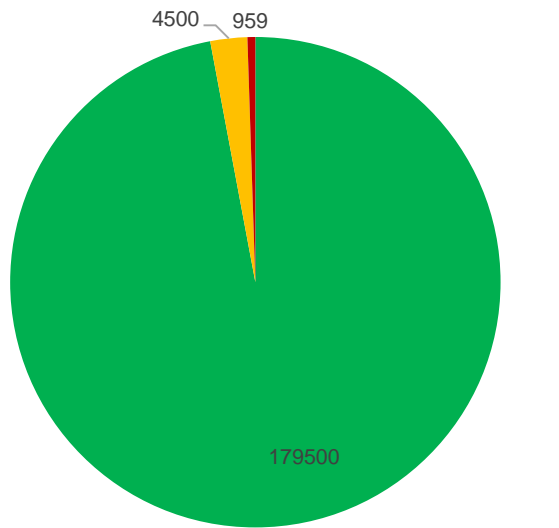


Water Billing

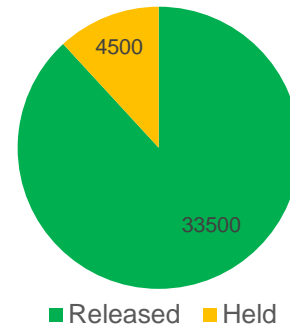
Residential Account Overview



■ No Known Issue ■ Held Bills ■ Open Dispute

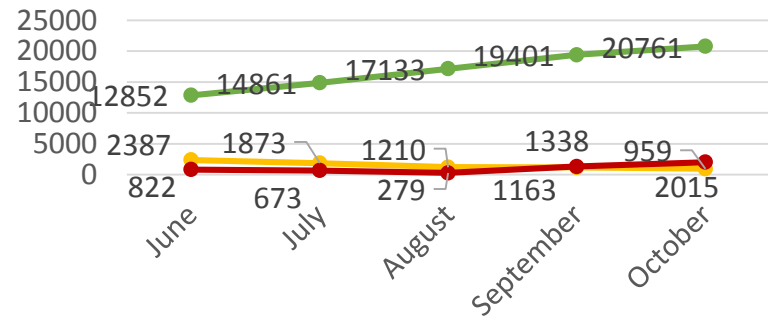
97% of accounts have no known issues.

Held Bills - Status



87% 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
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
38	15

Sept. Call Center Metrics

Call Volume	Avg. Wait Time
27,685	24 seconds

Top Three Types of Calls:

- Bill explanation
- Verify payment or balance
- Make payment