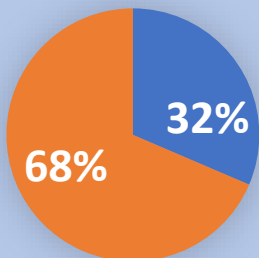
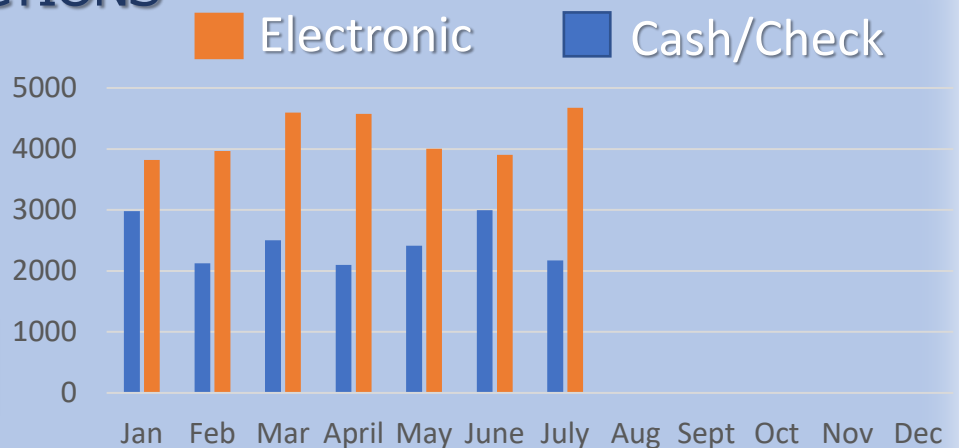


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,848
Total # of July
Payments Processed



COLLECTIONS

District 3

\$1,128,055

Total Billed

\$261,187

Outstanding
After Due Date

1,092

Past Due Letters Mailed

117

Disconnection
Letters Mailed

26

Properties Disconnected

\$60,971

Outstanding At
Month End

PAYMENTS BY SOURCE

	July 2022	July 2023
Payment Window <small>(Cash/Check)</small>	381	416
Drop Box Payments	286	220
Electronic Payments	4496	4675
Mail Payments	1723	1537
Total Payments	6886	6848

Payments Returned **29**

UTILITY BILLS



Total Emailed
Statements
3,277

Total Paperless
1,165



**JULY
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	July 2022	July 2023
Account Transfers <i>(Finals)</i>	196	176
Property Data Requests	85	70

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

180 Invoice Items Paid

CUSTOMER SERVICE



182

Customer Service Email
Requests Completed



626

USS Calls Answered



34:49

USS Hours
On the Phone



106

Lead ST Calls Completed
(Incoming & Outgoing)



9:00

Lead ST Hours
On the Phone

CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **17**

Total Dollars: **\$19,926**

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

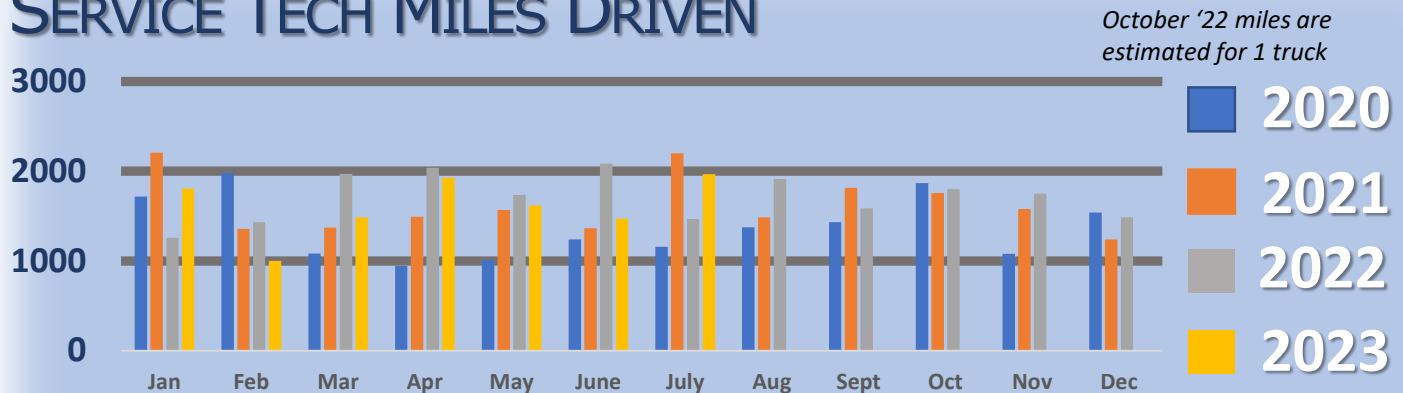
LEAD SERVICE LINE REPLACEMENT LOANS



**JULY
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

67
34

Inspections by SWU

Inspections by Hydro Corp

11

Facilities with Compliance Issues



LEAD EDUCATION

21

WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

118

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

LEAK ALLOWANCES ISSUED

2

Customer Requests

446

CCF Allowed @ Reduced Rate



SERVICE LEAKS

2

New Reported Leak(s)

2

Leak(s) Fixed or Off

3

Active Leak(s) Month End

METERS

73

Meters

Installed/Replaced

99

Meters Tested



JULY
2023

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE

928



Total Page Follows & Likes

WEBSITE VISITORS

3,912



2022 Visits in July: 3,771

Top Page Viewed: Pay Your Bill

ADDITIONAL CR/F ACTIVITIES JULY

- ◆ Service Techs (STs) continue their work replacing and testing water meters.
- ◆ USSs issued bills to District 2 and Monthly customers.
- ◆ SWU employees participated in a photo shoot for new website under development.
- ◆ STs installed new meters after LSL Replacements on SWU projects.

JULY
2023