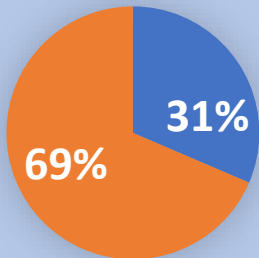
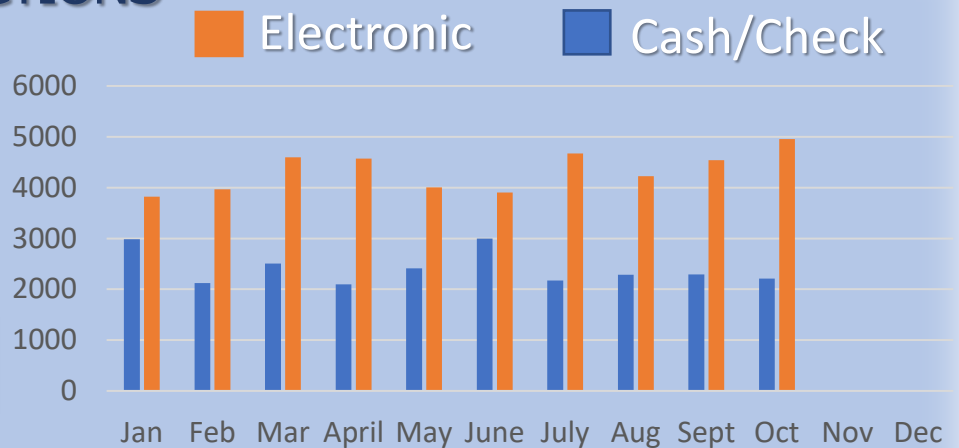


# CUSTOMER RELATIONS & FISCAL SUMMARY

## PAYMENT TRANSACTIONS



**6,829**  
Total # of  
Payments Processed



## COLLECTIONS

District 3

**\$1,222,356**

Total Billed

**\$239,533**

Outstanding  
After Due Date

**1,035**

Past Due Letters Mailed

**16\***

Disconnection  
Letters Mailed

**7**

Properties Disconnected

**\$64,154**

Outstanding At  
Month End

*\*Only properties not subject to tax roll were  
subject to disconnection process in October.*

## PAYMENTS BY SOURCE

	October 2022	October 2023
<b>Payment Window</b> <small>(Cash/Check)</small>	432	430
<b>Drop Box Payments</b>	260	218
<b>Electronic Payments</b>	4737	4955
<b>Mail Payments</b>	1723	1564
<b>Total Payments</b>	7152	7167

Payments Returned **22**

## UTILITY BILLS

Mailed  
4,905

Total Paperless  
1,201

Total Emailed  
Statements  
3,018



**OCTOBER  
2023**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## PROPERTY TRANSACTIONS

	October 2022	October 2023
Account Transfers ( <i>Finals</i> )	206	195
Property Data Requests	69	62

## PSC COMPLAINTS

**0** PSC Complaint(s) Filed

## ACCOUNTS PAYABLE

**313** Invoice Items Paid

## CUSTOMER SERVICE



**215**

Customer Service Email Requests Completed



**664**

USS Calls Answered



**39:02**

USS Hours On the Phone



**86**

Lead ST Calls Completed (*Incoming & Outgoing*)



**6:03**

Lead ST Hours On the Phone

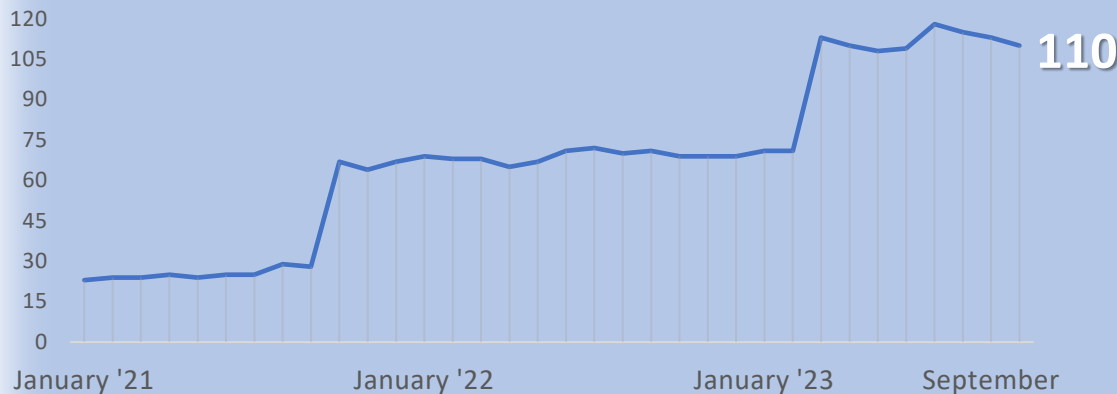
## CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **7**

Total Dollars: **\$2,048**

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

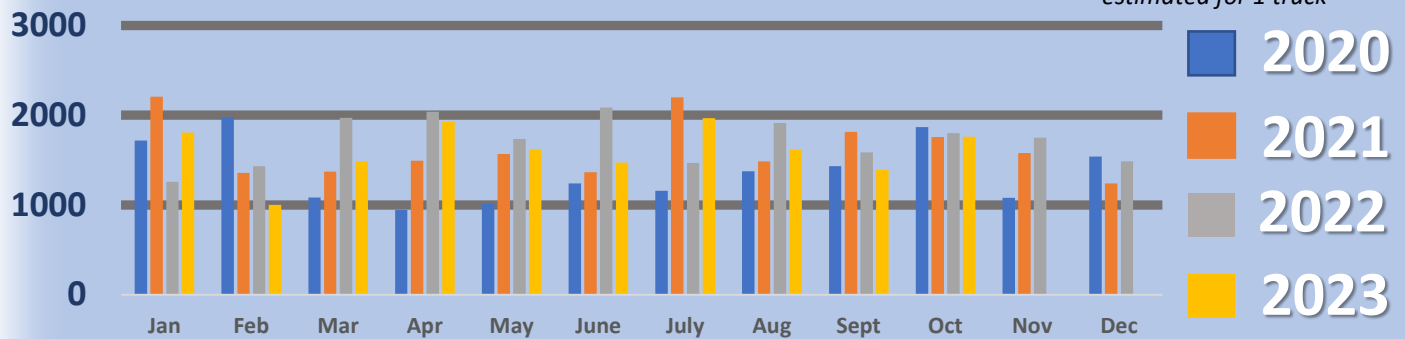
## LEAD SERVICE LINE REPLACEMENT LOANS



**OCTOBER 2023**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## SERVICE TECH MILES DRIVEN



## CROSS CONNECTION

**69** Inspections by SWU  
**16** Inspections by Hydro Corp



**8** Facilities with Compliance Issues

## LEAD EDUCATION

**7** WDNR Lead in Drinking Water brochures distributed at home visits

## TROUBLESHOOTING WORK ORDERS COMPLETED

**195** 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)

**1** Leak(s) Fixed or Off

**3** Active Leak(s) Month End

## METERS

**68**

Meters

Installed/Replaced

**141**

Meters Tested



OCTOBER  
2023

# CUSTOMER RELATIONS & FISCAL SUMMARY

## FACEBOOK PAGE

932



Total Page Follows & Likes

## WEBSITE VISITORS

3,902



2022 Visits in October: 4,135

Top Page Viewed: Pay Your Bill

## ADDITIONAL CR/F ACTIVITIES OCTOBER

- ◆ Service Techs (STs) continue their work replacing and testing water meters.
- ◆ USSs issued bills to District 2 and Monthly customers.
- ◆ Third party bill printer and mailing service was utilized for the first time for quarterly issued water bills for District 2.
- ◆ Started recruitment for a Utility Support Specialist due to an upcoming retirement in the department.
- ◆ The Lead Service Tech attended UW Madison course, "Management Assessment for Personal Planning and Development".
- ◆ USS Supervisor attended NeoGov course, "Bias in Interviewing".
- ◆ USS J. Lee attended seminar, "Women in Leadership".

OCTOBER  
2023