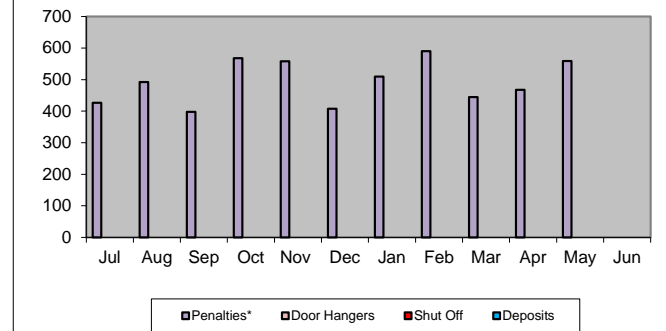


TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 20-21

PENALTIES AND FEES ASSESSED

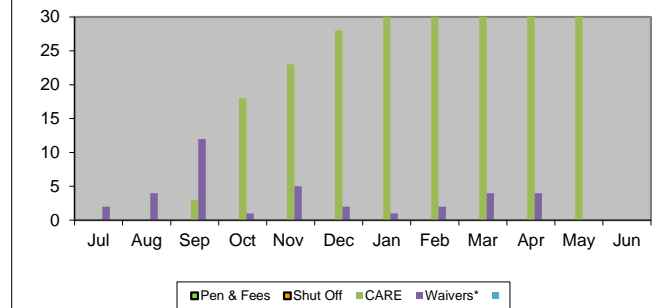
Month	Penalties*	Door Hangers	Shut Off	Deposits
Jul	427	0	0	0
Aug	492	0	0	0
Sep	398	0	0	0
Oct	568	0	0	0
Nov	558	0	0	0
Dec	408	0	0	0
Jan	510	0	0	0
Feb	590	0	0	0
Mar	445	0	0	0
Apr	468	0	0	0
May	559	0	0	0
Jun				



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

REQUESTS FOR BILLING ADJUSTMENTS

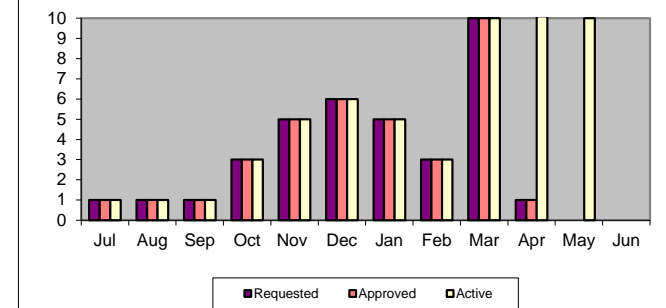
Month	Pen & Fees	Shut Off	CARE	Waivers*
Jul	0	0	0	2
Aug	0	0	0	4
Sep	0	0	3	12
Oct	0	0	18	1
Nov	0	0	23	5
Dec	0	0	28	2
Jan	0	0	31	1
Feb	0	0	34	2
Mar	0	0	38	4
Apr	0	0	40	4
May	0	0	40	0
Jun				



*Waivers relate to water leaks.

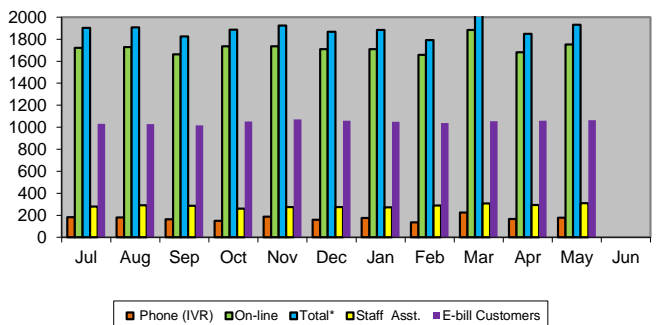
REQUESTS FOR PAYMENT EXTENSION

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	3	3	3
Mar	10	10	10
Apr	1	1	11
May	0	0	10
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	135	1658	1,793	288	1039
Mar	224	1884	2,108	308	1055
Apr	167	1681	1,848	293	1058
May	177	1753	1,930	309	1064
Jun					



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

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