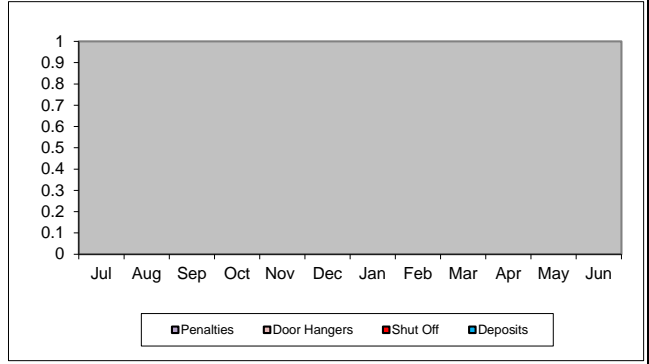


TRIUNFO WATER & SANITATION DISTRICT STATISTICS

FY 20-21

PENALTIES AND FEES ASSESSED

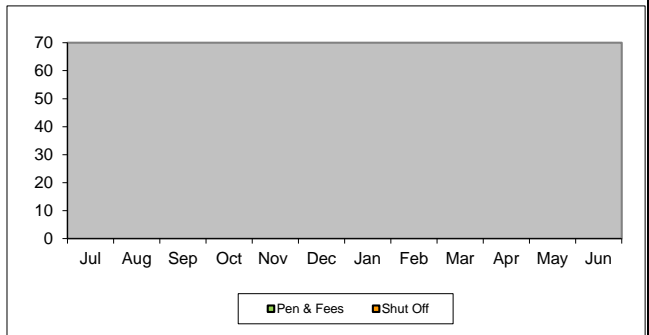
Month	Penalties	Door Hangers	Shut Off	Deposits
Jul	*427	0	0	0
Aug	*492	0	0	0
Sep	*398	0	0	0
Oct	*568	0	0	0
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				



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

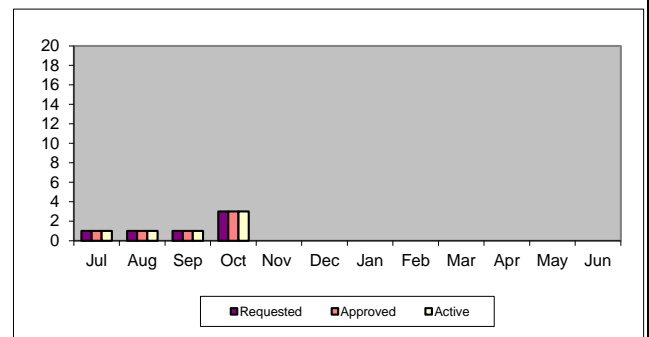
REQUESTS FOR BILLING ADJUSTMENTS

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



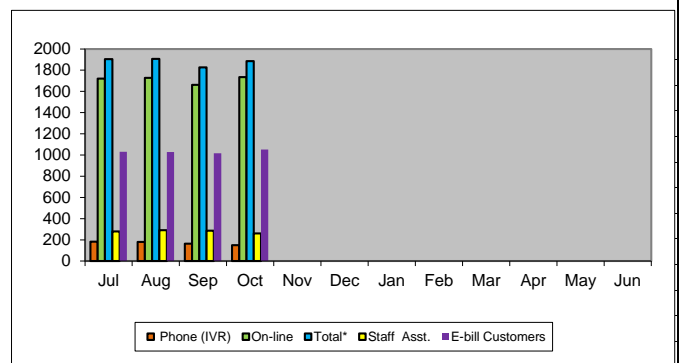
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	1	1	1
Aug	1	1	1
Sep	1	1	1
Oct	3	3	3
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	150	1736	1,886	260	1053
Nov					
Dec					
Jan					
Feb					
Mar					
Apr					
May					
Jun					



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

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