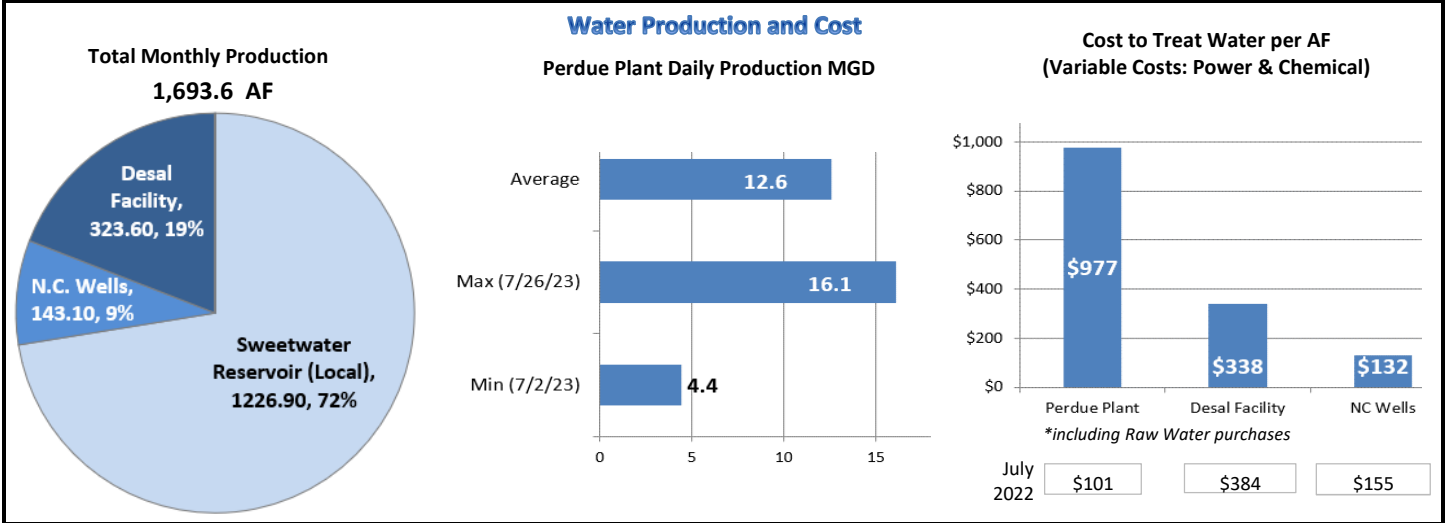
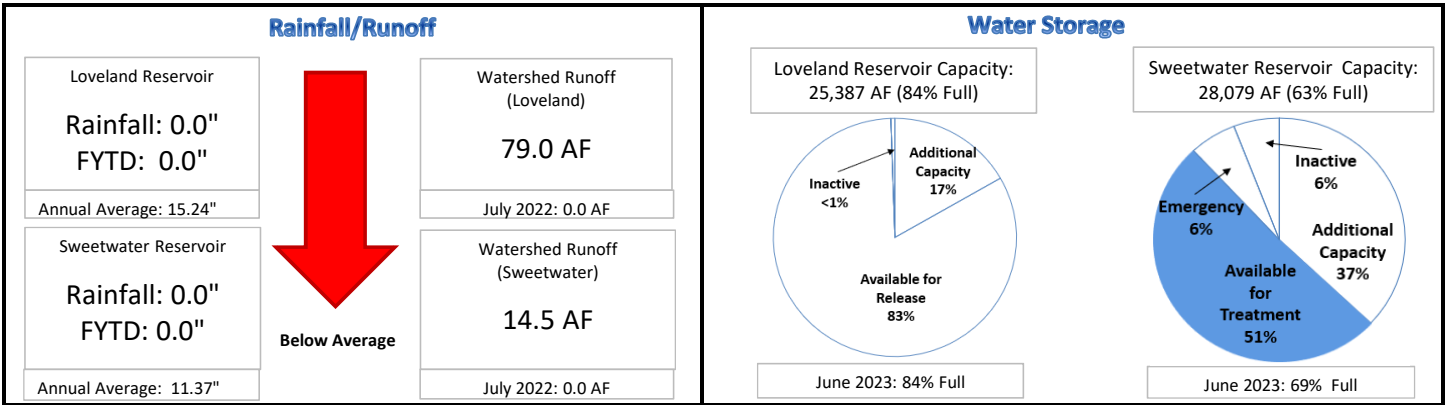
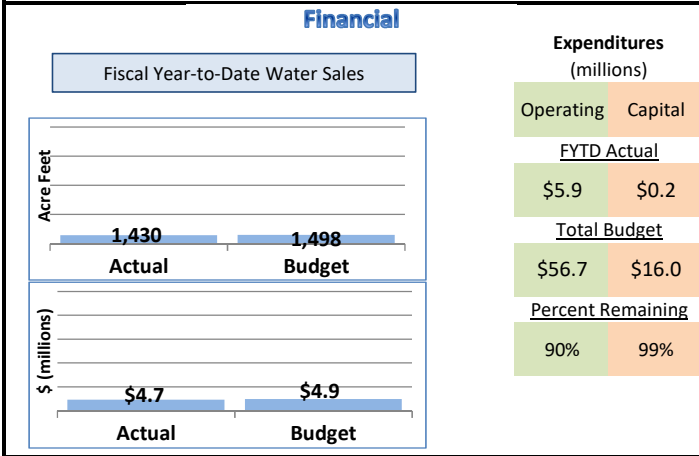
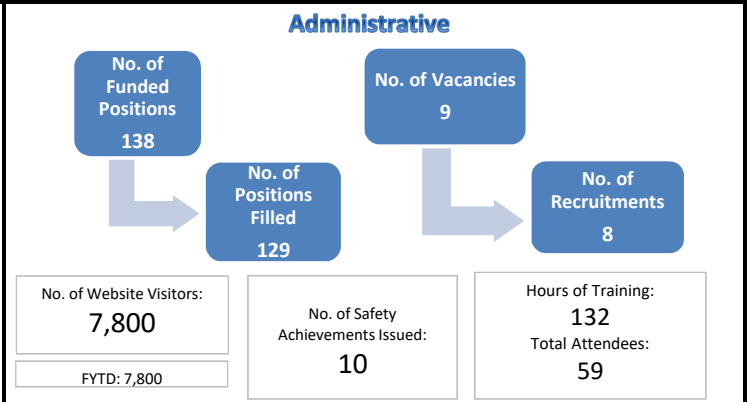


MANAGEMENT MONTHLY REPORT
ORGANIZATIONAL PERFORMANCE DASHBOARD (FOR THE MONTH ENDING JULY 31, 2023)



Water Loss

Cause	Main Leaks Incidents/Type	FYTD
Natural Pipe Aging	0	0
Hit by Contractor	0	0
Tree Root/Settlement	0	0
Fittings, Gaskets, etc.	1	1
Trench Settlement	0	0



Customer Service

	Month	FYTD	Prior FYTD
Delinquent Accounts	104	104	152
Credit Card Transactions	9,131	9,131	9,114
High Bill Investigations	17	17	39
Walk-in Customer Assistance	1,801	1,801	1,989
Water Efficiency Outreach	2	2	2
Taste and Odor Complaints	7	7	1
New Accounts	140	140	189