

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager

FROM: Kristy Webb/Utility Billing Manager

Date: April 10, 2017

RE: March 2017 Monthly Utility Billing Report

Service Level Analysis

- In March, we received 3,167 calls and handled 2,685 of those calls (84.78%).
- Our Average Speed of Answer (ASA) was 2:11 minutes in March.
- We sent out 33,963 bills in March.

MARCH 2017 SERVICE LEVEL								
Date	# Calls	% Handled	# Handled	Avg Wait Total	ASA	AHT	# Employees	Activity
3/1/2017	145	82.10%	119	2:08	2:15	3:20	9 FTE	
3/2/2017	148	81.80%	121	2:49	3:02	3:21	8.5 FTE	Shut Offs
3/3/2017	148	81.80%	121	1:48	1:53	3:19	8.5 FTE	
3/6/2017	196	74.00%	145	4:55	5:29	3:46	8 FTE	Shut Offs
3/7/2017	134	85.80%	115	2:20	2:24	3:07	8.5 FTE	
3/8/2017	132	84.10%	111	1:53	1:49	3:02	8 FTE	
3/9/2017	80	90.00%	72	1:06	1:07	3:11	8 FTE	
3/10/2017	105	88.60%	93	2:02	1:58	3:23	7.5 FTE	
3/13/2017	164	89.00%	146	1:08	1:08	2:43	8.5 FTE	Shut Offs
3/14/2017	157	88.50%	139	2:08	1:51	3:06	8.5 FTE	Shut Offs
3/15/2017	131	84.00%	110	1:55	2:10	3:23	8 FTE	
3/16/2017	101	90.10%	91	1:20	2:08	2:54	8 FTE	
3/17/2017	113	88.50%	100	1:13	1:13	3:24	8 FTE	
3/20/2017	152	80.90%	123	2:28	2:34	3:05	7 FTE	Shut Offs
3/21/2017	109	89.90%	98	1:10	1:13	3:34	8.5 FTE	
3/22/2017	151	77.50%	117	2:27	2:30	3:25	9 FTE	Shut Offs
3/23/2017	147	83.00%	122	1:23	1:24	3:14	8 FTE	Shut Offs
3/24/2017	135	79.30%	107	3:00	3:03	3:46	7 FTE	
3/27/2017	170	82.90%	141	2:59	3:09	3:40	8 FTE	
3/28/2017	155	81.90%	127	2:46	2:50	3:21	8 FTE	Shut Offs
3/29/2017	128	87.50%	112	2:43	2:37	3:58	9 FTE	
3/30/2017	137	89.10%	122	1:50	1:41	3:04	9 FTE	
3/31/2017	129	89.10%	115	1:01	1:01	2:31	7.5 FTE	
Total	3167	84.21%	2667	2:06	2:11	3:17		

% Handled yellow = goal fell short by 10% or more; % Handled pink = goal fell short by 20% or more
 ASA yellow = goal fell short by 20%; ASA pink = goal fell short by 50% or more
 See appendix for customer service goals.

Impacts to Service Level

There were no unusual events affecting service level in March.

Utility Billing Customer Summary

The Utility Billing office started service for 658 customers and stopped service for 654 customers in March.

There were 5,482 accounts in Delinquency Status as of 3/31/2017; 239 customers had their water shut off due to delinquency in March. An account is considered delinquent if it is not paid by the due date. An account is subject to shut off 20 days after the bill is due.

Cycle 3 bills sent out on 3/8/17 had an error with the account number, which caused the account number to not display the full digits. A press release was sent out to notify customers. This caused some customers to have to call in for their correct account number. Payments made through the mail from these bills required a corrected bill to be printed off so payments could run correctly through Creditron. The problem was tracked down quickly with ABData.

Utility Billing New Initiatives

We continued to encourage customers to use the new online payment portal through Paymentus. There was an issue some customers encountered with Auto Pay through the new payment portal – if they set up a payment draft date outside their bill cycle (example payment on the 1st of the month when their bill cycle runs the 8th – 28th of the month) then their payment didn't draft at all. We worked with those customers to resolve the issue going forward.

We received four responses to the CIS Assessment and Selection RFP. After partnering with the Utilities Department to review and discuss all the proposals, we scheduled short-list interviews in April for two of the companies that submitted a proposal.

We updated the utility bill to include a Winter Quarter Average field. The back of the bill was updated to include an explanation of Winter Quarter Average. This is part of a bigger campaign to educate the public about the Winter Quarter Average in anticipation of a tiered rate schedule in the future. The back of the bill was also updated to encourage eBill and payments online.

Upcoming Project Schedule

- **April 2017** – conduct short-list interviews for CIS Assessment and Selection RFP
- **May 2017** – develop and publish Utility Billing Policies and Procedures
- **June 2017** – implement customer notification process for delinquent accounts
- **June 2017** – add eBill presentation to current Paymentus Payment Portal
- **September 2017** – consider implementing a consumer credit risk assessment tool when signing up new customers

Appendix – Customer Service Goals

Customer Service Goals	
AHT (Average Handle Time)	4:00 min or less
ASA (Avg Speed of Answer)	3:00 or less
% Calls Handled	80% or greater