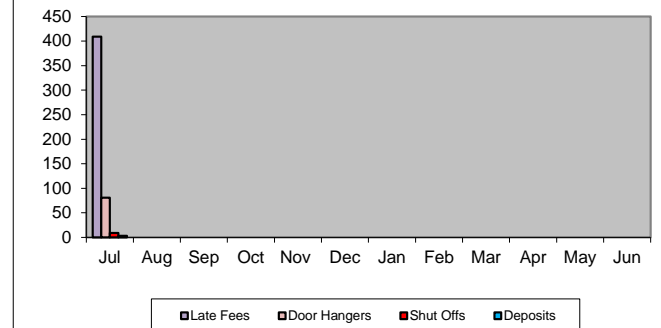


TRIUNFO WATER & SANITATION DISTRICT STATISTICS
FY 23-24

PENALTIES AND FEES ASSESSED

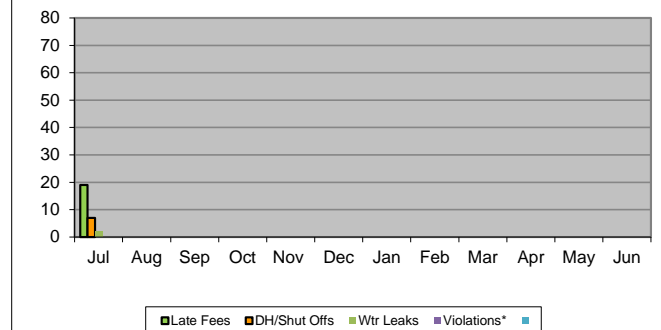
Month	Late Fees	Door Hangers	Shut Offs	Deposits	Violations*
Jul	409	81	9	3	0
Aug					
Sep					
Oct					
Nov					
Dec					
Jan					
Feb					
Mar					
Apr					
May					
Jun					



*Violations include unfixed leaks and drought restrictions.

REQUESTS FOR BILLING ADJUSTMENTS

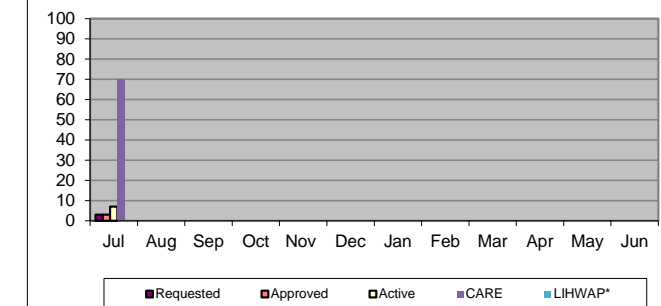
Month	Late Fees	DH/Shut Offs	Wtr Leaks	Violations*
Jul	19	7	2	0
Aug				
Sep				
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				



*Violations include unfixed leaks and drought restrictions.

REQUESTS FOR PAYMENT EXTENSION and CUSTOMER ASSISTANCE PROGRAM

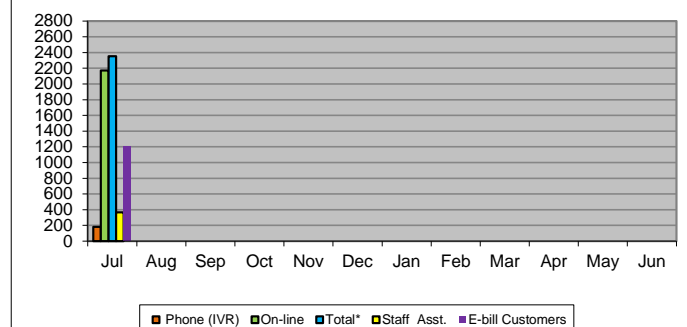
Month	Requested	Approved	Active	CARE	LIHWAP*
Jul	3	3	7	70	0
Aug					
Sep					
Oct					
Nov					
Dec					
Jan					
Feb					
Mar					
Apr					
May					
Jun					



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

PAYMENTUS ACTIVITY

Month	Phone (IVR)	On-line	Total*	Staff Asst.	E-bill Customers
Jul	182	2172	2,354	366	1205
Aug					
Sep					
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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