

# *Utility Billing Report*

## *April 2023*

New Accounts Established: 36  
Final/Terminated Service: 41  
Bills Processed: 2707  
Email/ Bill Customers: 1824  
Work Orders Processed: 136  
Lock off for Nonpayment: 8  
Nonpayment fees (\$50): 32  
Billed Consumption: 15,016,000  
Billed/Revenue: 308,280.68  
Residential Billing: 2611  
Irrigation Billing: 582  
Commercial Billing: 100  
Building Rentals Activity/Bronson Center/Freedom Park: 15

### **On Going Projects**

-Process Deposit Refunds

-Working with the Utilities Department in Diamond Maps to verify that all meter information is correct.

-Process monthly Adjustment Reconciliations, Zero Charge Reports and Cycle D (Debt Consolidation).

-Meter Replacement Program

### **Staff Objectives**

Reroute meters into walking order, merge old locations, train in New Global Work Order System. Working to establish Billing Rate Study. Working to establish Impact Fee Study. Upgrade Citizenlink on Website. Update procedures.

Respectfully Submitted by:

***Chasity Guinn***

Utility Billing Supervisor