

Missouri Water Customer Service & Billing Metrics Report

September 2025

Extract Date10/14/2025

	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
September-25	18,790	2,150	15,559	530	282	159	200	163

Implausibles & Outsorts		
Implausibles	Billing Outsorts	Invoicing Outsorts
Completed112	170	478
In Progress19	2	0
Total131	172	478

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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Description	Count
High Bill	4
Notice Related	1
Timeliness of Project	1
	6