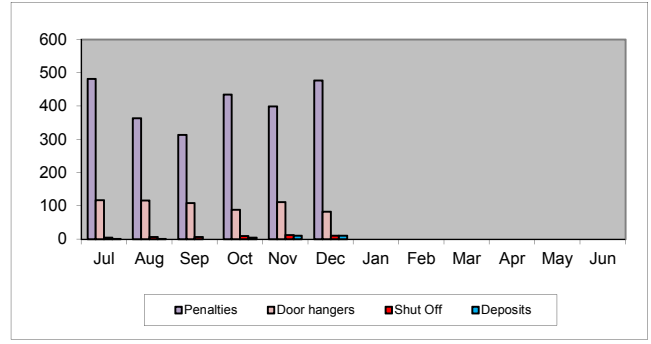


**OAK PARK WATER SERVICE STATISTICS
FY 17-18**

PENALTIES AND FEES ASSESSED

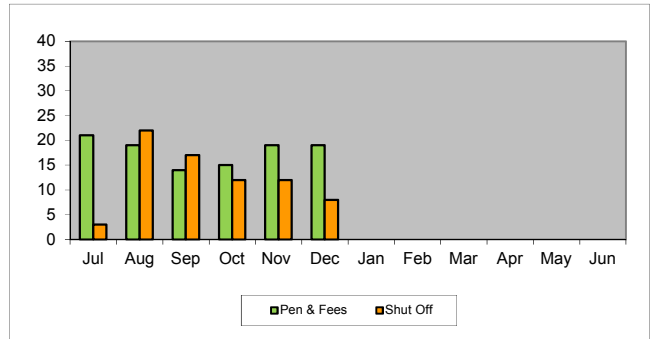
Month	Penalties	Door hangers	Shut Off	Deposits
Jul	481	117	5	1
Aug	363	116	7	1
Sep	313	109	7	
Oct	434	88	10	5
Nov	399	111	12	11
Dec	477	83	11	11
Jan				
Feb				
Mar				
Apr				
May				
Jun				



**Doorhangers include payment arrang

REQUESTS FOR BILLING ADJUSTMENTS

Month	Pen & Fees	Shut Off	Approved	Disapproved
Jul	21	3	24	0
Aug	19	22	40	1
Sep	14	17	31	0
Oct	15	12	27	0
Nov	19	12	31	0
Dec	19	8	27	0
Jan			0	0
Feb			0	0
Mar			0	0
Apr			0	0
May			0	0
Jun			0	0

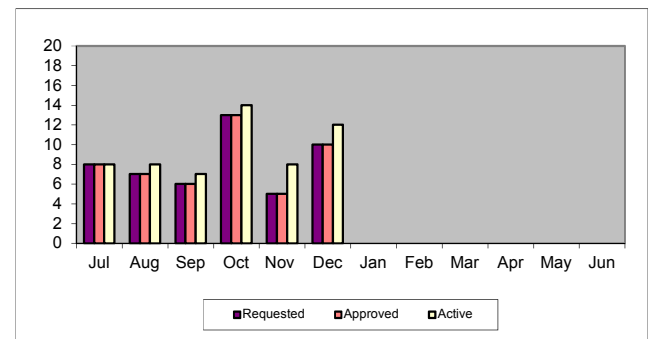


**Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

**Does not include Consumption or Write off

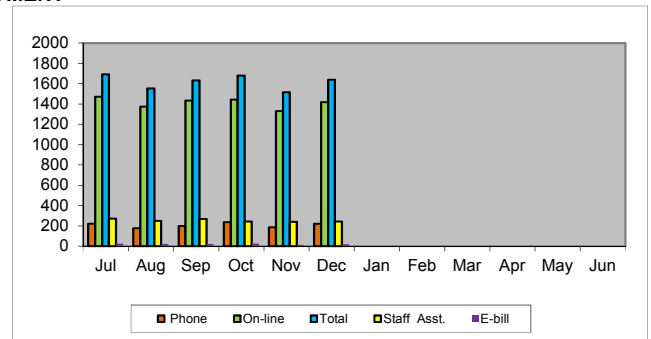
REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	8	8	8
Aug	7	7	8
Sep	6	6	7
Oct	13	13	14
Nov	5	5	8
Dec	10	10	12
Jan			
Feb			
Mar			
Apr			
May			
Jun			



PAYMENTUS ON-LINE PAYMENT

Month	Phone	On-line	Total	Staff Asst.	E-bill
Jul	221	1473	1,694	273	26
Aug	178	1375	1,553	249	24
Sep	200	1434	1,634	268	22
Oct	236	1445	1,681	242	26
Nov	185	1330	1,515	241	14
Dec	221	1418	1,639	244	19
Jan			-		
Feb			-		
Mar			-		
Apr			-		
May			-		
Jun			-		



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