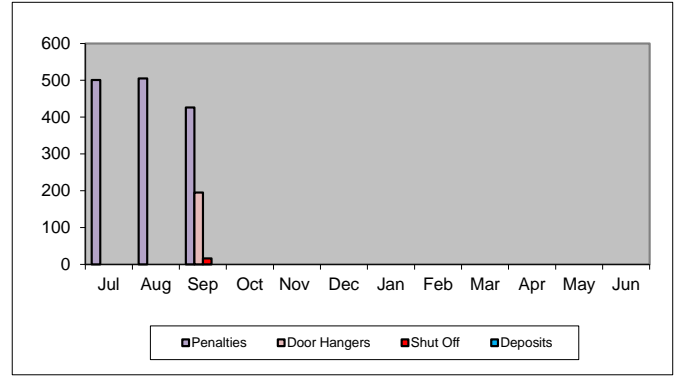


TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 21-22

PENALTIES AND FEES ASSESSED

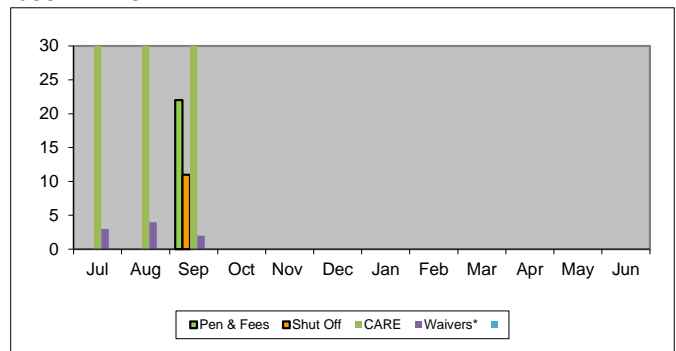
Month	Penalties	Door Hangers	Shut Off	Deposits	
Jul	501	0	0	0	*
Aug	505	0	0	0	
Sep	426	195	16	0	
Oct					
Nov					
Dec					
Jan					
Feb					
Mar					
Apr					
May					
Jun					



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

REQUESTS FOR BILLING ADJUSTMENTS

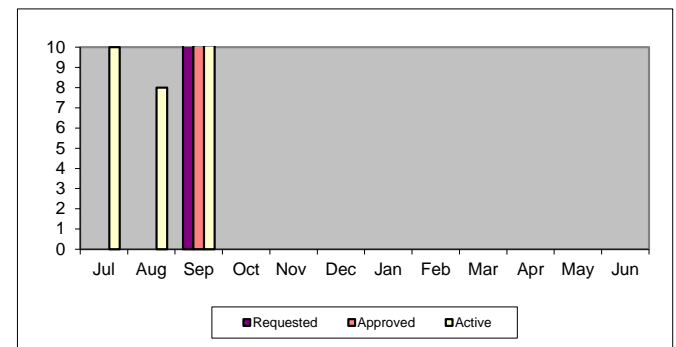
Month	Pen & Fees	Shut Off	CARE	Waivers*	
Jul	0	0	41	3	
Aug	0	0	40	4	
Sep	22	11	42	2	
Oct					
Nov					
Dec					
Jan					
Feb					
Mar					
Apr					
May					
Jun					



*Waivers relate to water leaks.

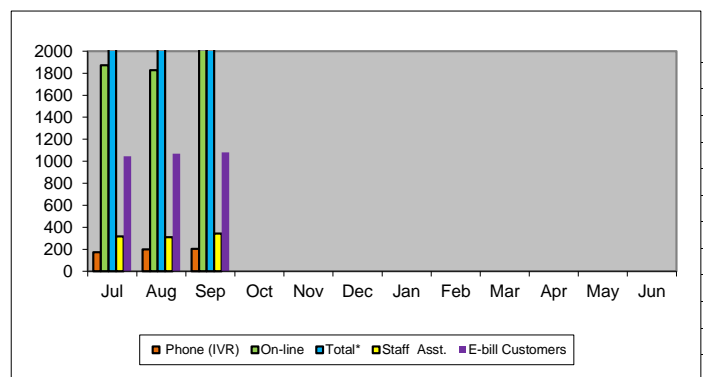
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active	
Jul	0	0	10	
Aug	0	0	8	
Sep	45	45	38	
Oct				
Nov				
Dec				
Jan				
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	2,082	2,286	342	1081
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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