

## Customer Service 2007 (Monthly) Performance Measures

**"1st Quarter"**

	Jan	Feb	Mar	1st Qtr
# of Customers	9066	9057	9099	9099
# of Calls Received	1294	955	934	3183
# of Surveys Sent Out	0	28	50	78
# of Surveys Received Back	0	7	8	15
# of Liens Filed	5	8	13	26
Delinquent Revenues (\$)	\$ 51,379.46	\$ 45,122.93	\$ 43,292.84	\$ 139,795.23
Delinquent Revenues Collected (\$)	\$ 26,246.03	\$ 19,083.18	\$ 20,795.78	\$ 66,124.99
# of Zero Usages	321	251	0	572
# of Inactive Accounts	160	201	183	544
# of Inactive Accounts with Usage	1	0	0	1
Non-Payments (Disconnect Tags Hung)	176	176	117	469
Deferred Payment Arrangements	39	25	22	86
# of Delinquent Accounts (Shut Offs)	24	39	26	89
# of Private Hydrants in Billing	56	56	56	56
# of Fire Services in Billing	97	97	97	97
# of Deposit Corrections (Bank)	0	0	0	0
# of Deposit Corrections (Division)	1	0	2	3
# of NSF Checks Received	5	3	4	12
# of Meters Read	10405	8689	7002	26096
# of Meters Reread for Billing	10	2	0	12
# of Meters Unread	13	232	1	246
# of Meters Estimated	3	232	1	236
# of Meters Estimated (3 times cons.)	1	0	0	1
# of Door Hangars Hung	8	0	9	17
# of Drop Box Payments	733	676	646	2055
# of Walk-In Customers	270	222	201	693
# of ACH Applications	15	18	20	53
# of Changeovers	76	107	98	281
# of WSLP Program Participants	5	0	1	6
# of Employees	4.2	5	4.75	5
Overtime Hours	0	0	0	0
Cost Savings (via competitive quoting)	\$ 1,429.02	\$ -	\$ -	\$ 1,429.02



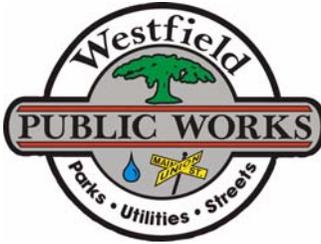
"2nd Quarter"

	Apr	May	Jun	2nd Qtr
# of Customers	9099	9192	9290	0
# of Calls Received	1165	1538	1214	3917
# of Surveys Sent Out	0	13	0	13
# of Surveys Received Back	11	0	0	11
# of Liens Filed	9	18	14	41
Delinquent Revenues (\$)	\$ 45,582.09	\$ 42,344.93	\$ 44,816.90	\$ 132,743.92
Delinquent Revenues Collected (\$)	\$ 18,198.70	\$ 24,996.19	\$ 19,959.64	\$ 63,154.53
# of Zero Usages	434	327	179	940
# of Inactive Accounts	177	191	73	441
# of Inactive Accounts with Usage	1	0	0	1
Non-Payments (Disconnect Tags Hung)	216	158	139	513
Deferred Payment Arrangements	44	34	26	104
# of Delinquent Accounts (Shut Offs)	22	21	16	59
# of Private Hydrants in Billing	56	56	56	0
# of Fire Services in Billing	97	97	97	0
# of Deposit Corrections (Bank)	0	0	1	1
# of Deposit Corrections (Division)	0	1	1	2
# of NSF Checks Received	2	5	5	12
# of Meters Read	7396	6434	13461	27291
# of Meters Reread for Billing	0	0	5	5
# of Meters Unread	2	5	1	8
# of Meters Estimated	2	5	1	8
# of Meters Estimated (3 times cons.)	0	0	0	0
# of Door Hangars Hung	3	2	12	17
# of Drop Box Payments	589	834	618	2041
# of Walk-In Customers	189	283	249	721
# of ACH Applications	10	14	6	30
# of Changeovers	114	145	200	459
# of WSLP Program Participants	1	0	0	1
# of Employees	5	5	5	5
Overtime Hours	0	0	0	0
Cost Savings (via competitive quoting)	\$ -	\$ 2,495.91	\$ -	\$ 2,495.91



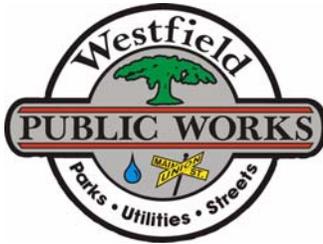
## "3rd Quarter"

	Jul	Aug	Sep	3rd Qtr
# of Customers	9354	9391	0	9391
# of Calls Received	843	1171	0	2014
# of Surveys Sent Out	0	0	0	0
# of Surveys Received Back	0	0	0	0
# of Liens Filed	8	4	0	12
Delinquent Revenues (\$)	\$ 39,862.02	\$ 48,095.83	\$ -	\$ 87,957.85
Delinquent Revenues Collected (\$)	\$ 35,905.10	\$ 20,813.59	\$ -	\$ 56,718.69
# of Zero Usages	226	397	0	623
# of Inactive Accounts	58	65	0	123
# of Inactive Accounts with Usage	0	0	0	0
Non-Payments (Disconnect Tags Hung)	170	142	0	312
Deferred Payment Arrangements	39	40	0	79
# of Delinquent Accounts (Shut Offs)	33	25	0	58
# of Private Hydrants in Billing	56	56	0	56
# of Fire Services in Billing	98	98	0	98
# of Deposit Corrections (Bank)	2	1	0	3
# of Deposit Corrections (Division)	1	1	0	2
# of NSF Checks Received	5	5	0	10
# of Meters Read	9122	9274	0	18396
# of Meters Reread for Billing	1	1	0	2
# of Meters Unread	3	0	0	3
# of Meters Estimated	3	0	0	3
# of Meters Estimated (3 times cons.)	0	0	0	0
# of Door Hangars Hung	12	0	0	12
# of Drop Box Payments	666	676	0	1342
# of Walk-In Customers	232	271	0	503
# of ACH Applications	4	28	0	32
# of Changeovers	111	127	0	238
# of WSLP Program Participants	2	1	0	3
# of Employees	5	5	#DIV/0!	#DIV/0!
Overtime Hours	0	0	0	0
Cost Savings (via competitive quoting)	\$ 12,461.24	\$ 885.28	\$ -	\$ 13,346.52



"4th Quarter"

	Oct	Nov	Dec	4th Qtr
# of Customers	0	0	0	0
# of Calls Received	0	0	0	0
# of Surveys Sent Out	0	0	0	0
# of Surveys Received Back	0	0	0	0
# of Liens Filed	0	0	0	0
Delinquent Revenues (\$)	\$ -	\$ -	\$ -	\$ -
Delinquent Revenues Collected (\$)	\$ -	\$ -	\$ -	\$ -
# of Zero Usages	0	0	0	0
# of Inactive Accounts	0	0	0	0
# of Inactive Accounts with Usage	0	0	0	0
Non-Payments (Disconnect Tags Hung)	0	0	0	0
Deferred Payment Arrangements	0	0	0	0
# of Delinquent Accounts (Shut Offs)	0	0	0	0
# of Private Hydrants in Billing	0	0	0	0
# of Fire Services in Billing	0	0	0	0
# of Deposit Corrections (Bank)	0	0	0	0
# of Deposit Corrections (Division)	0	0	0	0
# of NSF Checks Received	0	0	0	0
# of Meters Read	0	0	0	0
# of Meters Reread for Billing	0	0	0	0
# of Meters Unread	0	0	0	0
# of Meters Estimated	0	0	0	0
# of Meters Estimated (3 times cons.)	0	0	0	0
# of Door Hangars Hung	0	0	0	0
# of Drop Box Payments	0	0	0	0
# of Walk-In Customers	0	0	0	0
# of ACH Applications	0	0	0	0
# of Changeovers	0	0	0	0
# of WSLP Program Participants	0	0	0	0
# of Employees	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Overtime Hours	0	0	0	0
Cost Savings (via competitive quoting)	\$ -	\$ -	\$ -	\$ -



## "Yearly Total"

### Yearly Totals

		Aug-06
# of Customers	9391	8800
# of Calls Received	9114	9854
# of Surveys Sent Out	91	0
# of Surveys Received Back	26	0
# of Liens Filed	79	100
Delinquent Revenues (\$)	\$ 360,497.00	N/A
Delinquent Revenues Collected (\$)	\$ 185,998.21	N/A
# of Zero Usages	2135	2010
# of Inactive Accounts	1108	1011
# of Inactive Accounts with Usage	2	0
Non-Payments (Disconnect Tags Hung)	1294	1008
Deferred Payment Arrangements	269	417
# of Delinquent Accounts (Shut Offs)	206	146
# of Private Hydrants in Billing	56	54
# of Fire Services in Billing	98	96
# of Deposit Corrections (Bank)	4	2
# of Deposit Corrections (Division)	7	5
# of NSF Checks Received	34	79
# of Meters Read	71783	67822
# of Meters Reread for Billing	19	92
# of Meters Unread	257	26
# of Meters Estimated	247	26
# of Meters Estimated (3 times cons.)	1	3
# of Door Hangars Hung	46	65
# of Drop Box Payments	5438	N/A
# of Walk-In Customers	1917	N/A
# of ACH Applications	115	54
# of Changeovers	978	582
# of WSLP Program Participants	10	N/A
# of Employees	#DIV/0!	4
Overtime Hours	0	47
Cost Savings (via competitive quoting)	\$ 17,271.45	\$ -