

# Memorandum

## City of Lawrence

### Finance Department

TO: Thomas M. Markus, City Manager  
 FROM: Kristy Webb, Utility Billing Manager  
 DATE: June 8, 2018  
 RE: May 2018 Utility Billing Report

#### Service Level Analysis

- In May, we received 3,376 calls and handled 2,651 of those calls (78.5%).
- Our Average Speed of Answer (ASA) was 3:19 minutes in May.
- We sent out 33,534 bills in May.

MAY 2018 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
5/1/2018	213	169	79.3%	4:25	3:24	14:35	9.0	Shut Offs
5/2/2018	167	146	87.4%	3:01	3:29	12:31	9.0	Shut Offs
5/3/2018	130	118	90.8%	1:16	3:29	12:28	9.0	
5/4/2018	124	107	86.3%	2:12	3:47	14:01	8.0	
5/7/2018	150	123	82.0%	3:20	3:38	15:24	8.0	
5/8/2018	103	94	91.3%	:34	3:45	5:55	9.0	
5/9/2018	140	128	91.4%	:50	3:25	11:25	8.5	Shut Offs
5/10/2018	140	129	92.1%	1:06	3:49	8:43	8.5	Shut Offs
5/11/2018	121	108	89.3%	1:21	3:24	12:46	6.5	
5/14/2018	149	127	85.2%	3:35	4:04	15:48	7.5	
5/15/2018	119	108	90.8%	:56	3:53	6:57	7.0	
5/16/2018	157	135	86.0%	2:38	3:57	11:40	9.0	Shut Offs
5/17/2018	152	125	82.2%	4:01	4:56	14:58	8.5	Shut Offs
5/18/2018	140	120	85.7%	2:04	4:28	12:05	7.0	
5/21/2018	126	109	86.5%	3:05	3:37	16:50	8.5	
5/22/2018	134	116	86.6%	2:35	3:55	11:43	8.0	Shut Offs
5/23/2018	168	149	88.7%	1:47	3:35	11:01	8.5	Shut Offs
5/24/2018	162	141	87.0%	3:13	3:49	14:09	9.0	
5/25/2018	132	117	88.6%	2:21	3:59	9:55	8.5	
5/29/2018	218	155	71.1%	6:52	3:56	25:42	9.0	
5/30/2018	175	127	72.6%	5:59	5:27	17:39	8.5	
5/31/2018	256	149	58.2%	8:11	5:24	22:00	8.0	Shut Offs
<b>Total</b>	<b>3376</b>	<b>2651</b>	<b>78.5%</b>	<b>3:19</b>	<b>3:57</b>	<b>25:42</b>		
<b>May 2017</b>								
<b>Total</b>	<b>3500</b>	<b>2639</b>	<b>75.4%</b>	<b>3:19</b>	<b>3:21</b>	<b>26:18</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 and service requests was significantly higher in May, which affected service level in May. Many citizens in Lawrence end or start their leases on May 31<sup>st</sup>, which caused a 20% increase in phone calls and a 33% increase in service requests.

### **Utility Billing Customer Summary**

The Utility Billing office started service for 795 customers and stopped service for 814 customers in May.

There were 5,124 accounts in Delinquency Status as of 6/1/2018. There were 289 customers shut off and an additional 26 customers whose door was tagged (service was not disconnected) in May 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 schedule in May.

### **Utility Billing New Initiatives**

City Commission approved executing a contract for a new billing system. Implementation of the new billing system, CIS Infinity, kicked off on May 30, 2018. Go live is anticipated around October 2019. The Utility Billing Manager will be the project manager of that project.

### **Upcoming Project Schedule**

- **June 2018** – continue implementation of new CIS. Implementation is expected to last 18 months.
- **July 2018** – low-income utility rate program expansion presented to City Commission.

## 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