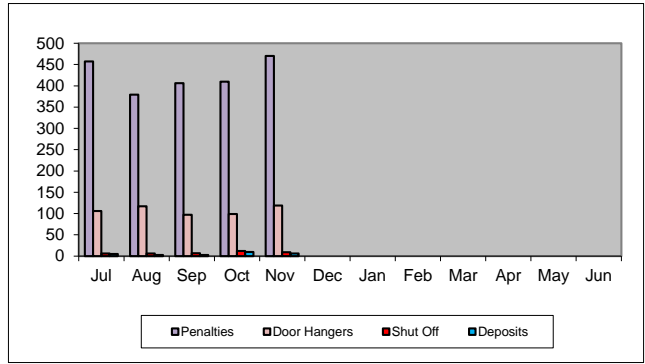


**OAK PARK WATER SERVICE STATISTICS  
FY 18-19**

**PENALTIES AND FEES ASSESSED**

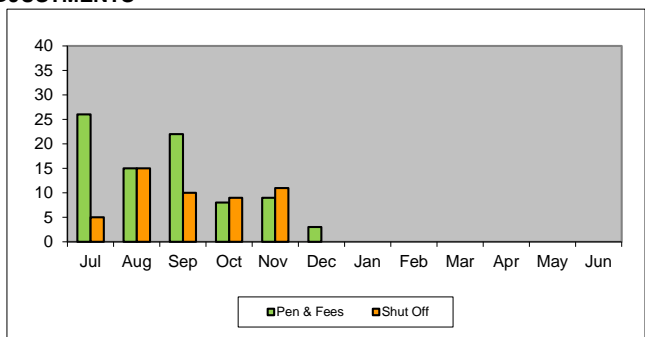
Month	Penalties	Door Hangers	Shut Off	Deposits
Jul	457	106	6	5
Aug	379	117	6	3
Sep	406	97	7	3
Oct	410	99	12	10
Nov	470	119	9	6
Dec	0	0	0	0
Jan				
Feb				
Mar				
Apr				
May				
Jun				



\*\*Doorhangers include payment arra

**REQUESTS FOR BILLING ADJUSTMENTS**

Month	Pen & Fees	Shut Off	Approved	Disapproved
Jul	26	5	31	0
Aug	15	15	30	0
Sep	22	10	32	0
Oct	8	9	17	0
Nov	9	11	20	0
Dec	3	0	3	0
Jan			0	0
Feb			0	0
Mar			0	0
Apr			0	0
May			0	0
Jun			0	0

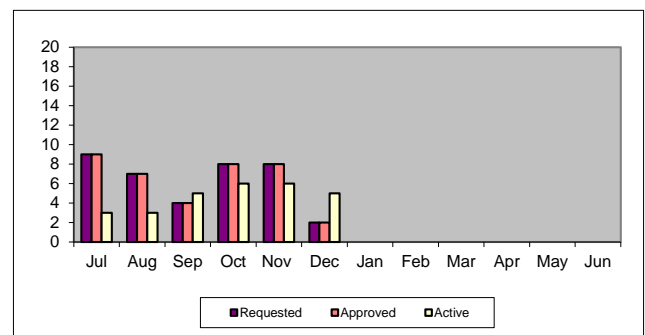


\*\*Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

\*\*Does not include Consumption or Write off

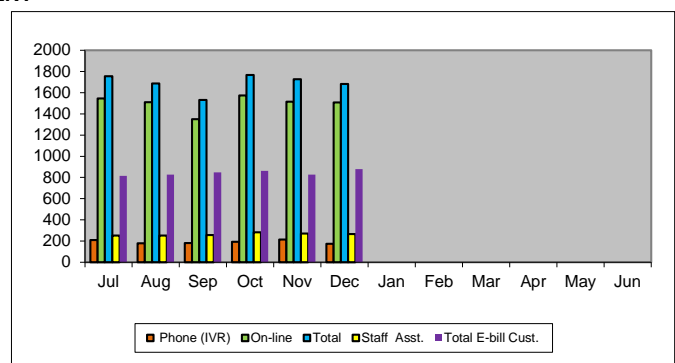
**REQUESTS FOR PAYMENT EXTENSION**

Month	Requested	Approved	Active
Jul	9	9	3
Aug	7	7	3
Sep	4	4	5
Oct	8	8	6
Nov	8	8	6
Dec	2	2	5
Jan			
Feb			
Mar			
Apr			
May			
Jun			



**PAYMENTUS ON-LINE PAYMENT**

Month	Phone (IVR)	On-line	Total	Staff Asst.	Total E-bill Cust.
Jul	209	1545	1,754	251	816
Aug	178	1509	1,687	252	828
Sep	181	1350	1,531	256	848
Oct	193	1573	1,766	282	863
Nov	214	1514	1,728	272	828
Dec	174	1508	1,682	265	879
Jan			-		
Feb			-		
Mar			-		
Apr			-		
May			-		
Jun			-		



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