

Missouri Water Customer Service & Billing Metrics Report

June 2025

Extract Date7/10/2025

Billing Data								
Month	Active Billing Contracts	Number of Delayed Billed Contracts (9-30 days)	Billed On Time (Less than 9 Days)	Number of Contract who Did Not Receive a Bill (Not Billed) (More than 30 Days)	Skipped Billing Documents (Not Billed at all/ No Bills)	Multiple Bill Instances	Billing Contracts that were Re-Billed	Billing Contracts that received an Estimated Bill
June-25	18,829	2,313	15,212	305	64	-	440	349

Implausibles & Outsorts		
Implausibles	Billing Outsorts	Invoicing Outsorts
Completed156	665	497
In Progress82	25	0
Total238	690	497

DEFINITIONS

Active Billing Contracts: the number of active billing contracts (service locations) that should be billed in the month

Delayed: If the bill was generated between 9 and 30 days later.

Billed On Time: If the bill was generated within 8 days and less (Less than 9 days

Unbilled in Month: No bill was generated within 30 days.

Skipped Bill: No billing document for contract exists for that billing period.

Multiple Bills: Contracts with more than one bill in the period

Billing Contracts that were Re-Billed: the number of billing contracts that were re-billed in the month

Billing Contracts that received an Estimated Bill - the number of billing contracts that received an estimated bill in the month

Description	Count
Customer Service	1
Multiple Statements	1
High Bill	5
Billing Issue	1
Rate Review	1
Restoration Time	1
Quality	1
Odor	1
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	12