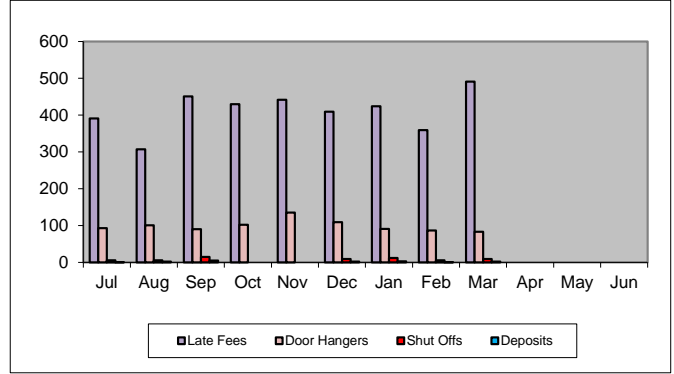


**TRIUNFO WATER & SANITATION DISTRICT STATISTICS**  
FY 22-23

**PENALTIES AND FEES ASSESSED**

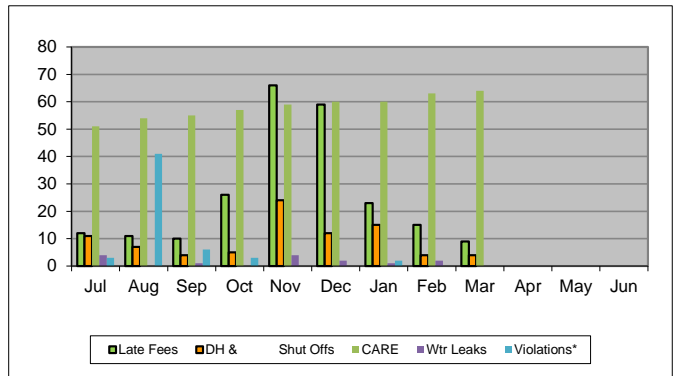
Month	Late Fees	Door Hangers	Shut Offs	Deposits	Violations*
Jul	391	93	6	1	118
Aug	307	101	6	2	30
Sep	451	90	15	5	12
Oct	430	102	0	0	6
Nov	442	135	0	0	14
Dec	409	109	9	2	15
Jan	424	91	12	3	7
Feb	359	87	6	1	0
Mar	491	83	9	2	0
Apr					
May					
Jun					



\*Violations include unfixed leaks and drought restrictions.

**REQUESTS FOR BILLING ADJUSTMENTS**

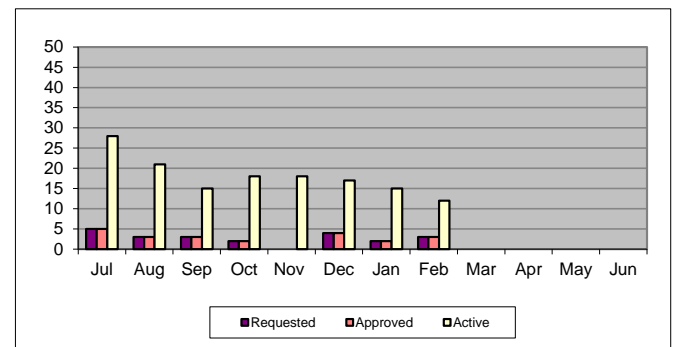
Month	Late Fees	DH & Shut Offs	CARE	Wtr Leaks	Violations*
Jul	12	11	51	4	3
Aug	11	7	54	0	41
Sep	10	4	55	1	6
Oct	26	5	57	0	3
Nov	66	24	59	4	0
Dec	59	12	60	2	0
Jan	23	15	60	1	2
Feb	15	4	63	2	0
Mar	9	4	64	0	0
Apr					
May					
Jun					



\*Violations include unfixed leaks and drought restrictions.

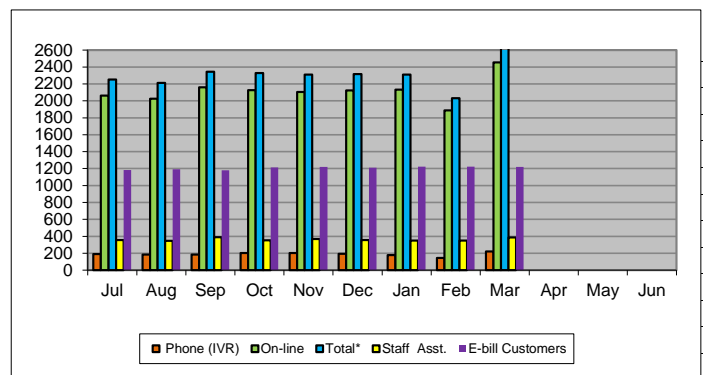
**REQUESTS FOR PAYMENT EXTENSION**

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	4	4	17
Jan	2	2	15
Feb	3	3	12
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	194	2123	2,317	356	1211
Jan	178	2133	2,311	350	1224
Feb	144	1887	2,031	349	1222
Mar	220	2453	2,673	387	1220
Apr					
May					
Jun					



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

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