



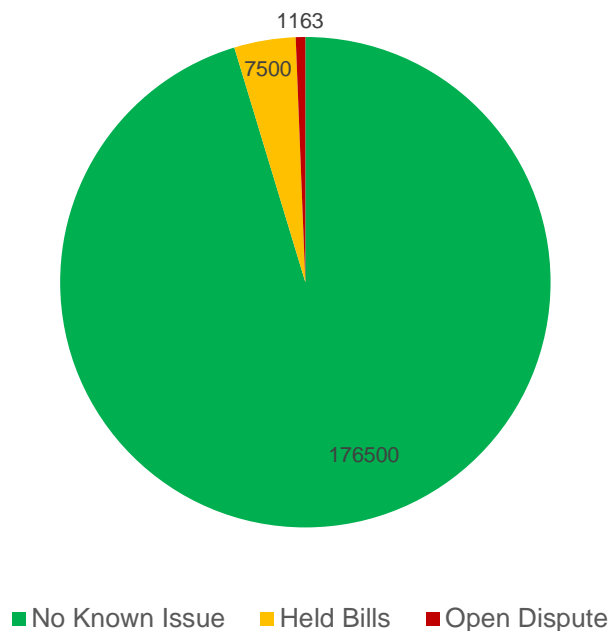
# Water Billing Progress Dashboard



Updated October 10, 2017

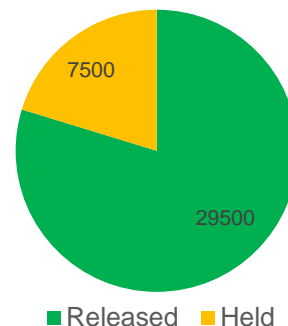
# Water Billing

## Residential Account Overview



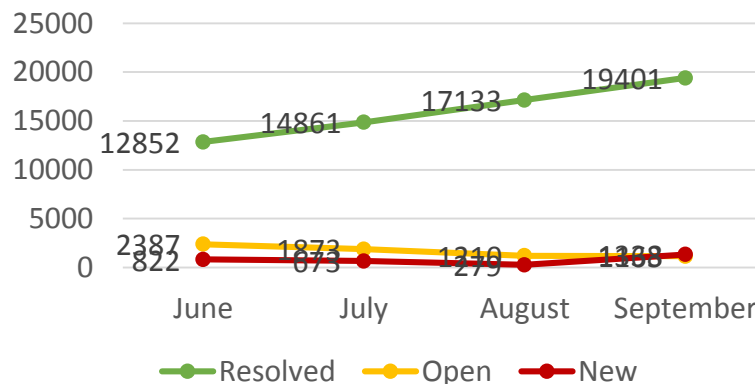
96% of accounts have no known issues.

## Held Bills - Status



80% 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
46

## 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
31	15

## Sept. Call Center Metrics

Call Volume	Avg. Wait Time
21,036	1 minute 7 seconds

### Top Three Types of Calls:

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