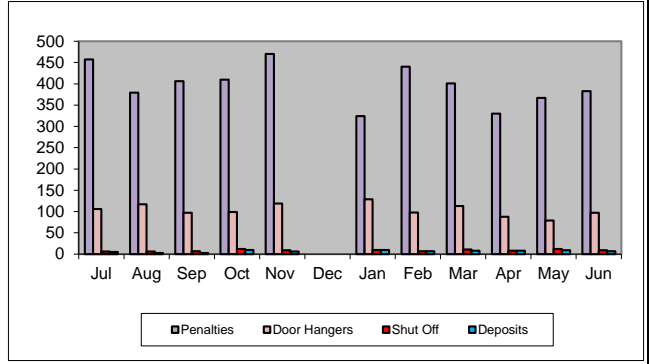


**OAK PARK WATER SERVICE STATISTICS
FY 18-19**

PENALTIES AND FEES ASSESSED

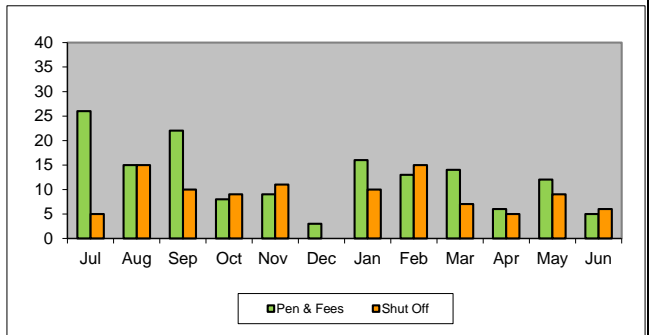
Month	Penalties	Door Hangers	Shut Off	Deposits
Jul	457	106	6	5
Aug	379	117	6	3
Sep	406	97	7	3
Oct	410	99	12	10
Nov	470	119	9	6
Dec	0	0	0	0
Jan	324	129	10	10
Feb	440	98	7	7
Mar	401	113	11	8
Apr	330	88	8	8
May	367	79	12	9
Jun	383	97	9	7



**Doorhangers include payment arrangement defaults

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	2
Nov	9	11	20	1
Dec	3	0	3	1
Jan	16	10	26	2
Feb	13	15	28	0
Mar	14	7	21	0
Apr	6	5	11	0
May	12	9	21	0
Jun	5	6	11	0

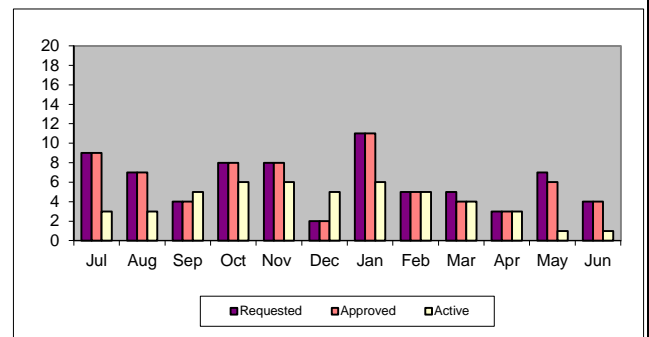


**Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

**Does not include Consumption or Write off

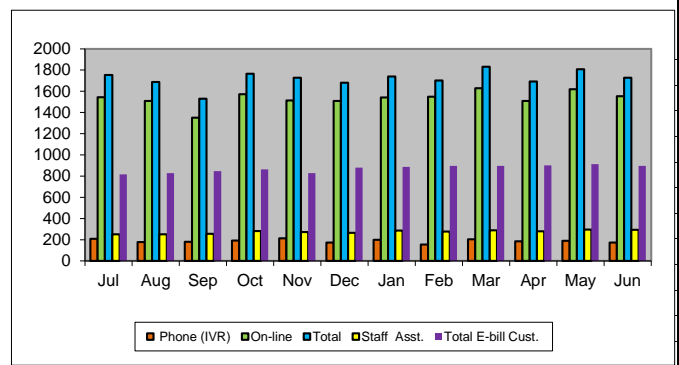
REQUESTS FOR PAYMENT EXTENSION

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	11	11	6
Feb	5	5	5
Mar	5	4	4
Apr	3	3	3
May	7	6	1
Jun	4	4	1



PAYMENTS 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	198	1543	1,741	286	887
Feb	154	1548	1,702	276	897
Mar	203	1628	1,831	289	897
Apr	184	1508	1,692	280	900
May	190	1619	1,809	296	912
Jun	174	1554	1,728	294	897



This page is intentionally blank