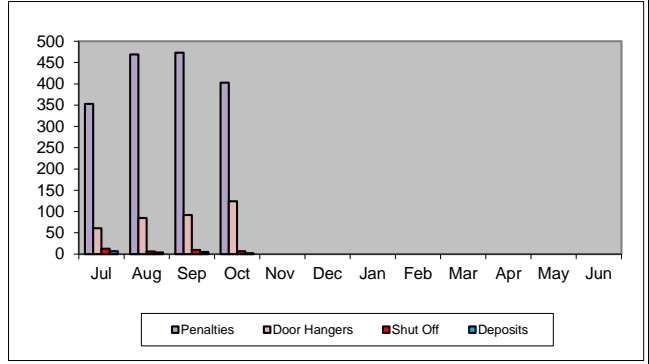


**TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 19-20**

PENALTIES AND FEES ASSESSED

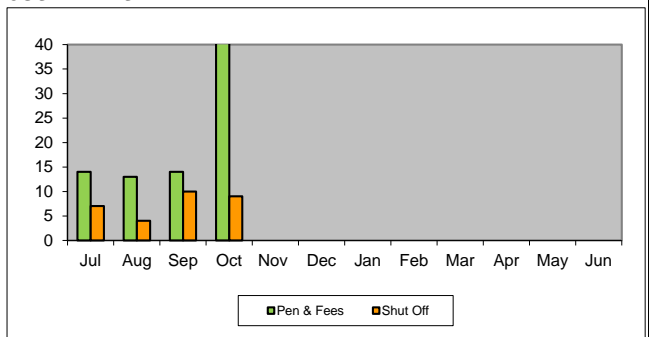
Month	Penalties	Door Hangers	Shut Off	Deposits
Jul	353	61	13	7
Aug	469	85	6	4
Sep	473	92	10	5
Oct	403	124	7	2
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				



**Doorhangers include payment arrangement defaults

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				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				

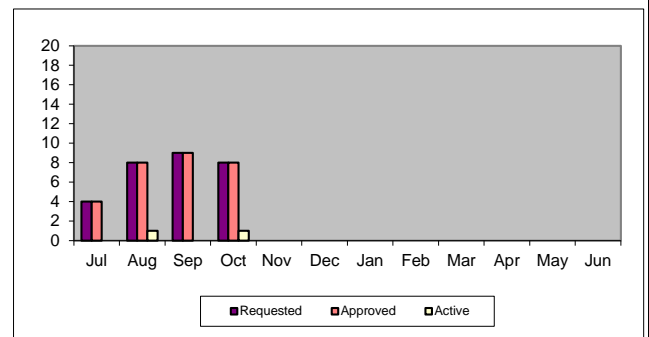


**Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

**Does not include Consumption or Write off

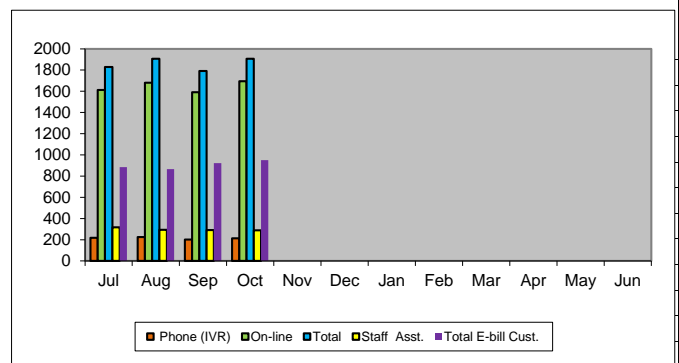
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	4	4	0
Aug	8	8	1
Sep	9	9	0
Oct	8	8	1
Nov			
Dec			
Jan			
Feb			
Mar			
Apr			
May			
Jun			



PAYMENTUS 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			-		
Dec			-		
Jan			-		
Feb			-		
Mar			-		
Apr			-		
May			-		
Jun			-		



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