

Missouri Water Customer Service & Billing Metrics Report

March 2026

Extract Date 4/2/2026

Month	Billing Data							
	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
March-26	18,795	2,746	15,023	970	153	219	1,987	783

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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Liberty aligned joint and collective bills in March. The resulting short- or long-period bills produced outsorts.

	Implausibles & Outsorts		
	Implausibles	Billing Outsorts	Invoicing Outsorts
Completed	213	2,672	653
In Progress	13	2	-
Total	226	2,674	653

Call Center Complaints

Description	Count
Estimated read	1
Rates	1
Multiple statements	1
High bill	1
Billing issue	2
Quality	<u>1</u>
Total	7

Source: Kelli Zupon

Incoming Call Statistics	Incoming IVR Water Calls	Calls Offered in Contact Center	Avg Speed of Answered (min.sec)	Percentage Abandoned
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%
Feb	2,722	1,133	1:09	6%
March	2,907	1,162	3:00	6%
Totals & Averages	31,380	14,203	0:34	3%