

Memorandum

City of Lawrence

Finance Department

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

Service Level Analysis

- In February, we received 2,696 calls and handled 2,274 of those calls (84.3%).
- Our Average Speed of Answer (ASA) was 2:58 minutes in February.
- We sent out 33,628 bills in February.

FEBRUARY 2018 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
2/1/2018	199	148	74.4%	5:56	3:57	21:22	9	Shut Offs
2/2/2018	120	112	93.3%	0:33	3:22	9:28	9	
2/5/2018	130	110	84.6%	2:06	3:39	16:16	9	
2/6/2018	126	115	91.3%	2:27	3:37	21:04	9	
2/7/2018	135	127	94.1%	2:13	3:19	17:05	9	
2/8/2018	144	131	91.0%	2:19	3:24	12:27	9	Shut Offs
2/9/2018	154	127	82.5%	3:51	3:27	18:35	8.5	
2/12/2018	174	136	78.2%	4:15	3:55	27:06	9	
2/13/2018	111	96	86.5%	2:20	4:02	16:21	8.5	
2/14/2018	161	139	86.3%	3:37	2:56	21:52	8.5	
2/15/2018	152	120	78.9%	4:15	3:33	16:06	8	Shut Offs
2/16/2018	133	112	84.2%	2:20	3:40	20:17	9	Shut Offs
2/20/2018	155	124	80.0%	3:52	3:51	16:42	9	Day after Holiday Weekend
2/21/2018	125	117	93.6%	:54	3:02	9:30	9	
2/22/2018	119	117	98.3%	1:05	3:06	13:57	9	Shut Offs
2/23/2018	110	95	86.4%	3:38	3:55	17:07	7.5	
2/26/2018	197	138	70.1%	3:57	3:37	18:56	8	
2/27/2018	123	99	80.5%	2:25	3:27	16:20	9	Shut Offs
2/28/2018	128	111	86.7%	2:17	3:55	26:17	8	
Total	2696	2274	84.3%	2:58	3:33	27:06		

% 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 February. There was one Holiday in February that fell on a Monday, which caused an increase in call volume on the following Tuesday.

Utility Billing Customer Summary

The Utility Billing office started service for 422 customers and stopped service for 426 customers in February.

There were 4,292 accounts in Delinquency Status as of 3/1/2018. There were 247 customers shut off and an additional 127 customers whose door was tagged (service was not disconnected) in February 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 Bills were sent out on normal schedule in February. Most of Cycle 2 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, continued to work with Advanced Utility Systems on a contract for a new billing system.

The Utility Billing Manager presented a proposal to City Commission about expanding the low-income utility rate program. City Commission requested that additional expansions are considered as part of 2019 Budget discussions.

Open Positions

Billing Specialist – position was filled effective 3/5/18.

Upcoming Project Schedule

- **March 2018** – present CIS contract to City Commission for approval.
- **April 2018** – begin implementation of new CIS. Implementation is expected to last 14 months.
- **June 2018** – low-income utility rate program expansion presented to City Commission.

Appendix – Customer Service Goals

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