

# Memorandum

## City of Lawrence

### Finance Department

TO: Thomas M. Markus, City Manager  
 FROM: Kristy Webb, Utility Billing Manager  
 DATE: February 6, 2018  
 RE: January 2018 Utility Billing Report

#### Service Level Analysis

- In January, we received 3,139 calls and handled 2,565 of those calls (81.7%).
- Our Average Speed of Answer (ASA) was 2:30 minutes in January.
- We sent out 33,858 bills in January.

| JANUARY 2018 SERVICE LEVEL |             |             |              |             |             |              |             |                           |
|----------------------------|-------------|-------------|--------------|-------------|-------------|--------------|-------------|---------------------------|
| Date                       | # Calls     | # Handled   | % Handled    | ASA         | AHT         | Max Wait     | # Employees | Activity                  |
| 1/2/2018                   | 264         | 189         | 71.6%        | 6:29        | 3:01        | 18:25        | 9           | Day after Holiday weekend |
| 1/3/2018                   | 180         | 146         | 81.1%        | 4:09        | 3:56        | 21:15        | 9.5         | Shut Offs - Tag Only      |
| 1/4/2018                   | 120         | 111         | 92.5%        | 1:44        | 3:54        | 12:28        | 9.5         | Shut Offs - Tag Only      |
| 1/5/2018                   | 139         | 126         | 90.6%        | 1:37        | 3:27        | 11:48        | 9.5         |                           |
| 1/8/2018                   | 143         | 133         | 93.0%        | 0:48        | 3:09        | 7:27         | 9.5         |                           |
| 1/9/2018                   | 103         | 92          | 89.3%        | 1:23        | 4:17        | 14:21        | 9.5         |                           |
| 1/10/2018                  | 160         | 152         | 95.0%        | 0:48        | 3:11        | 7:43         | 9.5         | Shut Offs                 |
| 1/11/2018                  | 151         | 134         | 88.7%        | 2:03        | 3:26        | 17:43        | 9.5         | Shut Offs                 |
| 1/12/2018                  | 152         | 140         | 92.1%        | 1:17        | 3:24        | 10:18        | 9.5         |                           |
| 1/16/2018                  | 168         | 135         | 80.4%        | 4:40        | 3:59        | 23:38        | 8.5         | Day after Holiday weekend |
| 1/17/2018                  | 198         | 154         | 77.8%        | 4:05        | 3:51        | 18:34        | 8           | Shut Offs - Tag Only      |
| 1/18/2018                  | 141         | 124         | 87.9%        | 2:47        | 3:41        | 10:46        | 8.5         | Shut Offs - Tag Only      |
| 1/19/2018                  | 175         | 135         | 77.1%        | 4:06        | 3:30        | 18:52        | 8.5         |                           |
| 1/22/2018                  | 133         | 120         | 90.2%        | 1:26        | 3:20        | 10:55        | 9           |                           |
| 1/23/2018                  | 131         | 121         | 92.4%        | 1:42        | 3:39        | 12:36        | 9           |                           |
| 1/24/2018                  | 119         | 102         | 85.7%        | 1:53        | 3:46        | 12:32        | 8.5         | Shut Offs                 |
| 1/25/2018                  | 123         | 115         | 93.5%        | 0:51        | 4:19        | 10:18        | 9.5         | Shut Offs                 |
| 1/26/2018                  | 133         | 122         | 91.7%        | 0:59        | 3:15        | 8:55         | 9           |                           |
| 1/29/2018                  | 123         | 110         | 89.4%        | 1:39        | 4:03        | 19:20        | 8.5         |                           |
| 1/30/2018                  | 112         | 104         | 92.9%        | 1:01        | 3:34        | 7:23         | 8.5         |                           |
| 1/31/2018                  | 171         | 138         | 80.7%        | 3:41        | 3:17        | 15:12        | 8.5         | Shut Offs                 |
| <b>Total</b>               | <b>3139</b> | <b>2565</b> | <b>81.7%</b> | <b>2:30</b> | <b>3:37</b> | <b>23:38</b> |             |                           |

% 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**

Call volume was normal in January. There were two Holidays in January that fell on Mondays, which caused an increase in call volume on the following Tuesday. Our Average Speed of Answer increased on both of those days, as a result.

Due to extremely cold weather, bills were estimated for Cycle 3 (bills sent out January 8<sup>th</sup>) and Cycle 1 (bills sent out January 22<sup>nd</sup>). The Utility Billing customer service line received additional calls from customers asking about their estimated bill.

## **Utility Billing Customer Summary**

The Utility Billing office started service for 462 customers and stopped service for 463 customers in January.

There were 5,456 accounts in Delinquency Status as of 2/1/2018. There were 284 customers shut off and an additional 55 customers whose door was tagged (service was not disconnected) in January due to delinquency. 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.

Utility Billing was sent out on normal schedule in January. Most of Cycle 3 and Cycle 1 had to be estimated due to extremely cold weather that prevented meters from being read.

## **Utility Billing New Initiatives**

The Utility Billing Manager, in conjunction with Utilities, Attorney's Office, and IT, worked with Advanced Utility Systems on contract for a new billing system.

## **Open Positions**

**Billing Specialist** – 1 position; first round of interviews completed; second round of interviews scheduled for early February.

**Senior Customer Service Representative** – position was filled effective 1/7/18.

## **Upcoming Project Schedule**

- **February 2018** – propose expansion of low-income utility rate to other populations beyond people that are age 60+
- **March 2018** – anticipated start date of new Billing Specialist is March 5, 2018
- **March 2018** – present new CIS contract to City Commission for approval
- **April 2018** – begin implementation of new CIS

## Appendix – Customer Service Goals

| <b>Customer Service Goals</b> |                  |
|-------------------------------|------------------|
| AHT (Average Handle Time)     | 4:00 min or less |
| ASA (Average Speed of Answer) | 3:00 or less     |
| % Calls Handled               | 80% or greater   |