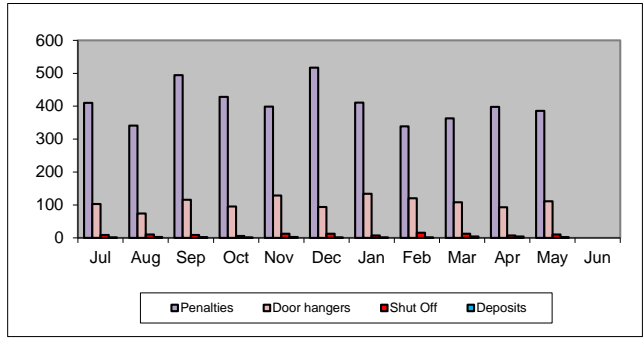


OAK PARK WATER SERVICE STATISTICS

FY 17

PENALTIES AND FEES ASSESSED

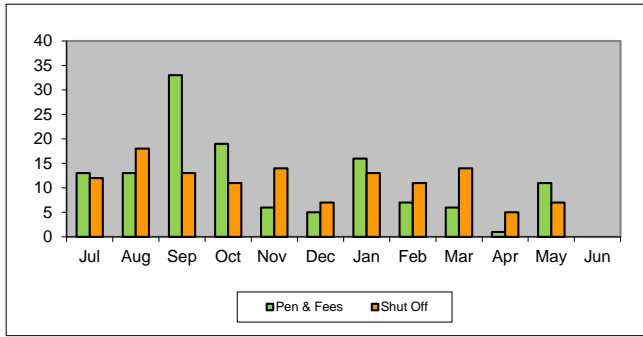
Month	Penalties	Door hangers	Shut Off	Deposits
Jul	410	103	9	1
Aug	341	74	10	3
Sep	494	116	9	2
Oct	428	95	6	1
Nov	399	129	13	3
Dec	517	94	13	1
Jan	411	134	7	1
Feb	339	120	16	1
Mar	363	108	13	4
Apr	398	93	7	4
May	386	111	10	2
Jun				



**Doorhangers include payment arrang

REQUESTS FOR BILLING ADJUSTMENTS

Month	Pen & Fees	Shut Off	Approved	Disapproved
Jul	13	12	25	0
Aug	13	18	31	0
Sep	33	13	44	2
Oct	19	11	29	1
Nov	6	14	19	1
Dec	5	7	11	1
Jan	16	13	28	1
Feb	7	11	18	0
Mar	6	14	20	0
Apr	1	5	6	0
May	11	7	18	0
Jun			0	0

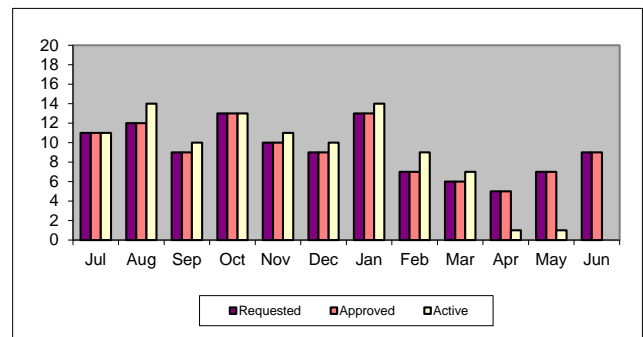


**Pen & Fees includes credit for doorhanger-Adjmt will not show post until the last day of the month

**Does not include Consumption or Write off

REQUESTS FOR PAYMENT EXTENSION

Month	Requested	Approved	Active
Jul	11	11	11
Aug	12	12	14
Sep	9	9	10
Oct	13	13	13
Nov	10	10	11
Dec	9	9	10
Jan	13	13	14
Feb	7	7	9
Mar	6	6	7
Apr	5	5	1
May	7	7	1
Jun	9	9	0



PAYMENTUS ON-LINE PAYMENT

Month	Phone	On-line	Total	Staff Asst.	E-bill
Jul	195	1246	1,441	254	32
Aug	164	1171	1,335	245	19
Sep	180	1249	1,429	262	32
Oct	176	1304	1,480	274	25
Nov	182	1231	1,413	245	19
Dec	200	1322	1,522	242	24
Jan	217	1302	1,519	251	32
Feb	182	1242	1,424	248	14
Mar	197	1361	1,558	252	25
Apr	179	1346	1,525	248	28
May	194	1318	1,512	255	29
Jun			-		

