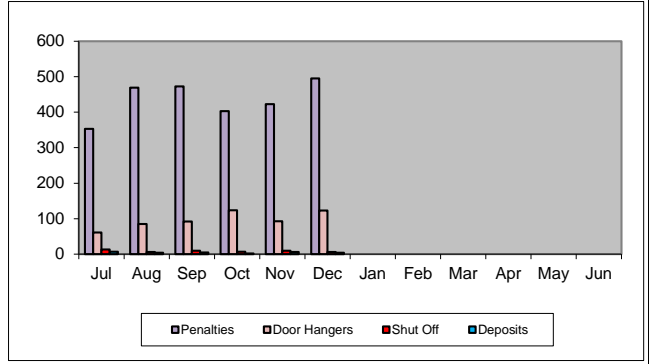


**TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 19-20**

PENALTIES AND FEES ASSESSED

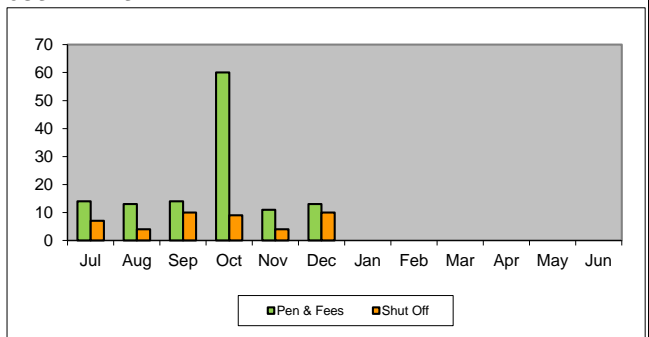
Month	Penalties	Door Hangers	Shut Off	Deposits
Jul	353	61	13	7
Aug	469	85	6	4
Sep	473	92	10	5
Oct	403	124	7	2
Nov	423	93	10	6
Dec	495	123	6	4
Jan				
Feb				
Mar				
Apr				
May				
Jun				



**Doorhangers include payment arrangement defaults

REQUESTS FOR BILLING ADJUSTMENTS

Month	Pen & Fees	Shut Off	Approved	Disapproved
Jul	14	7	21	0
Aug	13	4	17	0
Sep	14	10	24	0
Oct	60	9	69	0
Nov	11	4	15	0
Dec	13	10	23	0
Jan				
Feb				
Mar				
Apr				
May				
Jun				

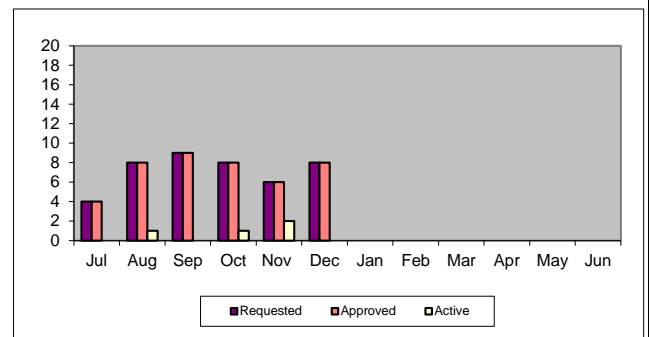


**Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

**Does not include Consumption or Write off

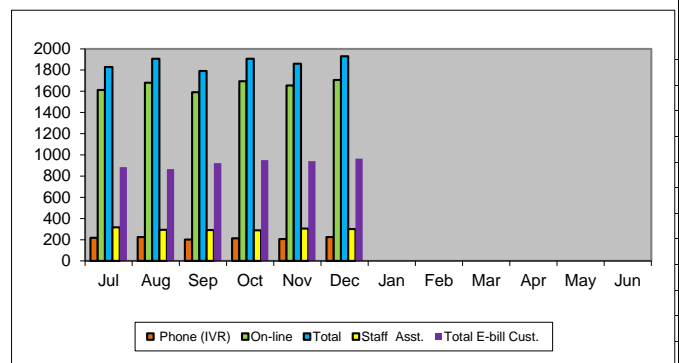
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	4	4	0
Aug	8	8	1
Sep	9	9	0
Oct	8	8	1
Nov	6	6	2
Dec	8	8	0
Jan			
Feb			
Mar			
Apr			
May			
Jun			



PAYMENTUS ON-LINE PAYMENT

Month	Phone (IVR)	On-line	Total	Staff Asst.	Total E-bill Cust.
Jul	217	1612	1,829	318	885
Aug	226	1680	1,906	293	865
Sep	201	1591	1,792	292	922
Oct	213	1695	1,908	288	950
Nov	206	1655	1,861	305	941
Dec	224	1706	1,930	301	965
Jan			-		
Feb			-		
Mar			-		
Apr			-		
May			-		
Jun			-		



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