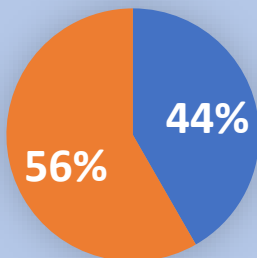
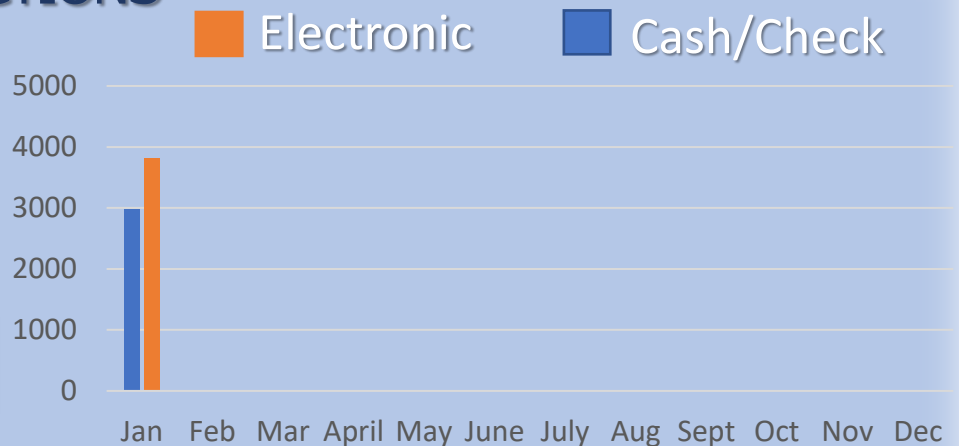


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,804
Total # of January
Payments Processed



COLLECTIONS

District 3

\$1,118,564

Total Billed

\$190,738

Outstanding
After Due Date

1067

Past Due Letters Mailed

33

Disconnection
Letters Mailed

1

Properties Disconnected

\$64,648

Outstanding At
Month End

PAYMENTS BY SOURCE

	January 2022	January 2023
Payment Window <small>(Cash/Check)</small>	342	341
Drop Box Payments	290	256
Electronic Payments	4208	3822
Mail Payments	1920	2385
Total Payments	6760	6804

Payments Returned NSF **10**

UTILITY BILLS



Total Paperless
1,121

Total Emailed
Statements
3,162



**JANUARY
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	January 2022	January 2023
Account Transfers <i>(Finals)</i>	187	145
Property Data Requests	82	58

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

207 Invoice Items Paid

CUSTOMER SERVICE



82

Customer Service Email
Requests Completed



577

USS Calls Answered



12:24

USS Hours
On the Phone



116

Lead ST Calls Completed
(Incoming & Outgoing)



11:40

Lead ST Hours
On the Phone

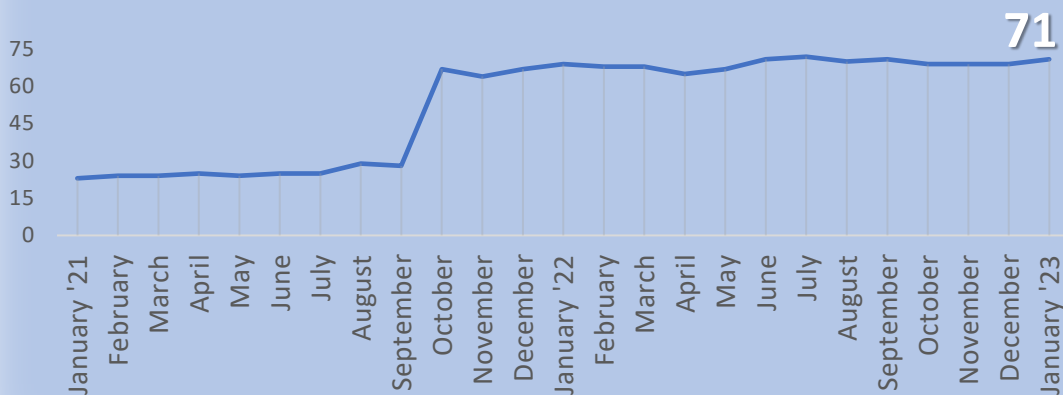
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **17**

Total Dollars: **\$3,052**

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

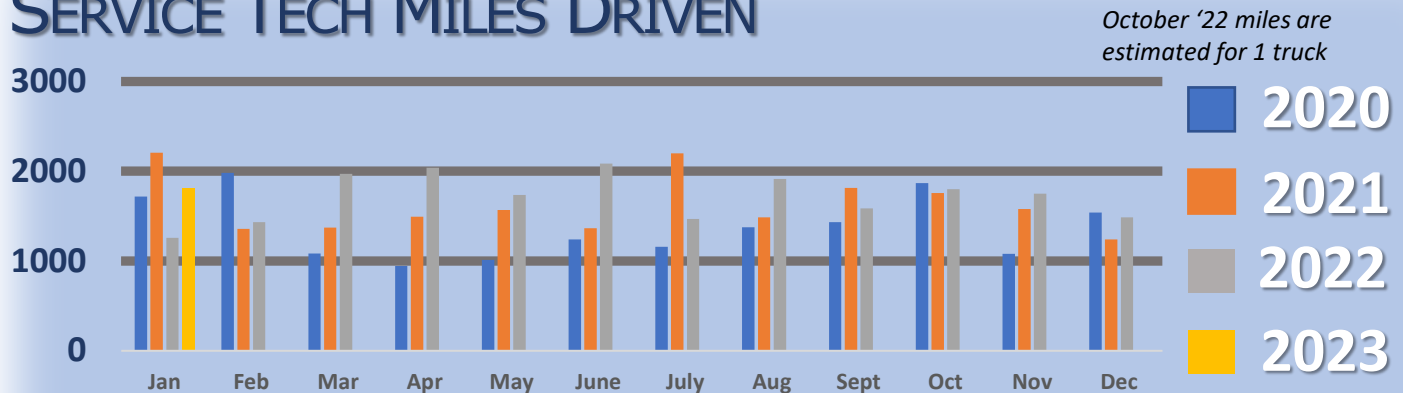
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**JANUARY
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

159 Inspections by SWU
0 Inspections by Hydro Corp



3 Facilities with Compliance Issues

LEAD EDUCATION

41 WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

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

LEAK ALLOWANCES ISSUED

3 Customer Requests **182** CCF Allowed @ Reduced Rate



SERVICE LEAKS

4 New Reported Leak(s)
5 Leak(s) Fixed or Off
3 Active Leak(s) Month End

METERS

162 Meters Installed/Replaced
100 Meters Tested



**JANUARY
2023**

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



3 January New Followers

772 Total Followers

WEBSITE VISITORS

3,356



2022 Visits in January: 3,497
Top Page Viewed: **Pay Your Bill**

ADDITIONAL CR/F ACTIVITIES JANUARY

- ◆ Service Techs continue their work replacing and testing water meters.
- ◆ USS issued bills to District 2 and Monthly customers.
- ◆ Disconnections for nonpayment resumed in January due to the completed tax roll process.
- ◆ Received and starting setting up the portable large meter testing device.

**JANUARY
2023**