



LEE'S SUMMIT
MISSOURI

Water Utilities
Customer Service Recognition

FACTS & FIGURES FOR 2023



Answered 30,477
Customer Calls



Answered 2,618
Customer Emails



Submitted 1,277 Water
Samples for Testing



Responded to
11,383 Service
Orders



Accepted 1,731
Customer Payment
Arrangements



Read 468,000
Meters



Processed 3,000
Payments in Person



Changed Out 1,464
Meters to Radio
Read



Processed 12,749
Physical Payments



Spent \$16.5 Million
on Design &
Construction Projects

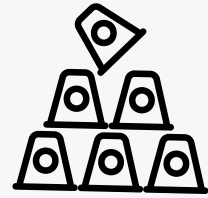


Processed 459,845
Bills

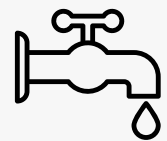


Repaired 194 Water
Breaks

WE SERVED



Served over 4500 cups of water at Downtown Days



Served over 400 gallons of water at Oktoberfest



Volunteered over 350 hours to community organizations





ETC Institute's "Leading the Way Award" was created to recognize local governments for outstanding achievement in the delivery of services to residents.

Recipients of the award rank in the top 10% of all cities and counties in the United States with regard to their composite performance in three core areas that are assessed on the DirectionFinder® Survey:

- satisfaction with the overall quality of services
- satisfaction with customer service provided by employees, and
- satisfaction with the value residents think they receive for local taxes and fees.



WATER UTILITIES

LEE'S SUMMIT

FALL 2023

LEADING THE WAY AWARD WINNER

National Top Performer



Advanced Utility Systems is the software provider for LSWU's customer information system. AUS recognizes utility's across North America annually for excellent work in customer service.

The executive team of AUS chooses a utility each year that exhibits outstanding work for their community, and go above and beyond in providing outstanding service to their customers.



WATER UTILITIES

LEE'S SUMMIT

2023

CUSTOMER SERVICE EXCELLENCE AWARD



**RELIABLE.
SAFE.
ESSENTIAL.**