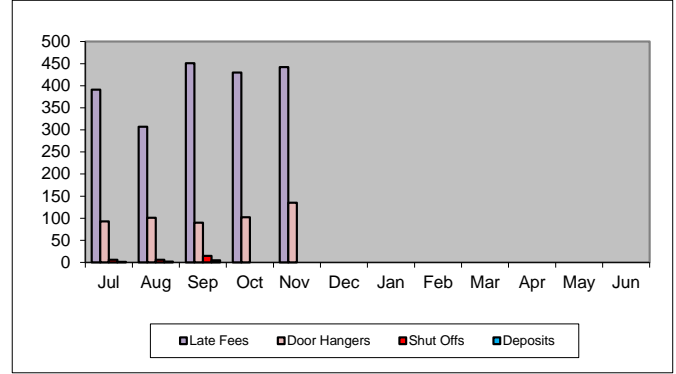


TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 22-23

PENALTIES AND FEES ASSESSED

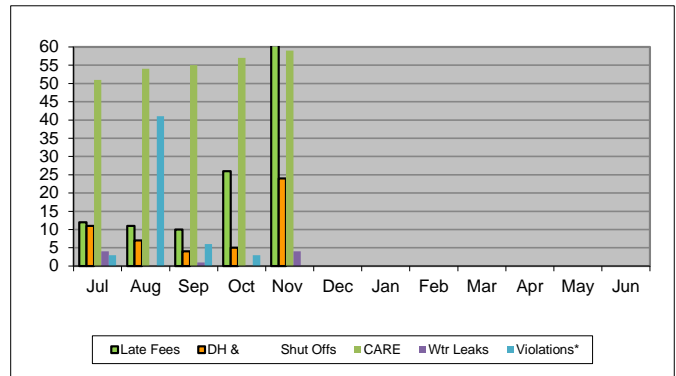
Month	Late Fees	Door Hangers	Shut Offs	Deposits	Violations*
Jul	391	93	6	1	118
Aug	307	101	6	2	30
Sep	451	90	15	5	12
Oct	430	102	0	0	6
Nov	442	135	0	0	14
Dec					
Jan					
Feb					
Mar					
Apr					
May					
Jun					



*Violations include unfixed leaks and drought restrictions.

REQUESTS FOR BILLING ADJUSTMENTS

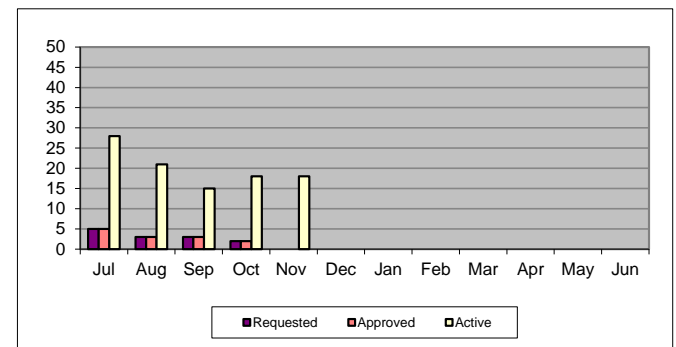
Month	Late Fees	DH & Shut Offs	CARE	Wtr Leaks	Violations*
Jul	12	11	51	4	3
Aug	11	7	54	0	41
Sep	10	4	55	1	6
Oct	26	5	57	0	3
Nov	66	24	59	4	0
Dec					
Jan					
Feb					
Mar					
Apr					
May					
Jun					



*Violations include unfixed leaks and drought restrictions.

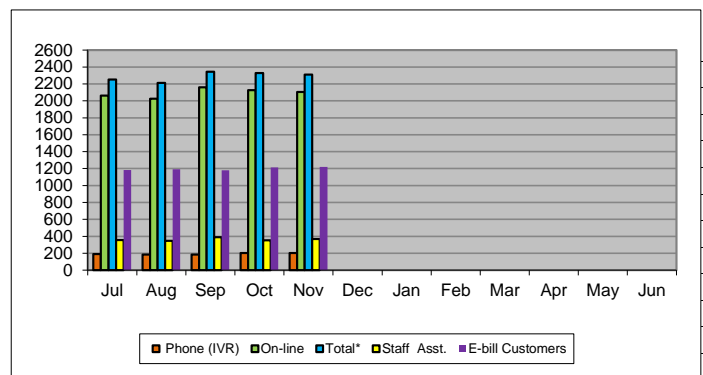
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	5	5	28
Aug	3	3	21
Sep	3	3	15
Oct	2	2	18
Nov	0	0	18
Dec			
Jan			
Feb			
Mar			
Apr			
May			
Jun			



PAYMENTUS ACTIVITY

Month	Phone (IVR)	On-line	Total*	Staff Asst.	E-bill Customers
Jul	190	2061	2,251	357	1183
Aug	185	2026	2,211	348	1191
Sep	184	2160	2,344	389	1181
Oct	201	2127	2,328	354	1215
Nov	204	2105	2,309	367	1221
Dec					
Jan					
Feb					
Mar					
Apr					
May					
Jun					



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

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