

Memorandum

City of Lawrence

Finance Department

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

Service Level Analysis

- In March, we received 2,917 calls and handled 2,462 of those calls (84.4%).
- Our Average Speed of Answer (ASA) was 2:30 minutes in March.
- We sent out 33,725 bills in March.

MARCH 2018 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
3/1/2018	122	114	93.4%	2:22	3:13	15:17	8.5	
3/2/2018	154	119	77.3%	3:33	3:32	14:51	8.5	
3/5/2018	191	147	77.0%	3:14	3:43	15:24	9.0	Shut Offs
3/6/2018	192	130	67.7%	6:02	4:11	20:34	7.5	Shut Offs
3/7/2018	132	108	81.8%	4:08	4:00	22:39	9.0	
3/8/2018	106	99	93.4%	0:45	3:20	6:11	9.0	
3/9/2018	106	95	89.6%	2:52	3:45	17:50	8.0	
3/12/2018	193	148	76.7%	4:47	3:29	17:51	9.0	Shut Offs
3/13/2018	130	113	86.9%	2:14	3:17	9:43	9.0	Shut Offs
3/14/2018	93	88	94.6%	1:04	3:20	8:06	9.0	
3/15/2018	108	100	92.6%	1:45	3:38	16:02	9.0	
3/16/2018	120	91	75.8%	3:05	3:56	13:56	8.0	
3/19/2018	194	155	79.9%	2:52	3:13	15:55	9.0	Shut Offs
3/20/2018	140	116	82.9%	3:03	3:20	13:25	8.5	Shut Offs
3/21/2018	104	93	89.4%	1:38	3:13	8:26	8.5	
3/22/2018	106	95	89.6%	1:20	3:31	5:48	8.0	
3/23/2018	104	97	93.3%	0:50	2:47	10:24	8.5	
3/26/2018	156	135	86.5%	3:27	3:27	14:44	8.5	Shut Offs
3/27/2018	117	106	90.6%	1:57	3:22	10:59	9.0	
3/28/2018	101	92	91.1%	1:06	3:36	8:58	9.0	Shut Offs - Tag Only
3/29/2018	126	109	86.5%	1:58	4:24	24:11	8.5	
3/30/2018	122	112	91.8%	1:17	3:39	9:47	9.0	
March 2018 Total	2917	2462	84.4%	2:30	3:32	24:11		
March 2017 Total	3167	2667	84.21	2:11	3:17	15:31		

% 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 March. There were peaks in call volume due to accounts being Shut Off due to delinquency. Staff was able to handle call volume with minimum disruption to service level the remainder of the month.

Utility Billing Customer Summary

The Utility Billing office started service for 597 customers and stopped service for 605 customers in March.

There were 5,140 accounts in Delinquency Status as of 4/2/2018. There were 300 customers shut off and an additional 44 customers whose door was tagged (service was not disconnected) in March 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 March. There was additional effort needed in March on Utility Bills due to making adjustments on estimated bills in February.

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.

Upcoming Project Schedule

- **April 2018** – present CIS contract to City Commission for approval.
- **May 2018** – begin implementation of new CIS. Implementation is expected to last 18 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