

Missouri Water Customer Service & Billing Metrics Report  
May 2025

Extract Date 6/13/2025

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
May-25	18,786	4,091	13,147	1,514	106	72	528	738

Implausibles & Outsorts		
Implausibles	Billing Outsorts	Invoicing Outsorts
Completed220	284	198
In Progress30	8	0
Total250	292	198

Completed

In Progress

Total

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
High Bill Compliant	5
Estimated Reads	2
Billing Issue	2
Rate Review	1
Quality	1
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	11