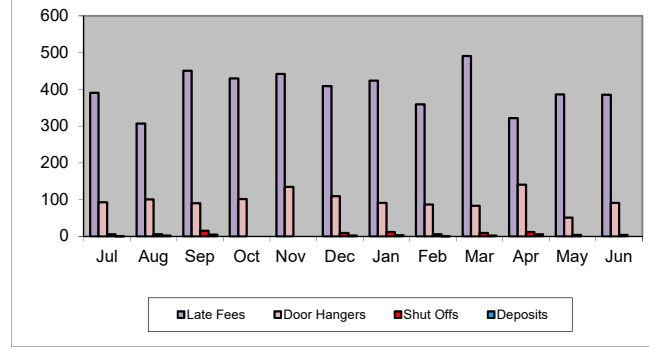


**TRIUNFO WATER & SANITATION DISTRICT STATISTICS**  
FY 22-23

**PENALTIES AND FEES ASSESSED**

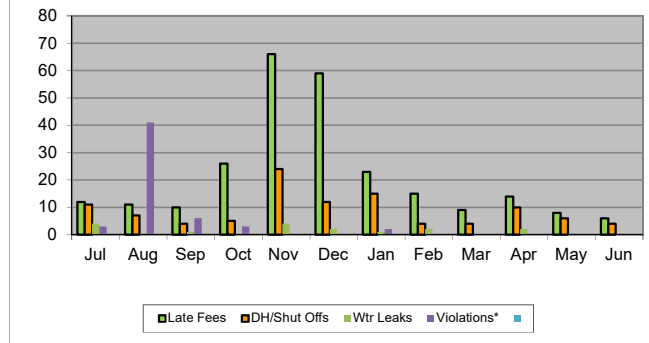
Month	Late Fees	Door Hangers	Shut Offs	Deposits	Violations*
Jul	391	93	6	1	118
Aug	307	101	6	2	30
Sep	451	90	15	5	12
Oct	430	102	0	0	6
Nov	442	135	0	0	14
Dec	409	109	9	2	15
Jan	424	91	12	3	7
Feb	359	87	6	1	0
Mar	491	83	9	2	0
Apr	322	141	12	6	0
May	386	51	4	0	0
Jun	385	91	4	0	0



\*Violations include unfixed leaks and drought restrictions.

**REQUESTS FOR BILLING ADJUSTMENTS**

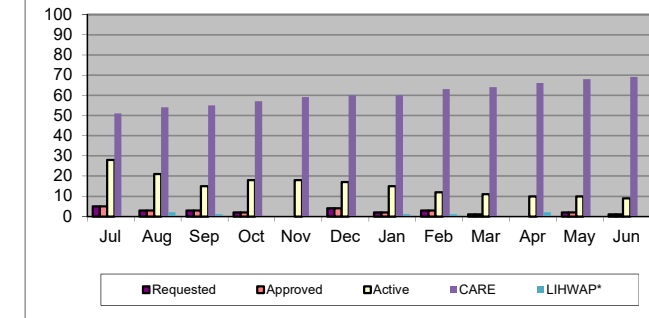
Month	Late Fees	DH/Shut Offs	Wtr Leaks	Violations*
Jul	12	11	4	3
Aug	11	7	0	41
Sep	10	4	1	6
Oct	26	5	0	3
Nov	66	24	4	0
Dec	59	12	2	0
Jan	23	15	1	2
Feb	15	4	2	0
Mar	9	4	0	0
Apr	14	10	2	0
May	8	6	0	0
Jun	6	4	0	0



\*Violations include unfixed leaks and drought restrictions.

**REQUESTS FOR PAYMENT EXTENSION and CUSTOMER ASSISTANCE PROGRAM**

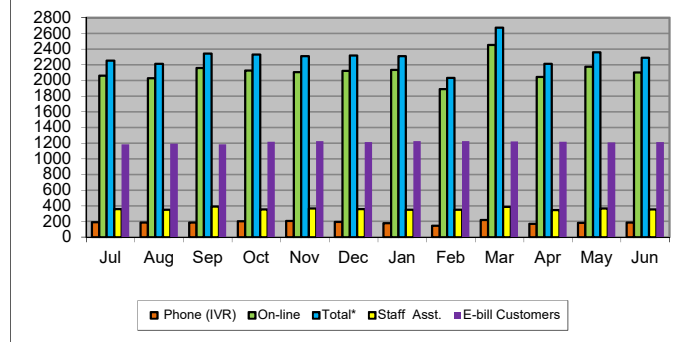
Month	Requested	Approved	Active	CARE	LIHWAP*
Jul	5	5	28	51	0
Aug	3	3	21	54	2
Sep	3	3	15	55	1
Oct	2	2	18	57	0
Nov	0	0	18	59	0
Dec	4	4	17	60	0
Jan	2	2	15	60	1
Feb	3	3	12	63	1
Mar	1	1	11	64	0
Apr	0	0	10	66	2
May	2	2	10	68	0
Jun	1	1	9	69	0



\*Low Income Household Water Assistance Program (federal-funded).

**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	169	2042	2,211	346	1213
May	183	2175	2,358	366	1206
Jun	187	2100	2,287	352	1209



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

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