

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager

FROM: Kristy Webb/Utility Billing Manager

Date: May 8, 2017

RE: April 2017 Monthly Utility Billing Report

Service Level Analysis

- In April, we received 2,708 calls and handled 2,204 of those calls (81.39%).
- Our Average Speed of Answer (ASA) was 2:55 minutes in April.
- We sent out 28,527 bills in April.

APRIL 2017 SERVICE LEVEL								
Date	# Calls	Avg Wait Total	# Handled	% Handled	ASA	AHT	# Employees	Activity
4/3/2017	158	1:56	137	86.70%	1:59	3:11	8 FTE	
4/4/2017	140	3:20	110	78.60%	3:18	3:47	9 FTE	Shut Offs
4/5/2017	167	3:15	140	83.80%	3:19	3:49	9 FTE	Shut Offs
4/6/2017	127	1:41	122	96.10%	1:36	3:30	9 FTE	
4/7/2017	125	1:39	113	90.40%	1:40	3:18	8 FTE	
4/10/2017	131	3:50	99	75.60%	3:55	3:49	7.5 FTE	
4/11/2017	150	3:46	117	78.00%	3:50	3:45	7.5 FTE	Shut Offs
4/12/2017	123	2:36	110	89.40%	2:29	3:07	8 FTE	Shut Offs
4/13/2017	91	1:09	86	94.50%	1:02	2:55	7.5 FTE	
4/14/2017	113	1:53	95	84.10%	1:43	3:50	7.5 FTE	
4/17/2017	127	1:32	114	89.80%	1:29	3:57	8 FTE	
4/18/2017	151	3:12	123	81.50%	3:22	3:36	9 FTE	
4/19/2017	143	4:21	113	79.00%	4:39	3:21	7.5 FTE	Shut Offs
4/20/2017	126	2:42	95	75.40%	2:33	3:40	7 FTE	Shut Offs
4/21/2017	156	3:19	116	74.40%	3:21	2:50	6.5 FTE	
4/24/2017	142	1:38	116	81.70%	1:40	3:59	7 FTE	
4/25/2017	115	3:41	86	74.80%	4:19	3:55	8 FTE	
4/26/2017	127	3:54	104	81.90%	3:44	3:41	8 FTE	
4/27/2017	137	3:19	99	72.30%	3:43	3:30	7.5 FTE	Shut Offs
4/28/2017	159	4:31	109	68.60%	4:42	3:35	7 FTE	
Total	2708	2:51	2204	81.39%	2:55	3:33		

% 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 quite a few scheduled absences and a few unscheduled absences, which affected service level in April.

Utility Billing Customer Summary

The Utility Billing office started service for 486 customers and stopped service for 487 customers in April.

There were 4,036 accounts in Delinquency Status as of 4/30/2017; 273 customers had their water shut off in April 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 New Initiatives

We continued to encourage customers to use the new online payment portal through Paymentus. We received X many more payments via the online portal compared to X.

UtiliWorks and SoftResources responded to our CIS Assessment and Selection RFP, and were selected for short-list interviews in April. After the interviews, SoftResources was selected for the project. We are currently in contract negotiations with them.

We sent out a press release to notify our customers about our new delinquency notification process, which takes effect on June 1, 2017. The new delinquency notification process includes notifying customers via email or automated phone call prior to their water being disconnected. As a soft-launch to our new process, on April 17th we started notifying customers via email prior to their water being disconnected. We have had approximately a 50%+ response rate to those email notifications, which prevented those customers from being disconnected. We currently only have email addresses for around 25% of our customers. We are actively working to capture email addresses for more of our customers.

Since implementing the new online payment portal and absorbed fee model, we have seen a 33% decrease in payments made at the counter and a 21% decrease in payments sent through the mail. See the below table for transaction totals for each payment type.

Payment Type	2016	2017 To Date	April 2017	2017 Projected (using April data)
Collections	1,270	744	203	2436
Counter	19,405	5,412	1,088	13,056
EFT	87,315	29,555	5,434	65,208
Mail	133,405	43,355	8,794	105,528
Paymentus	71,059	29,269	7,285	87,420
USBank	62,815	20,616	4,039	48,468

Upcoming Project Schedule

- **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
- **June - July 2017** – work with Soft Resources to develop a CIS Replacement RFP

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