

<b>Missouri Water Customer Service &amp; Billing Metrics Report</b>
<b>January 2026</b>

Extract Date                      2/3/2026

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
January-26	18,786	1,936	15,393	549	28	75	1,694	772

Implausibles & Outsorts		
Implausibles	Billing Outsorts	Invoicing Outsorts
Completed	152	2036
In Progress	42	10
Total	194	2,046

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
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Late meter reads in January 2026 resulted in an increase in outsorts, rebills, and estimated bills.

Call Center Complaints
January 2026

Description	Count
Billing	6
Field Service	2
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	8

Source: Kelli Zupon

Incoming Call Statistics	Incoming IVR Water Calls	Calls Offered in Contact Center	Avg Speed of Answered (min.sec)	Percentage Abandoned
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	1082	2:50	9%
Jan	2,476	1,045	2:22	8%
Totals & Averages	35,416	15,896	0:59	4%