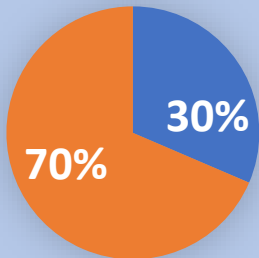
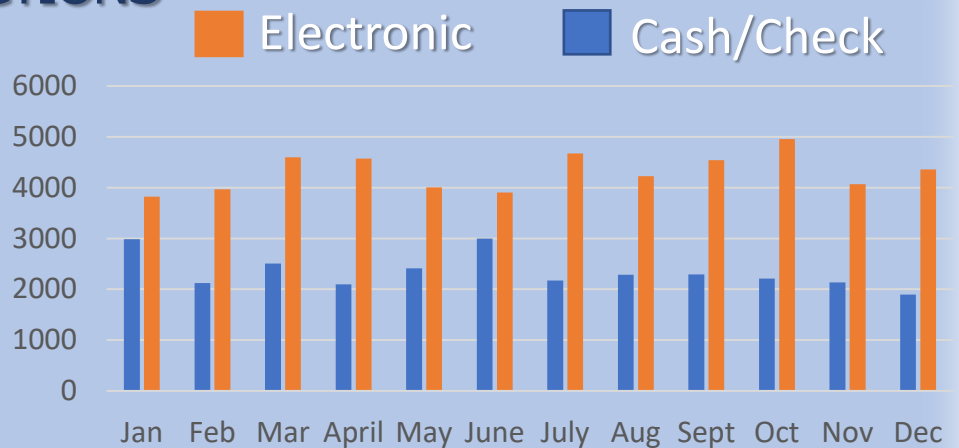


# CUSTOMER RELATIONS & FISCAL SUMMARY

## PAYMENT TRANSACTIONS



**6,249**  
Total # of  
Payments Processed



## COLLECTIONS

District 2

**\$1,126,533**

Total Billed

**\$242,971**

Outstanding  
After Due Date

**1,354**

Past Due Letters Mailed

**0**

Disconnection  
Letters Mailed

**0**

Properties Disconnected

**\$108,343**

Outstanding At  
Month End

## PAYMENTS BY SOURCE

	December 2022	December 2023
<b>Payment Window</b> <small>(Cash/Check)</small>	<b>339</b>	<b>295</b>
<b>Drop Box Payments</b>	<b>122</b>	<b>76</b>
<b>Electronic Payments</b>	<b>4266</b>	<b>4356</b>
<b>Mail Payments</b>	<b>1936</b>	<b>1817</b>
<b>Total Payments</b>	<b>339</b>	<b>295</b>

Payments Returned **9**

## UTILITY BILLS



Total Emailed  
Statements  
**3,495**

Total Paperless  
**1,455**



**DECEMBER  
2023**

\*Due to tax roll process, no disconnections took place in Dec.

\*Moving forward, this number  
Includes Monthly billed customers.

# CUSTOMER RELATIONS & FISCAL SUMMARY

## PROPERTY TRANSACTIONS

	December 2022	December 2023
Account Transfers ( <i>Finals</i> )	177	122
Property Data Requests	59	56

## PSC COMPLAINTS

**0** PSC Complaint(s) Filed

## ACCOUNTS PAYABLE

**213** Invoice Items Paid

## CUSTOMER SERVICE



**98**

Customer Service Email Requests Completed



**435**

USS Calls Answered



**27:24**

USS Hours On the Phone



**69**

Lead ST Calls Completed (*Incoming & Outgoing*)



**6:15**

Lead ST Hours On the Phone

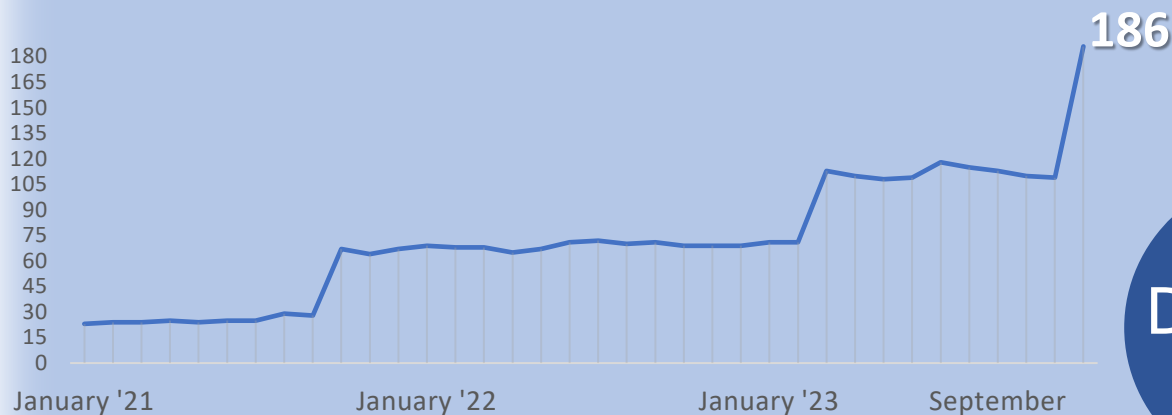
## CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **2**

Total Dollars: **\$369.64**

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

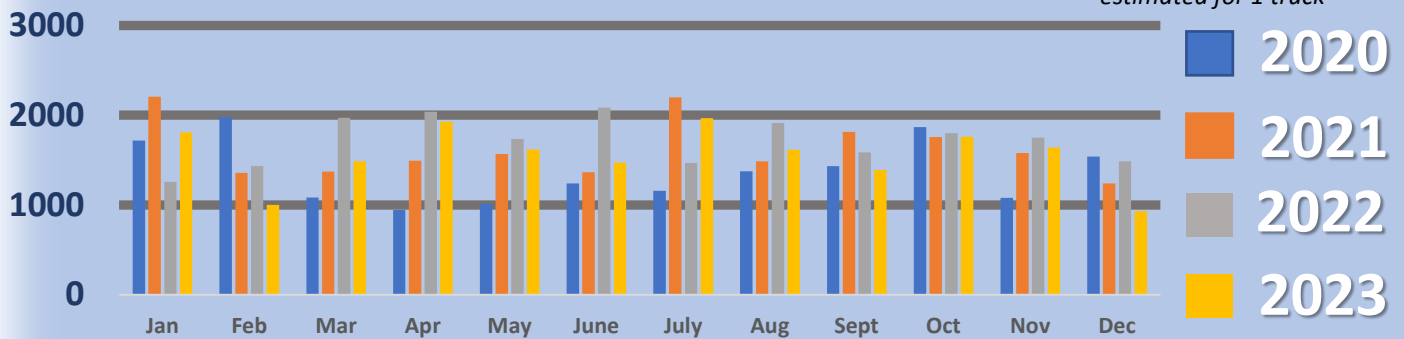
## LEAD SERVICE LINE REPLACEMENT LOANS



**DECEMBER 2023**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## SERVICE TECH MILES DRIVEN



## CROSS CONNECTION

**46** Inspections by SWU  
**42** Inspections by Hydro Corp



**8** Facilities with Compliance Issues

## LEAD EDUCATION

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

## TROUBLESHOOTING WORK ORDERS COMPLETED

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

## LEAK ALLOWANCES ISSUED

**1** Customer Requests

**21** CCF Allowed @ Reduced Rate



## SERVICE LEAKS

**2** New Reported Leak(s)

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

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

## METERS

**75**

Meters Installed/Replaced

**74**

Meters Tested



DECEMBER  
2023

# CUSTOMER RELATIONS & FISCAL SUMMARY

## FACEBOOK PAGE

932



Total Page Follows & Likes

## WEBSITE VISITORS

3,144



2023 Visits in December: 3,125

Top Page Viewed: Pay Your Bill

## ADDITIONAL CR/F ACTIVITIES DECEMBER

- ◆ Service Techs (STs) continue their work replacing and testing water meters.
- ◆ USSs issued bills to District 1 and Monthly customers.
- ◆ Loan Documents and Invoices were mailed and collected for summer 2023 LSL Replacement projects.
- ◆ Concluded recruitment for a new Utility Support Specialist.

DECEMBER  
2023