

 **Utility Billing Activity Report**

 **For the year of: 2022**

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| Revenue collected: | Water: | $2,649,929.19 |
|  | Sewer: | $2,947,393.94 |
|  | Storm: | $423,572.93 |
|  | Recycle: | $460,787.16 |
|  | Total Revenue: | $6,481,683.22 |
|  | Total Gallons Billed: | 385.137 MG |
|  |  |  |
| Customer Service: | Total Bills Sent Out: | 66,849 |
|  | Average # of Customers: | 5570 |
|  | E-check Payments: | 6,498 |
|  | Payments via Mail: | 25,568 |
|  | of Walk-up Customers: | 6,783 |
|  | ACH Payments: | 5,634 |
|  | Invoice Cloud: | 15,445 |
|  | Total Payments Processed: | 59,960 |
|  | Work Orders: | 2129 |
|  | Leak notifications: | 830 |
|  |  |  |
| Delinquency:  | Delinquent Notices Sent: | 5831 |
|  | Shut Offs completed: | 345 |
|  | Collection from Shut Offs: | $74,367.03 |
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| Recycle: | Recyclables Collected  | 1003.735 Tons |
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| Portage Co: |  |  |
|  |  |  |
|  | Sewer Revenue: | $480,030.50 |
|  | Gallons of Sewage Treated: | 221.309 |
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| Top Users: |  |  |
| Top 5 Water Users: | Novo Health | 44.433 MG |
|  | UHPMC | 17.107 MG |
|  | Horizon Land Mgmt | 11.672 MG |
|  | UMH Properties | 8.541 MG |
|  | Performance Elastomers | 7.636 MG |
| Top 5 Sewer Users: | Novo Health | 44.433 MG |
|  | UHPMC | 14.076 MG |
|  | Performance Elastomers | 7.636 MG |
|  | Parker Hannifin | 6.104 MG |
|  | Simco | 5.131 MG |
| Bulk Water Sales Total |  | $49,283.13 |
|  |  | 4.928 MG |

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**Utility Billing/ Meter Departments 2022 in Summary**

* **Full year with new meters:** With a full calendar year with the new meter system in place, the results have been outstanding.

**\*** **Leak Detection**: We were able to notify over 800 residents in 2022 of a leak within 24-48 hours of the leak starting. Because of the prompt notification we were able to save residents and business owners tens of thousands of dollars in wasted water for a leaking fixture and property damage mitigation in the case of burst pipes.

**\* Data use:** Meter data is collected every 12 hours and hourly usage is logged. This allows us show residents the exact amount of water use over a typical day or when a leak started/stopped. This has been very valuable to our residents for understanding their unique water use habits. It has also been beneficial to us when explaining billing and by showing how water has been utilized.

**\* Final readings:** In the past we were unable to help residents that requested final readings after they moved out. With the new system we can go back and get the reading the day they moved out. This assures them the most accurate billing possible.

* **2022 increased revenues:** There was a 3.5% increase in overall revenue in 2022
* **2022 On time payments:** 72% of payments were made on time. This percentage has held fairly steady the last few years despite the challenges with covid and the fluctuating economy.

**Looking Ahead at 2023**

We look forward to 2023 as we do each new year, to improve and always be working toward the best possible resident experience as we can. We work for our residents, and we never lose sight of that. Each new year brings new challenges and experiences, but we will work hard to overcome any obstacles. We are always looking for ways to streamline our process, add new features and improve customer service. Currently, we do not anticipate any major changes to procedures, equipment or personnel.