



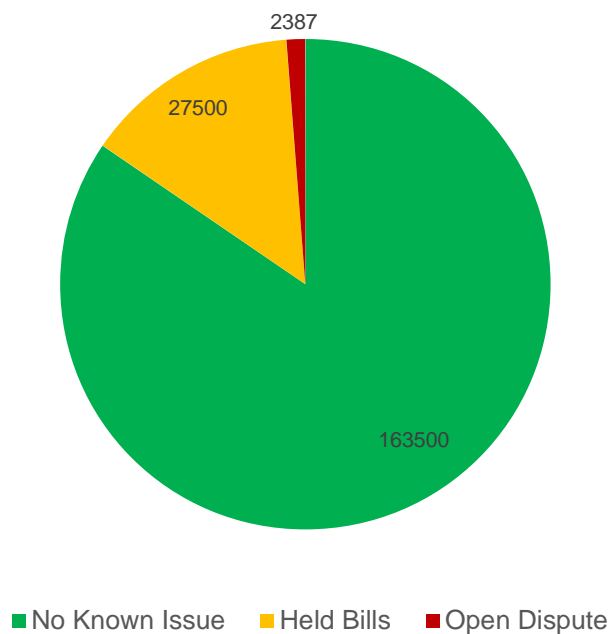
Water Billing Progress Dashboard



Updated July 17, 2017

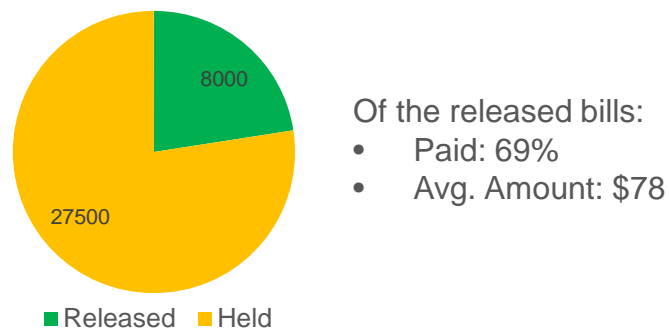
Water Billing

Residential Account Overview



85% of accounts have no known issues.

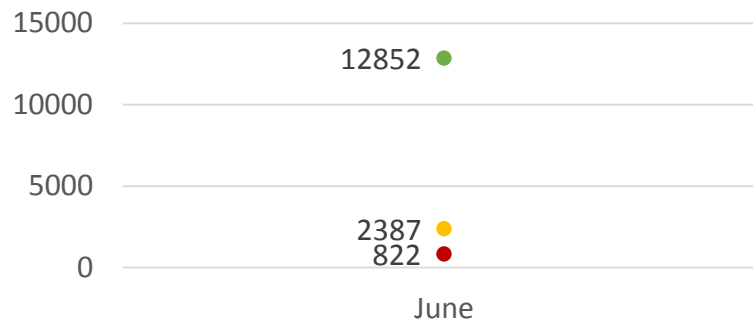
Held Bills - Status



- Of the released bills:
- Paid: 69%
 - Avg. Amount: \$78

23% of held bills have been released.

Disputed Bills



● Resolved ● Open ● New

Resolved a running total from Sept. 2016.
New disputes included in open total.

Water Meters

Field Service Technicians

Current Staff
41

Meter Change-out Program

DeKalb Department of Watershed management identified 62,000 water meters outside of their lifecycle. Once a contractor is identified and approved to begin replacement, that progress will be reported here.

Customer Service

Call Center Staffing

Current Staff	In Training
37	20

June Call Center Metrics

Call Volume	Avg. Wait Time
25,193	20 seconds

Top Three Types of Calls:

- Make a payment
- New service inquiry
- Verify balance