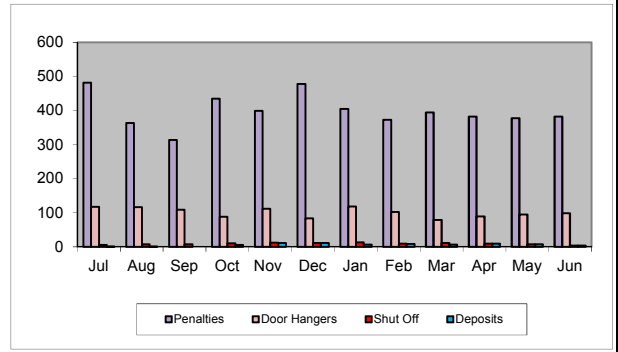


**OAK PARK WATER SERVICE STATISTICS  
FY 17-18**

**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	404	118	13	6
Feb	372	102	9	8
Mar	394	79	11	6
Apr	382	89	9	9
May	377	95	7	7
Jun	382	98	4	4

\*\*Doorhangers include payment arra

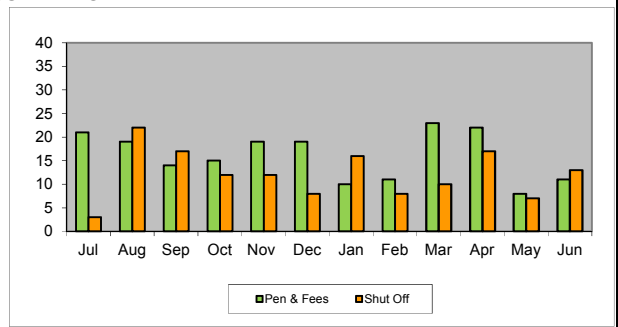


**REQUESTS FOR BILLING ADJUSTMENTS**

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	10	16	26	0
Feb	11	8	19	0
Mar	23	10	33	0
Apr	22	17	39	0
May	8	7	15	0
Jun	11	13	24	0

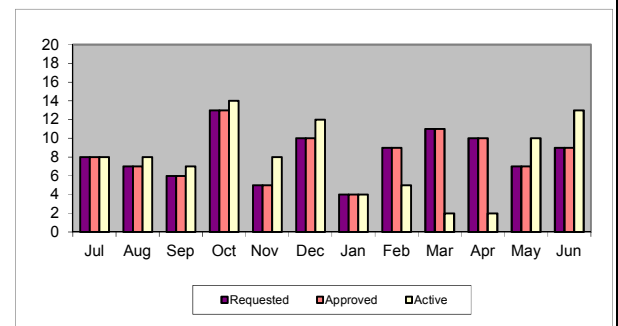
\*\*Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

\*\*Does not include Consumption or Write off



**REQUESTS FOR PAYMENT EXTENSION**

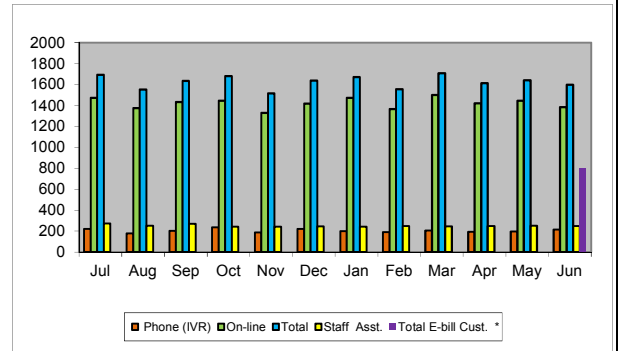
Month	Requested	Approved	Active
Jul	8	8	8
Aug	7	7	8
Sep	6	6	7
Oct	13	13	14
Nov	5	5	8
Dec	10	10	12
Jan	4	4	4
Feb	9	9	5
Mar	11	11	2
Apr	10	10	2
May	7	7	10
Jun	9	9	13



**PAYMENTUS ON-LINE PAYMENT**

Month	Phone (IVR)	On-line	Total	Staff Asst.	E-bill	Total E-bill Cust. *
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	198	1472	1,670	241	31	
Feb	189	1367	1,556	246	14	
Mar	206	1501	1,707	243	27	
Apr	192	1421	1,613	248	13	
May	196	1445	1,641	249	29	
Jun	214	1383	1,597	248	28	799

\*Effective July 1, 2018, the report will indicate the total number of e-bill participants. Information previously reported showed the number of new participants only.



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