



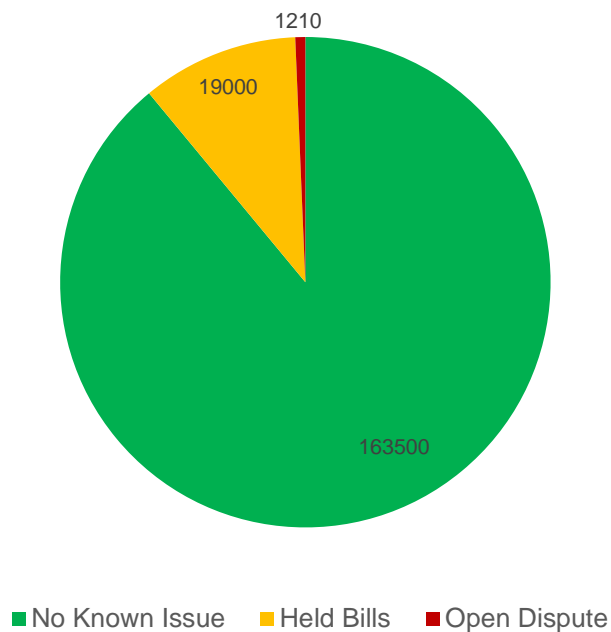
Water Billing Progress Dashboard



Updated September 8, 2017

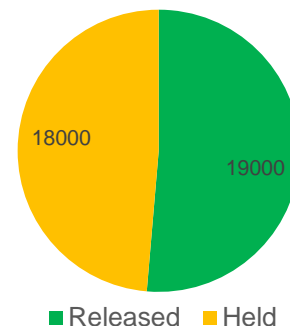
Water Billing

Residential Account Overview



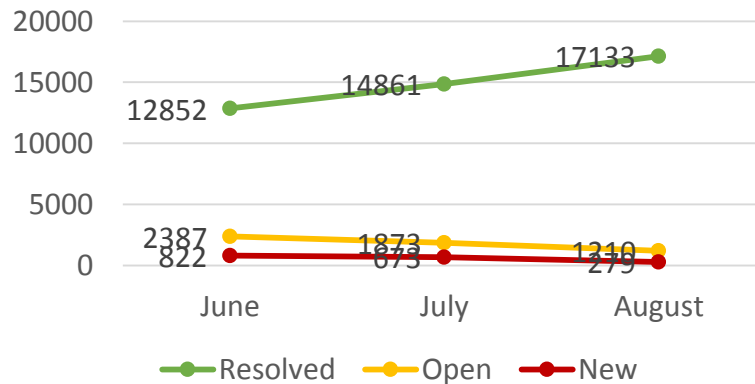
88% of accounts have no known issues.

Held Bills - Status



51% 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
36	19

Aug. Call Center Metrics

Call Volume	Avg. Wait Time
26,843	41 seconds

Top Three Types of Calls:

- Bill explanation
- Verify payment or balance
- New service inquiry