

Customer Support Services

3/2025

Revenue Assurance

**Referred
to Collections**
\$247,615.71

YTD: \$3,053,280.32

**Funds
Collected**
\$63,434.92

Bankruptcies
\$15,574.70

YTD: \$186,948.26

**Prior Indebtedness
Funds Collected**
\$34,761.57

YTD: \$127,070.82

Disconnections
2,717

Reconnections
2,578

Billing & Customer Solutions

- Invoicing rating: 99.4%
- Meter rereads: 326
- Locked reads: 8,817
- Solar invoicing rating: 100%
- Processed emails: 1,329/1,507 (94%)

Customer Experience

Transactional
Survey

4.2



Lobby
Survey

4.9



Customer Support Services

4/2025

Revenue Assurance

**Referred
to Collections**
\$197,783.61

YTD: \$3,251,063.93

**Funds
Collected**
\$83,511.91

Bankruptcies
\$1,642.77

YTD: \$188,591.03

**Prior Indebtedness
Funds Collected**
\$26,493.52

YTD: \$153,564.34

Disconnections
3,465

Reconnections
3,449

Billing & Customer Solutions

- Invoicing rating: 99.9%
- Meter rereads: 326
- Locked reads: 8,724
- Solar invoicing rating: 100%
- Processed emails: 1,457/1,466 (99%)

Customer Experience

Transactional
Survey

4.1



Lobby
Survey

4.9



5/2025

Customer Operations

Revenue Assurance

**Referred
to Collections**
\$3,741,582.55

YTD: \$6,992,646.48

**Funds
Collected**
\$81,240.11

YTD: \$392,257.11

Bankruptcies
\$413.86

YTD: \$189,004.89

**Prior Indebtedness
Funds Collected**
\$34,040.08

YTD: \$187,604.42

Disconnections
3,053

Reconnections
2,648

Billing & Customer Solutions

- Invoicing rating: 99.95%
- Meter rereads: 210
- Locked reads: 8,637
- Solar invoicing rating: 100%
- Processed emails: 1,434/1,427 (100%)

Customer Experience

Transactional
Survey

4.3



Lobby
Survey

4.9



Customer Operations

6/2025

Revenue Assurance

**Referred
to Collections**
\$325,189.02

YTD: \$7,317,835.50

**Funds
Collected**
\$118,006.06

YTD: \$510,263.17

Bankruptcies
\$12,826.48

YTD: \$201,831.37

**Prior Indebtedness
Funds Collected**
\$47,023.64

YTD: \$234,628.06

Disconnections
2,131

Reconnections
2,635

Billing & Customer Solutions

- Invoicing rating: 99.94%
- Meter rereads: 167
- Locked reads: 8,127
- Solar invoicing rating: 100%
- Processed emails: 1,451/1,430 (101%)

Customer Experience

Transactional
Survey

4.1



Lobby
Survey

4.6

