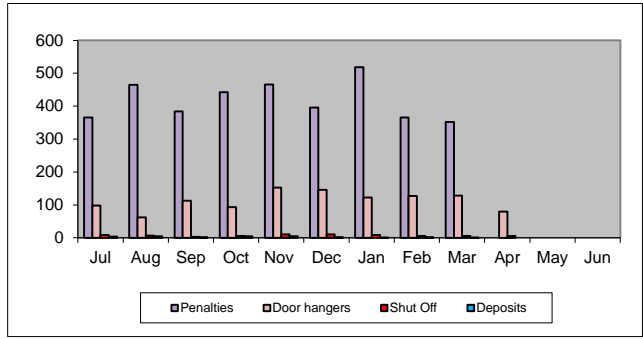


OAK PARK WATER SERVICE STATISTICS

FY 16

PENALTIES AND FEES ASSESSED

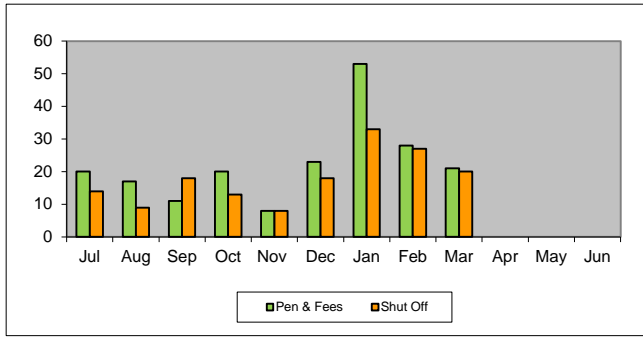
Month	Penalties	Door hangers	Shut Off	Deposits
Jul	366	98	9	4
Aug	465	62	7	5
Sep	384	113	3	2
Oct	442	93	6	5
Nov	466	153	11	5
Dec	396	146	11	2
Jan	518	123	9	1
Feb	366	127	6	2
Mar	352	128	6	1
Apr		80	6	0
May				
Jun				



\*\*Doorhangers include payment arrangement defaults

REQUESTS FOR BILLING ADJUSTMENTS

Month	Pen & Fees	Shut Off	Approved	Disapproved
Jul	20	14	34	0
Aug	17	9	26	0
Sep	11	18	29	0
Oct	20	13	31	2
Nov	8	8	14	2
Dec	23	18	39	2
Jan	53	33	86	0
Feb	28	27	54	1
Mar	21	20	41	0
Apr			0	
May			0	
Jun			0	

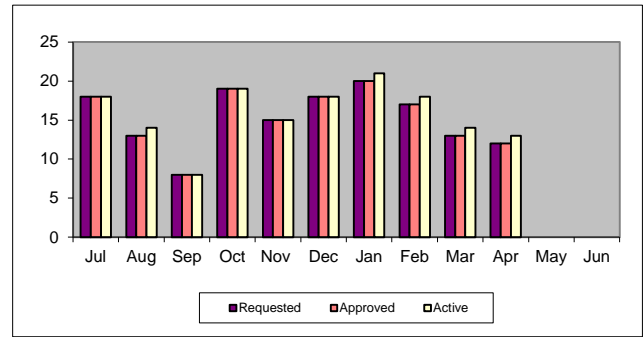


\*\*Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

\*\*Does not include Consumption or Write off

REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	18	18	18
Aug	13	13	14
Sep	8	8	8
Oct	19	19	19
Nov	15	15	15
Dec	18	18	18
Jan	20	20	21
Feb	17	17	18
Mar	13	13	14
Apr	12	12	13
May			
Jun			



PAYMENTUS ON-LINE PAYMENT

Month	Phone	On-line	Total	Staff Asst.	E-bill
Jul	178	940	1,118	136	19
Aug	211	1142	1,353	185	28
Sep	184	980	1,164	62	20
Oct	183	1035	1,218	70	9
Nov	161	1074	1,235	178	20
Dec	170	1132	1,302	188	13
Jan	187	1181	1,368	176	10
Feb	166	1099	1,265	191	13
Mar	192	1187	1,379	251	25
Apr			-		
May			-		
Jun			-		

