



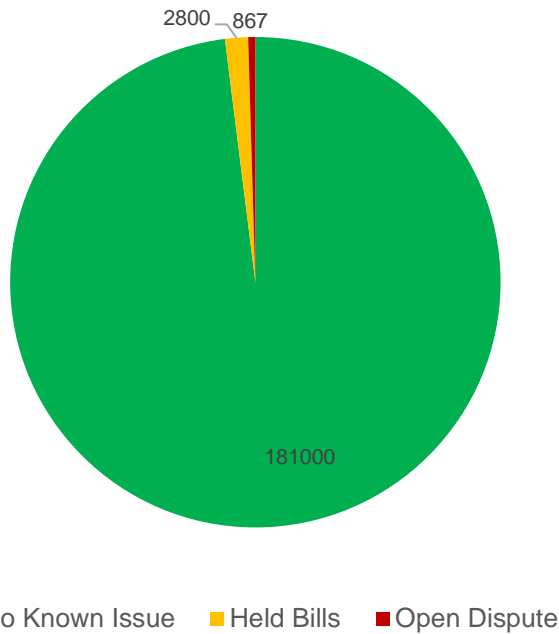
Water Billing Progress Dashboard



December 2017

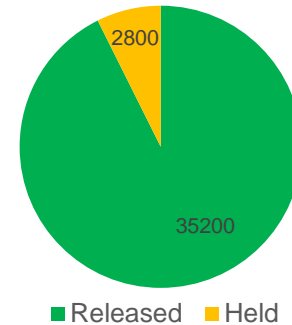
Water Billing

Residential Account Overview



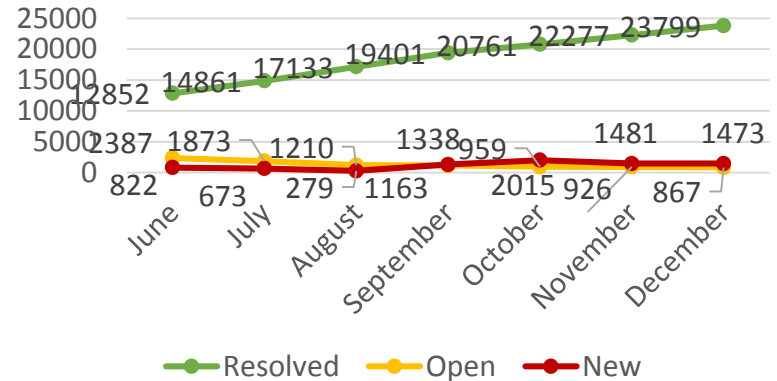
98% of accounts have no known issues.

Held Bills - Status



93% 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
45	0

Sept. Call Center Metrics

Call Volume	Avg. Wait Time
22,854	21 seconds

Top Three Types of Calls:

- Bill explanation
- Verify payment or balance
- Make payment