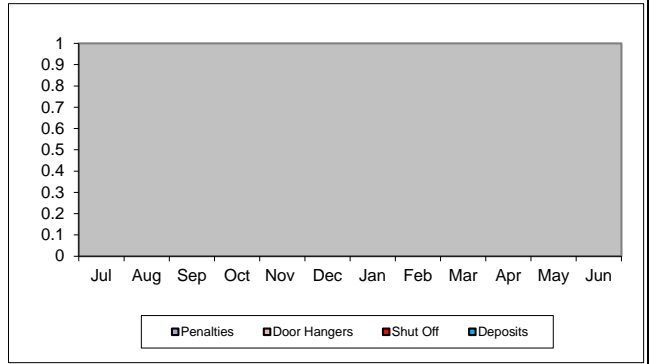


**TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 20-21**

PENALTIES AND FEES ASSESSED

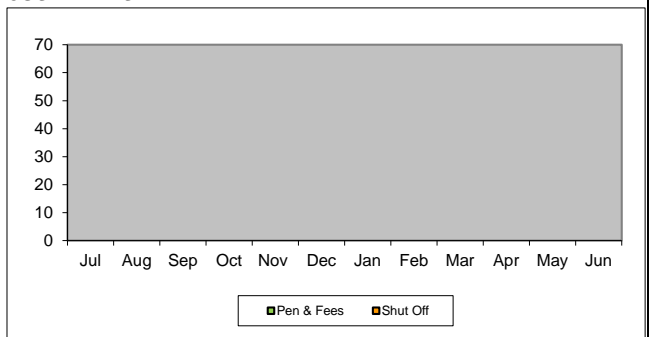
Month	Penalties	Door Hangers	Shut Off	Deposits
Jul	*427	0	0	0
Aug	*492	0	0	0
Sep	*398	0	0	0
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				



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

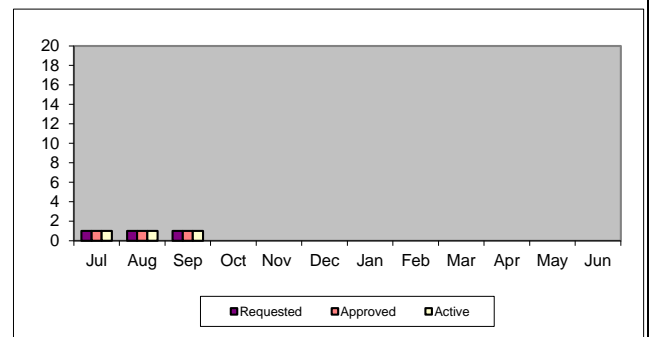
REQUESTS FOR BILLING ADJUSTMENTS

Month	Pen & Fees	Shut Off	Approved	Disapproved
Jul	0	0		0
Aug	0	0		0
Sep	0	0		0
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				



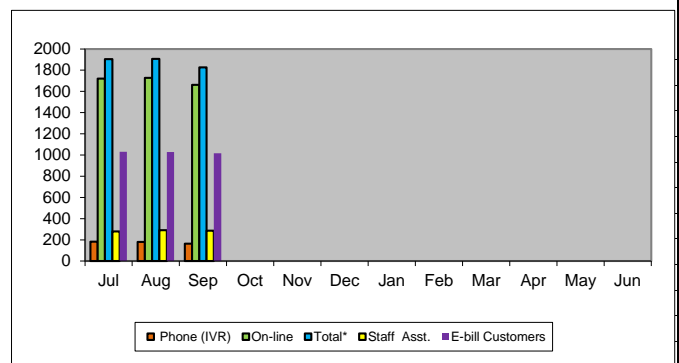
REQUESTS FOR PAYMENT EXTENSION

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



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

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