



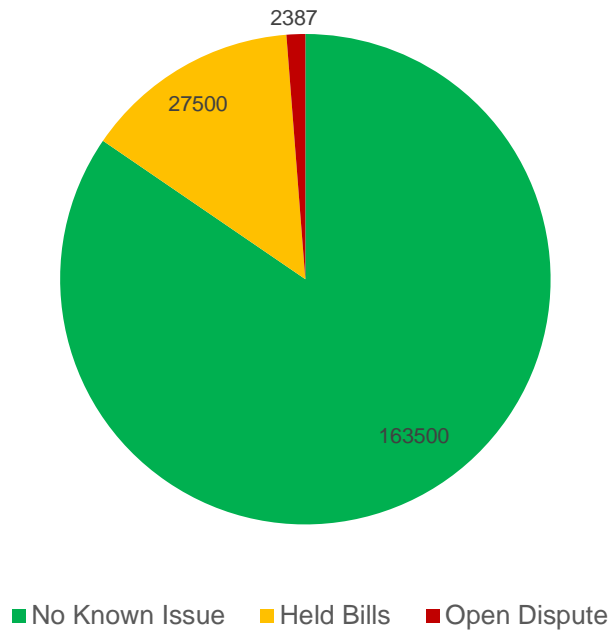
Water Billing Progress Dashboard



Updated August 8, 2017

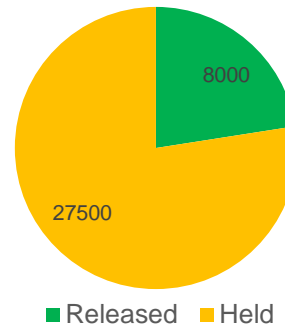
Water Billing

Residential Account Overview



85% of accounts have no known issues.

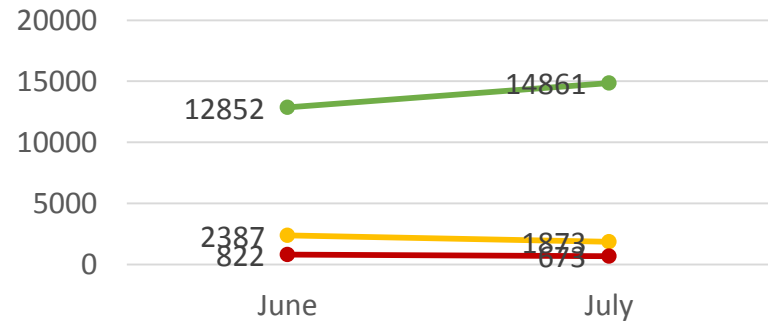
Held Bills - Status



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

23% of held bills have been released.

Disputed Bills



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

Water Meters

Field Service Technicians

| Current Staff |
|---------------|
| 42 |

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 |
|---------------|-------------|
| 33 | 17 |

July Call Center Metrics

| Call Volume | Avg. Wait Time |
|-------------|---------------------|
| 23,417 | 1 minute, 5 seconds |

Top Three Types of Calls:

- Verify balance
- New service inquiry
- Bill explanation