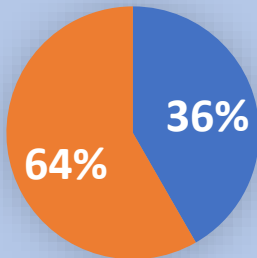
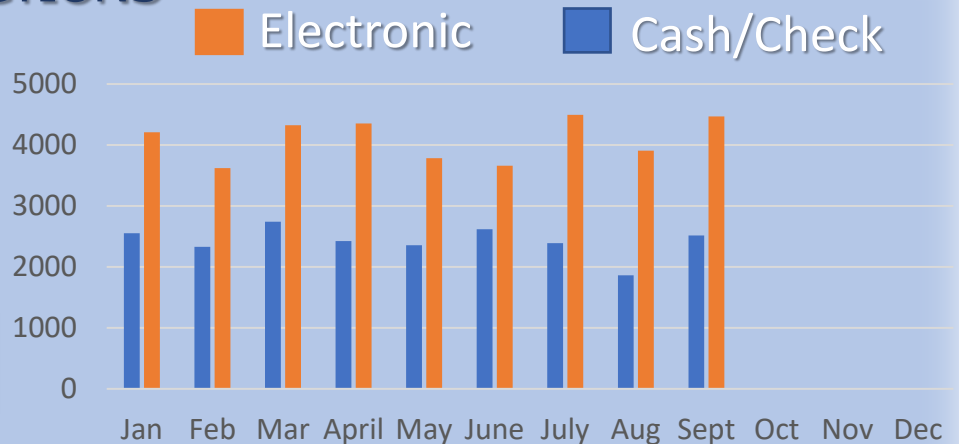


CUSTOMER RELATIONS & FISCAL SUMMARY

PAYMENT TRANSACTIONS



6,986
Total # of September
Payments Processed



COLLECTIONS

District 2

\$1,004,108

Total Billed

\$135,880

Outstanding
After Due Date

1581

Past Due Letters Mailed

141

Disconnection
Letters Mailed

12

Properties Disconnected

\$94,993

Outstanding At
Month End

PAYMENTS BY SOURCE

	September 2021	September 2022
Payment Window <small>(Cash/Check)</small>	426	370
Drop Box Payments	193	150
Electronic Payments	4215	4469
Mail Payments	2213	1997
Total Payments	7047	6986

Payments Returned NSF **14**

UTILITY BILLS



Total Paperless
1,234

Total August
Emailed
Statements
3,049



**SEPTEMBER
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

PROPERTY TRANSACTIONS

	September 2021	September 2022
Account Transfers <i>(Finals)</i>	255	221
Property Data Requests	105	78

PSC COMPLAINTS

0 PSC Complaint(s) Filed

ACCOUNTS PAYABLE

213 Invoice Items Paid

CUSTOMER SERVICE



182

Customer Service Email
Requests Completed



597

USS Calls Answered



28:27

USS Hours
On the Phone



87

Lead ST Calls Completed
(Incoming & Outgoing)



7:17

Lead ST Hours
On the Phone

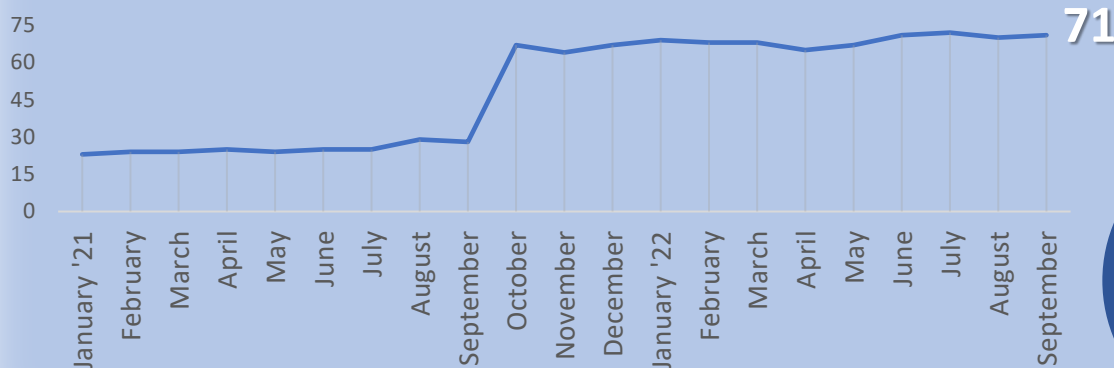
CUSTOMER ASSISTANCE PAYMENTS

Number of Payments Received: **44**

Total Dollars: **\$5,525**

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

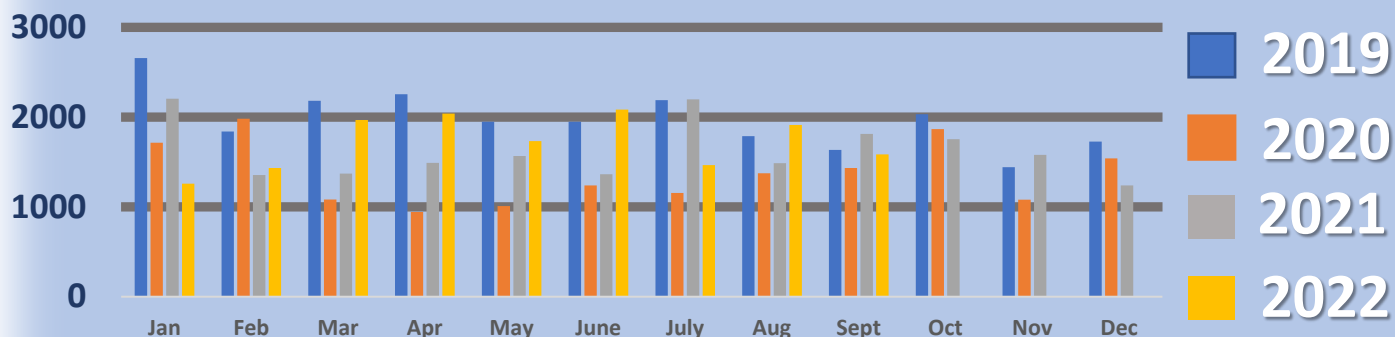
LEAD SERVICE LINE REPLACEMENT ACTIVE LOANS



**SEPTEMBER
2022**

CUSTOMER RELATIONS & FISCAL SUMMARY

SERVICE TECH MILES DRIVEN



CROSS CONNECTION

159
0

Inspections by SWU

Inspections by Hydro Corp



0

Facilities with Compliance Issues

LEAD EDUCATION

44

WDNR Lead in Drinking Water brochures distributed at home visits

TROUBLESHOOTING WORK ORDERS COMPLETED

87

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

LEAK ALLOWANCES ISSUED

1

Customer Requests

126

CCF Allowed @ Reduced Rate



SERVICE LEAKS

1

New Reported Leak(s)

0

Leak(s) Fixed or Off

1

Active Leak(s) Month End

METERS

170

Meters

Installed/Replaced

36

Meters Tested



SEPTEMBER
2022

CUSTOMER RELATIONS & FISCAL SUMMARY

FACEBOOK PAGE



3 September New Followers

746 Total Followers

WEBSITE VISITORS

3,676



2021 Visits in September: 3,340
Top Page Viewed: **Pay Your Bill**

ADDITIONAL CR/F ACTIVITIES SEPTEMBER

- ◆ Service Techs continue their work replacing and testing water meters.
- ◆ USS issued bills to District 1 and Monthly customers.
- ◆ The newest USS completed district billing for the first time.
- ◆ CR/F Supervisor and LST attended the WI AWWA Conference in Madison.
- ◆ USS attended the Civic Symposium in Wisconsin Dells.

SEPTEMBER
2022