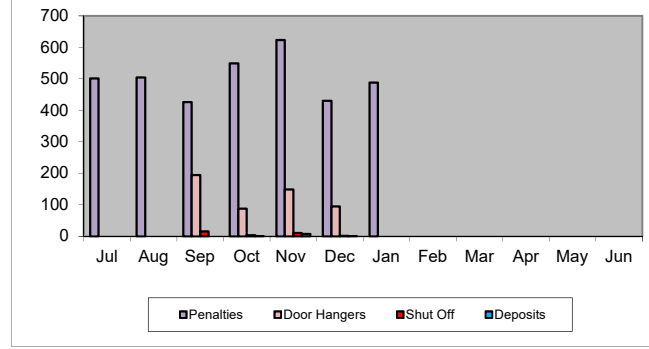


**TRIUNFO WATER & SANITATION DISTRICT STATISTICS**  
FY 21-22

**PENALTIES AND FEES ASSESSED**

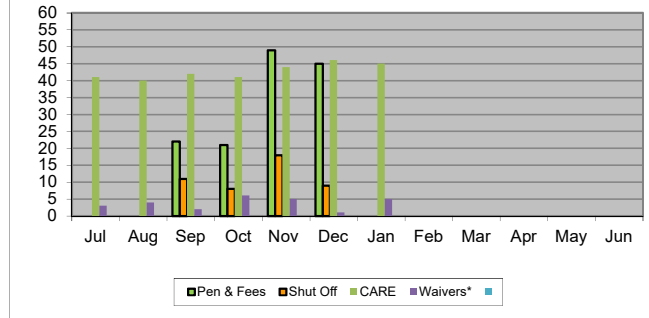
Month	Penalties	Door Hangers	Shut Off	Deposits	
Jul	501	0	0	0	*
Aug	505	0	0	0	
Sep	426	195	16	0	
Oct	549	88	4	1	
Nov	623	149	11	8	
Dec	430	95	2	1	
Jan	488	0	0	0	
Feb					
Mar					
Apr					
May					
Jun					



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

**REQUESTS FOR BILLING ADJUSTMENTS**

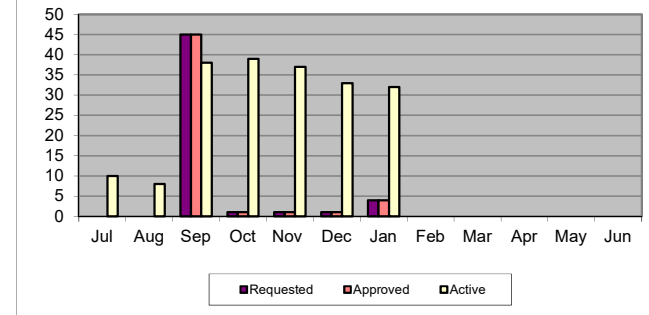
Month	Pen & Fees	Shut Off	CARE	Waivers*	
Jul	0	0	41	3	
Aug	0	0	40	4	
Sep	22	11	42	2	
Oct	21	8	41	6	
Nov	49	18	44	5	
Dec	45	9	46	1	
Jan	0	0	45	5	
Feb					
Mar					
Apr					
May					
Jun					



\*Waivers relate to water leaks.

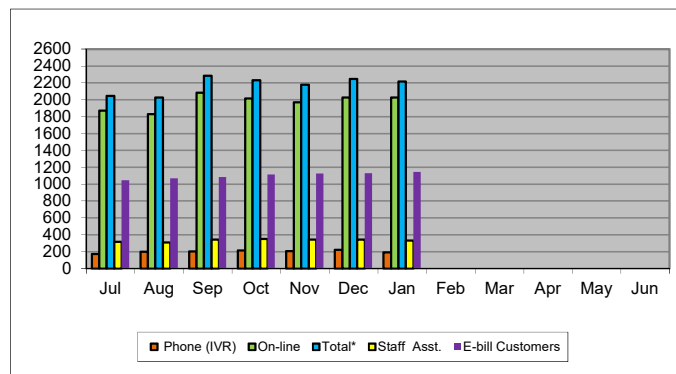
**REQUESTS FOR PAYMENT EXTENSION**

Month	Requested	Approved	Active	
Jul	0	0	10	
Aug	0	0	8	
Sep	45	45	38	
Oct	1	1	39	
Nov	1	1	37	
Dec	1	1	33	
Jan	4	4	32	
Feb				
Mar				
Apr				
May				
Jun				



**PAYMENTUS ACTIVITY**

Month	Phone (IVR)	On-line	Total*	Staff Asst.	E-bill Customers
Jul	173	1872	2,045	317	1044
Aug	199	1828	2,027	309	1069
Sep	204	2082	2,286	342	1081
Oct	215	2015	2,230	349	1112
Nov	208	1970	2,178	342	1126
Dec	220	2026	2,246	343	1128
Jan	190	2026	2,216	330	1144
Feb					
Mar					
Apr					
May					
Jun					



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

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