

Missouri Water Customer Service & Billing Metrics Report								
December 2025								

Extract Date	1/6/2025								Implausibles & Outsorts		
Month	Billing Data								Implausibles	Billing Outsorts	Invoicing Outsorts
	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			
December-25	18,792	2,809	14,593	115	39	66	807	130			
Completed									103	954	494
									26	9	0
									129	963	494

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
Balance Inquiry	1
Payment Related	1
	2

Source: Kelli Zupon

Incoming Call Statistics	Incoming IVR Water Calls	Calls Offered in Contact Center	Avg Speed of Answered (min.sec)	Percentage Abandoned
Jan	3,208	1,367	0:14	1%
Feb	3,345	1,647	1:17	9%
March	3,143	1,396	1:06	5%
April	3,521	1,639	1:30	6%
May	3,423	1,606	0:17	1%
June	3,047	1,378	0:14	2%
July	3,220	1,501	0:13	2%
Aug	2,951	1,268	0:14	1%
Sept	2,782	1,199	0:18	2%
Oct	2,740	1,202	0:26	2%
Nov	2,394	933	1:03	3%
Dec	2,374	1,082	2:50	9%
Totals & Averages	36,148	16,218	0:48	4%

