2021	Feb 2022
Payment Window	194	339
Drop Box Payments	345	195
Electronic Payments	3336	3620
Cash/Check Payments	2144	1796
Total Payments	6019	5950

Payments Returned NSF **18**

UTILITY BILLS

Mailed
5,416

Paperless
873



**FEBRUARY
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	February 2021	February 2022
Account Transfers (<i>Finals</i>)	146	150
Property Data Requests	68	71

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

199 Invoices Paid

CUSTOMER SERVICE



164

Customer Service Email
Requests Completed



1,429

USS Calls Answered



59:04

USS Hours
On the Phone



338

Lead ST Calls Completed
(*Incoming & Outgoing*)



11:57

Lead ST Hours
On the Phone

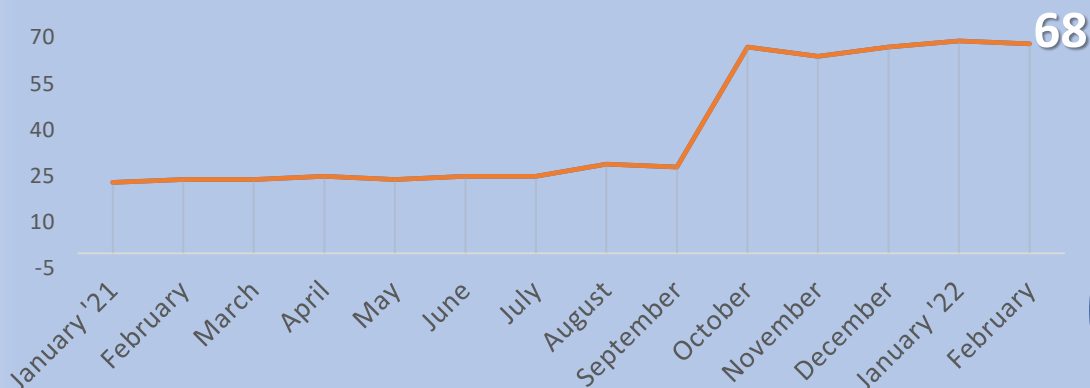
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **9**

Total Dollars: **\$1,501**

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

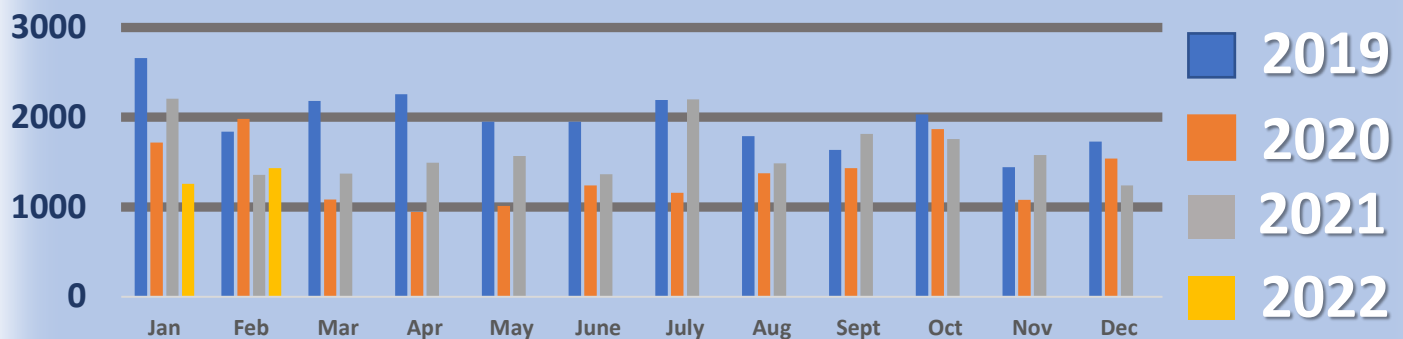
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**FEBRUARY
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

99
13

Inspections by SWU

Inspections by Hydro Corp

1

Facilities with
Compliance Issues



LEAD EDUCATION

19

WDNR Lead in
Drinking Water
brochures distributed
at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

76

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

LEAK ALLOWANCES ISSUED

7

Customer Requests

899

CCF Allowed @ Reduced Rate



SERVICE LEAKS

0

New Reported Leak(s)

1

Leak(s) Fixed or Off)

0

Active Leak(s) Month End

METERS

113

Meters

Installed/Replaced

103

Meters Tested



FEBRUARY
2022

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



5 February New Followers

729 Total Followers

WEBSITE VISITORS

3,119



2021 Visits in February: 2,682
Top Page Viewed: **Pay Your Bill**

ADDITIONAL CR/F ACTIVITIES FEBRUARY

- ◆ Service Techs continue their work changing out and testing water meters.
- ◆ New water rates entered as of 2/1/2022, as allowed by PSC.
- ◆ Submitted the 2021 Cross Connection Control report to the WDNR.
- ◆ (1) Service Tech attended WI AWWA Distribution Seminar in Wisconsin Dells.
- ◆ Lead Service Tech attended time management class through UW Madison.
- ◆ Distribution Tech made transition to Service Tech.
- ◆ Formally transitioned the A/P approval process and records to electronic.

**FEBRUARY
2022**