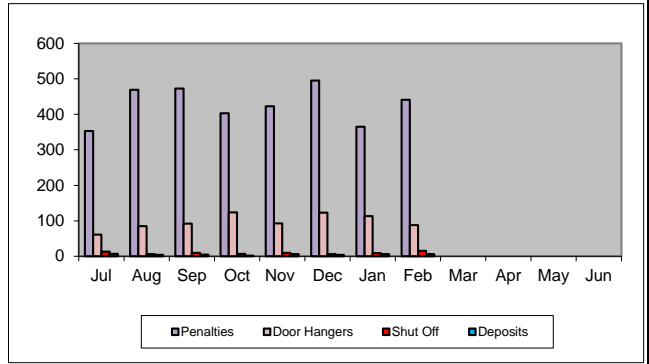


**TRIUNFO WATER & SANITATION DISTRICT STATISTICS  
FY 19-20**

**PENALTIES AND FEES ASSESSED**

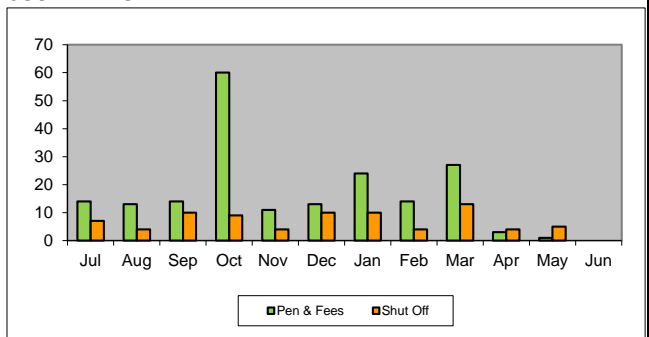
Month	Penalties	Door Hangers	Shut Off	Deposits
Jul	353	61	13	7
Aug	469	85	6	4
Sep	473	92	10	5
Oct	403	124	7	2
Nov	423	93	10	6
Dec	495	123	6	4
Jan	365	113	9	6
Feb	441	88	15	6
Mar	*360	0	0	0
Apr	*384	0	0	0
May	*410	0	0	0
Jun				



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

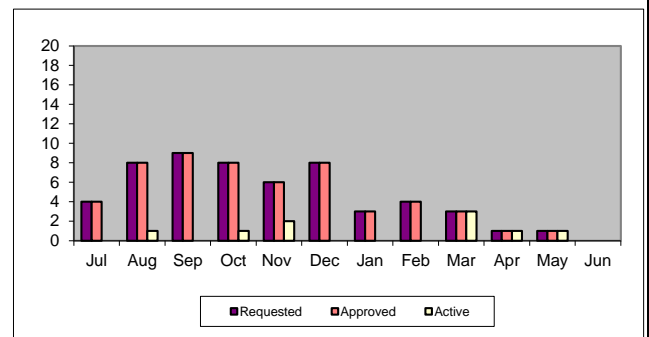
**REQUESTS FOR BILLING ADJUSTMENTS**

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	24	10	34	0
Feb	14	4	18	0
Mar	27	13	40	0
Apr	3	4	7	0
May	1	5	6	0
Jun				



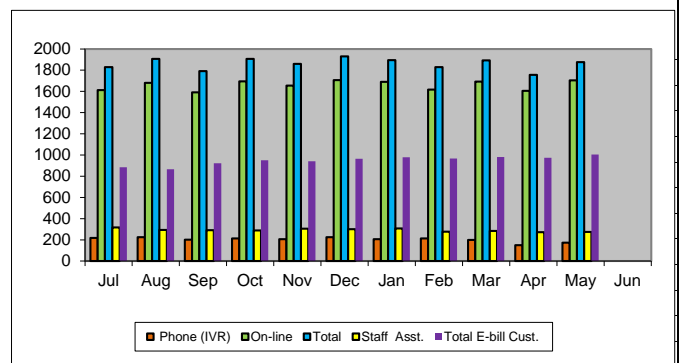
**REQUESTS FOR PAYMENT EXTENSION**

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	3	3	0
Feb	4	4	0
Mar	3	3	3
Apr	1	1	1
May	1	1	1
Jun			



**PAYMENTS 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	205	1691	1,896	307	979
Feb	212	1618	1,830	277	967
Mar	200	1692	1,892	284	982
Apr	150	1606	1,756	273	973
May	172	1704	1,876	275	1005
Jun					



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