

Missed reads (residential) summary:

Of 31,157 total residential customers affected, 2857 were also estimated in October; 293 of those have ongoing reading issues as evidenced by attempt codes. 17,173 of these customers owed IW money after their April read, and 13,202 had credit balances. The total billed in April for all 31,157 customers was (657,280). Note that 2389 of these customers had not yet been billed for April at the time we cut this file. We will rerun after the last April cycle run, which should be tomorrow night.

Of the customers who were billed, 782 were also estimated in April. Of these, 684 had attempt ("skip") codes. The remaining 98 are being researched right now to determine what happened.

124 - 98 residential  
21 commercial