



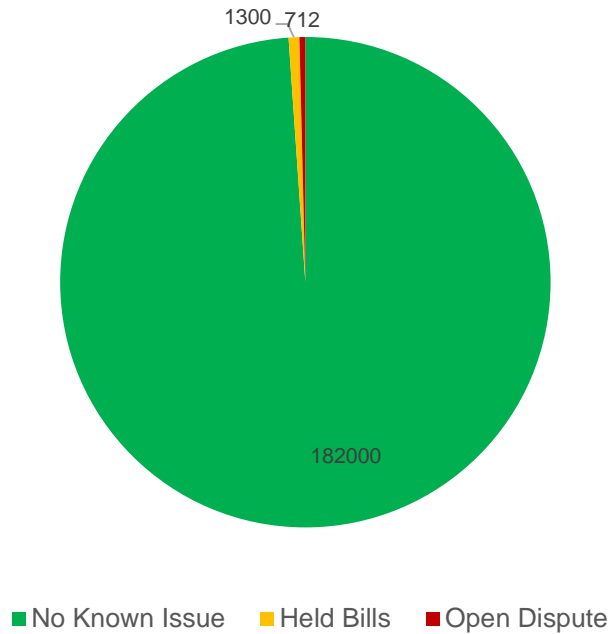
Water Billing Progress Dashboard



January 2018

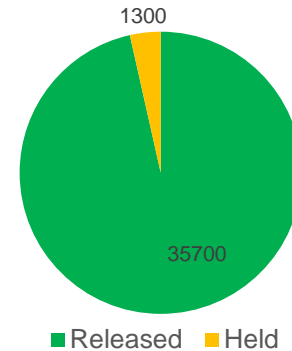
Water Billing

Residential Account Overview



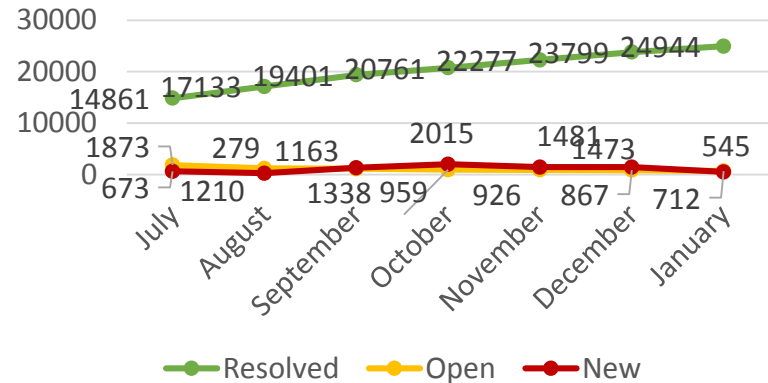
99% of accounts have no known issues.

Held Bills - Status



96% 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
47

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
39	20

Sept. Call Center Metrics

Call Volume	Avg. Wait Time
23,855	33 seconds

Top Three Types of Calls:

Verify payment or balance

Bill explanation

New service inquiry