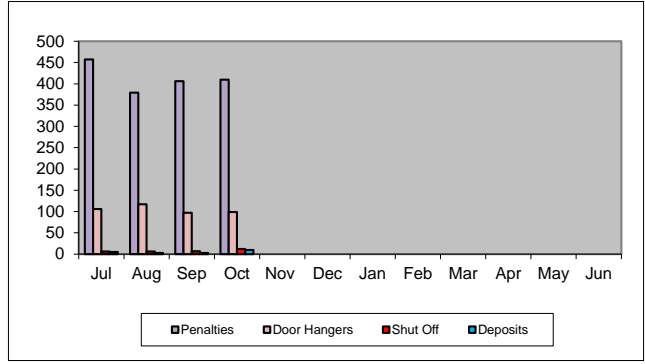


**OAK PARK WATER SERVICE STATISTICS
FY 18-19**

PENALTIES AND FEES ASSESSED

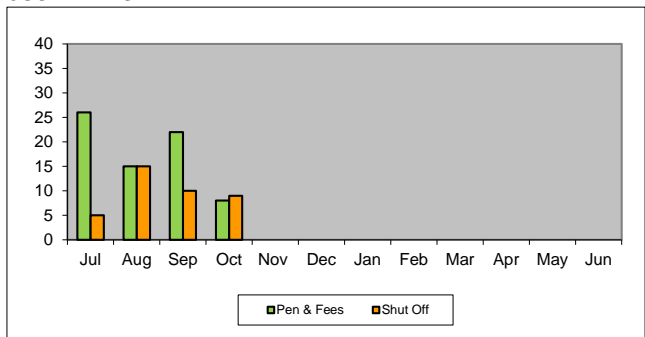
Month	Penalties	Door Hangers	Shut Off	Deposits
Jul	457	106	6	5
Aug	379	117	6	3
Sep	406	97	7	3
Oct	410	99	12	10
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				



**Doorhangers include payment arra

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	0
Nov			0	0
Dec			0	0
Jan			0	0
Feb			0	0
Mar			0	0
Apr			0	0
May			0	0
Jun			0	0

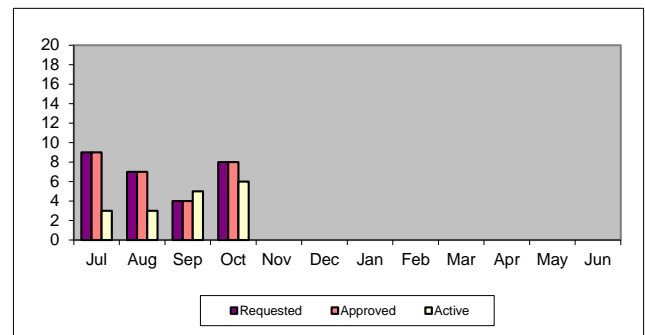


**Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

**Does not include Consumption or Write off

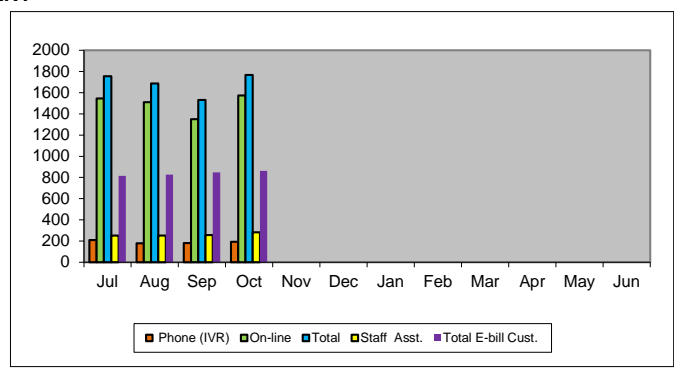
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	9	9	3
Aug	7	7	3
Sep	4	4	5
Oct	8	8	6
Nov			
Dec			
Jan			
Feb			
Mar			
Apr			
May			
Jun			



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



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