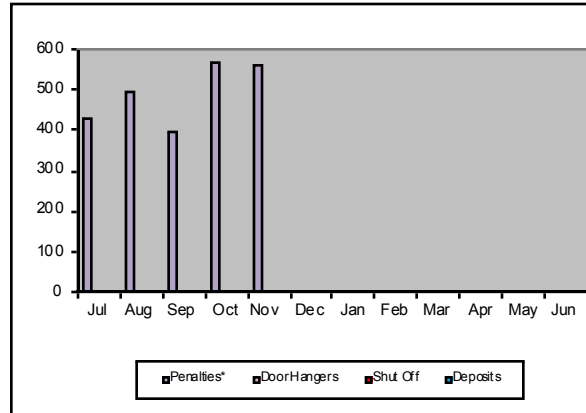


TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 20-21

PENALTIES AND FEES ASSESSED

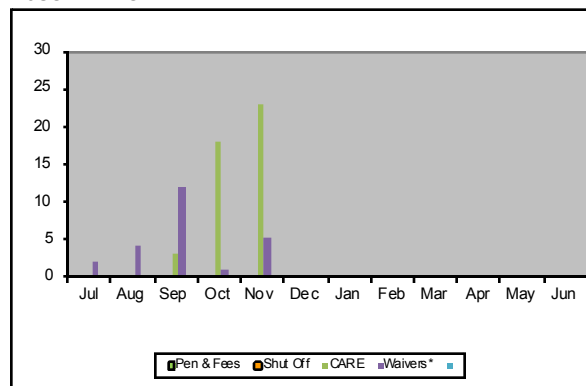
| Month | Penalties* | Door Hangers | Shut Off | Deposits |
|-------|------------|--------------|----------|----------|
| Jul | 427 | 0 | 0 | 0 |
| Aug | 492 | 0 | 0 | 0 |
| Sep | 398 | 0 | 0 | 0 |
| Oct | 568 | 0 | 0 | 0 |
| Nov | 558 | 0 | 0 | 0 |
| Dec | | | | |
| Jan | | | | |
| Feb | | | | |
| Mar | | | | |
| Apr | | | | |
| May | | | | |
| Jun | | | | |



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

REQUESTS FOR BILLING ADJUSTMENTS

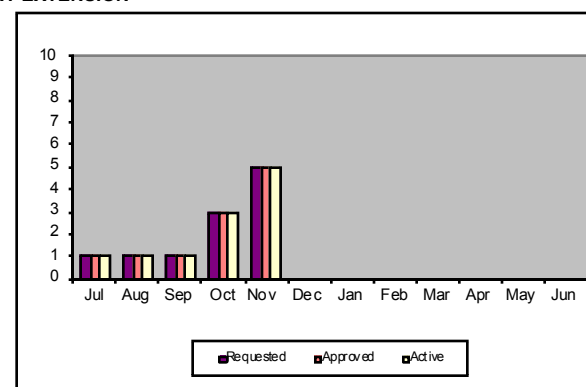
| Month | Pen & Fees | Shut Off | CARE | Waivers* |
|-------|------------|----------|------|----------|
| Jul | 0 | 0 | 0 | 2 |
| Aug | 0 | 0 | 0 | 4 |
| Sep | 0 | 0 | 3 | 12 |
| Oct | 0 | 0 | 18 | 1 |
| Nov | 0 | 0 | 23 | 5 |
| Dec | | | | |
| Jan | | | | |
| Feb | | | | |
| Mar | | | | |
| Apr | | | | |
| May | | | | |
| Jun | | | | |



*Waivers relate to water leaks.

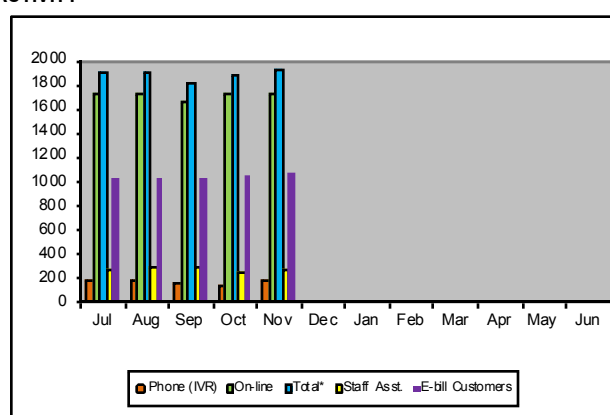
REQUESTS FOR PAYMENT EXTENSION

| Month | Requested | Approved | Active |
|-------|-----------|----------|--------|
| Jul | 1 | 1 | 1 |
| Aug | 1 | 1 | 1 |
| Sep | 1 | 1 | 1 |
| Oct | 3 | 3 | 3 |
| Nov | 5 | 5 | 5 |
| 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 | 187 | 1736 | 1,923 | 274 | 1071 |
| Dec | | | | | |
| Jan | | | | | |
| Feb | | | | | |
| Mar | | | | | |
| Apr | | | | | |
| May | | | | | |
| Jun | | | | | |



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

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