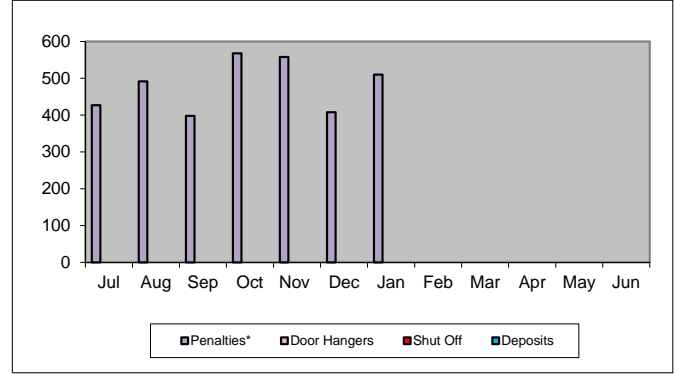


TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 20-21

PENALTIES AND FEES ASSESSED

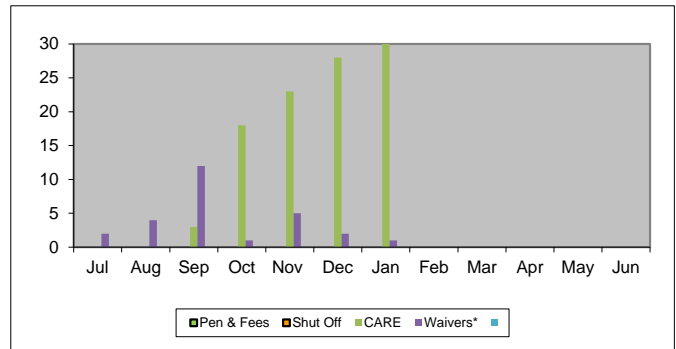
Month	Penalties*	Door Hangers	Shut Off	Deposits
Jul	427	0	0	0
Aug	492	0	0	0
Sep	398	0	0	0
Oct	568	0	0	0
Nov	558	0	0	0
Dec	408	0	0	0
Jan	510	0	0	0
Feb				
Mar				
Apr				
May				
Jun				



*Penalties were calculated for reporting but not charged to customer accounts.

REQUESTS FOR BILLING ADJUSTMENTS

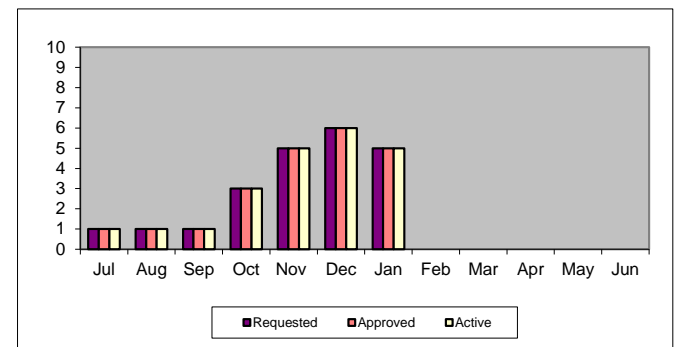
Month	Pen & Fees	Shut Off	CARE	Waivers*
Jul	0	0	0	2
Aug	0	0	0	4
Sep	0	0	3	12
Oct	0	0	18	1
Nov	0	0	23	5
Dec	0	0	28	2
Jan	0	0	31	1
Feb				
Mar				
Apr				
May				
Jun				



*Waivers relate to water leaks.

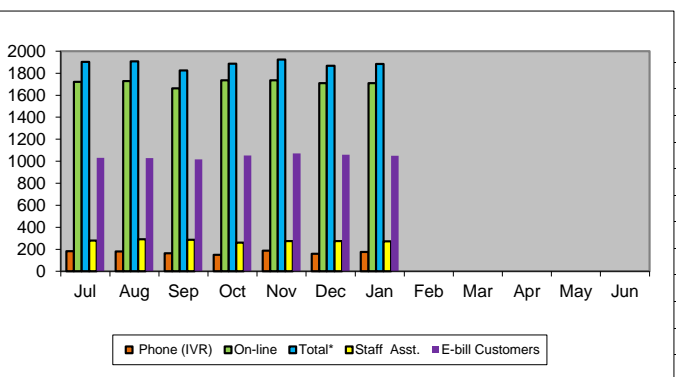
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	1	1	1
Aug	1	1	1
Sep	1	1	1
Oct	3	3	3
Nov	5	5	5
Dec	6	6	6
Jan	5	5	5
Feb			
Mar			
Apr			
May			
Jun			



PAYMENTUS ACTIVITY

Month	Phone (IVR)	On-line	Total*	Staff Asst.	E-bill Customers
Jul	182	1722	1,904	280	1031
Aug	180	1728	1,908	290	1029
Sep	163	1663	1,826	286	1017
Oct	150	1736	1,886	260	1053
Nov	187	1736	1,923	274	1071
Dec	158	1710	1,868	275	1059
Jan	176	1709	1,885	273	1049
Feb					
Mar					
Apr					
May					
Jun					



*Staff Assist and some E-bill Customers are included in this total.

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