

Missouri Water Customer Service & Billing Metrics Report

February 2026

Extract Date 3/2/2026

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
February-26	18,796	2,769	15,125	869	321	148	1,897	780

	Implausibles & Outsorts		
	Implausibles	Billing Outsorts	Invoicing Outsorts
Completed	192	533	619
In Progress	14	35	0
Total	206	568	619

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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Processing of exceptions for the Water Meter Walk Down contributed to an increase in the delayed billing, re-billing, and outsort metrics.

Estimated readings:

Occurrences of meter readings received for periods of less than 26 or more than 35 days resulted in readings being estimated in order to bill for the appropriate amount of days.

A winter storm occurred in February, which impeded the field to read some meters which resulted in estimated readings.

An issue occurred on February 18 that resulted in wastewater customer charges being billed twice. No incorrect bills were sent to customers. The rebills reflect the capture and correction of these charges. The issue was corrected on February 24.

Call Center Complaints

Description	Count
Rates	1
Billing Issue	2
No Bills	2
Disconnect	1
Denials of Service	1
Timeliness of Project	3
Developers	1
Total	<u>11</u>

Source: Kelli Zupon

Incoming Call Statistics	Incoming IVR Water Calls	Calls Offered in Contact Center	Avg Speed of Answered (min.sec)	Percentage Abandoned
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%
Feb	2,722	1,133	1:09	6%
Totals & Averages	34,793	15,382	0:58	4%