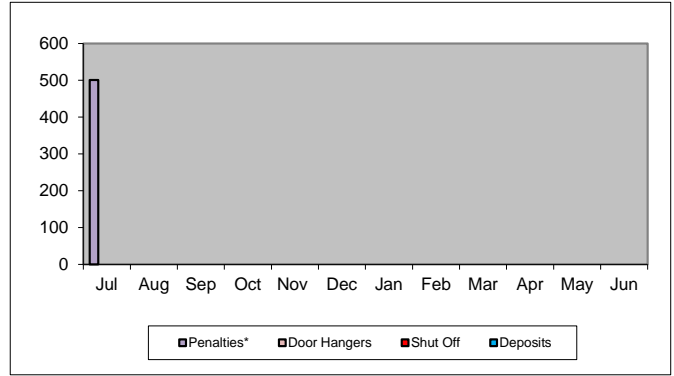


TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 21-22

PENALTIES AND FEES ASSESSED

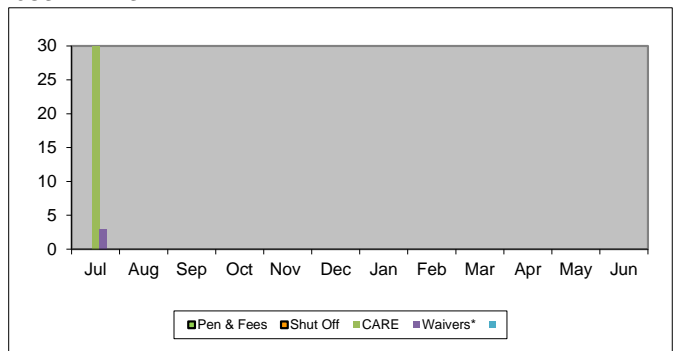
Month	Penalties*	Door Hangers	Shut Off	Deposits
Jul	501	0	0	0
Aug				
Sep				
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				



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

REQUESTS FOR BILLING ADJUSTMENTS

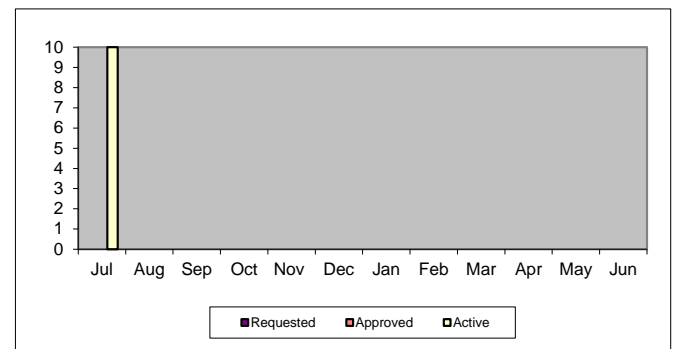
Month	Pen & Fees	Shut Off	CARE	Waivers*
Jul	0	0	41	3
Aug				
Sep				
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				



*Waivers relate to water leaks.

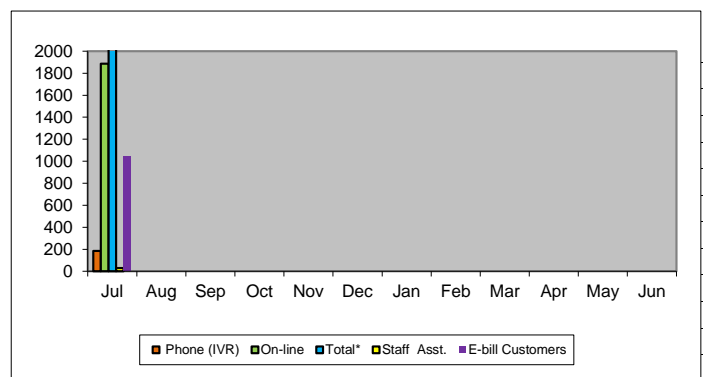
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	0	0	10
Aug			
Sep			
Oct			
Nov			
Dec			
Jan			
Feb			
Mar			
Apr			
May			
Jun			



PAYMENTUS ACTIVITY

Month	Phone (IVR)	On-line	Total*	Staff Asst.	E-bill Customers
Jul	184	1886	2,070	30	1044
Aug					
Sep					
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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