

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager
 FROM: Kristy Webb, Utility Billing Manager
 DATE: June 9, 2017
 RE: May 2017 Monthly Utility Billing Report

Service Level Analysis

- In May, we received 3,500 calls and handled 2639 of those calls (75.4%).
- Our Average Speed of Answer (ASA) was 3:19 minutes in May.
- We sent out 28,448 bills in May.

MAY 2017 SERVICE LEVEL								
Date	# Calls	Avg Wait Total	# Handled	% Handled	ASA	AHT	# Employees	Activity
5/1/2017	223	4:22	152	68.20%	4:50	3:16	8	
5/2/2017	153	3:23	108	70.60%	3:49	3:44	8	
5/3/2017	138	3:19	101	73.20%	3:20	3:07	5.5	
5/4/2017	150	2:15	116	77.30%	2:21	3:07	6	Shut Offs
5/5/2017	132	3:46	91	68.90%	3:56	3:49	6	
5/8/2017	170	4:11	125	73.50%	4:33	3:37	8.5	
5/9/2017	133	2:39	102	76.70%	2:41	3:16	7.5	
5/10/2017	144	2:29	113	78.50%	2:28	3:00	8.5	
5/11/2017	116	3:16	87	75.00%	3:35	4:03	8	Shut Offs
5/12/2017	143	3:43	108	75.50%	3:49	2:43	6	
5/15/2017	212	3:30	159	75.00%	3:41	3:22	6	Shut Offs
5/16/2017	144	2:20	119	82.60%	2:17	3:18	8	
5/17/2017	127	2:51	104	81.90%	2:43	3:06	8.5	
5/18/2017	132	3:01	103	78.00%	3:09	3:30	9	
5/19/2017	123	2:14	108	87.80%	2:18	2:50	7.5	
5/22/2017	213	3:15	156	73.20%	3:30	3:16	6	Shut Offs
5/23/2017	155	2:12	128	82.60%	2:19	3:16	6	
5/24/2017	134	2:00	115	85.80%	2:03	3:15	6	
5/25/2017	109	2:22	89	81.70%	2:11	3:16	8	
5/26/2017	174	2:59	139	79.90%	3:08	3:32	8	
5/30/2017	225	5:29	139	61.80%	6:04	3:43	8.5	
5/31/2017	250	3:49	177	70.80%	4:17	3:44	10	
Total	3500	3:09	2639	75.40%	3:19	3:21		

% 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 31st, which caused a 30% increase in phone calls and a 77% increase in service requests.

Utility Billing Customer Summary

The Utility Billing office started service for 853 customers and stopped service for 864 customers in May.

There were 5,683 accounts in Delinquency Status as of 5/31/2017; 167 customers had their water shut off 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 Billing New Initiatives

We continued to encourage customers to use the new online payment portal through Paymentus. The ebill presentment is still not available through the portal, which is a frustration for some customers. We offer to sign them up to receive their bill via email until the bill is available through the portal.

SoftResources was selected for the CIS Assessment and Selection RFP project. We kicked off the project in mid-May and will begin face to face meetings to identify our software needs in early June.

We sent out a billing insert 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. We have had approximately a 30%+ response rate to those email notifications, which prevented those customers from being disconnected.

Upcoming Project Schedule

- **June 2017** – develop and publish Utility Billing Policies and Procedures
- **TBD** – add eBill presentation to current Paymentus Payment Portal; in development with Paymentus, but the deadline is uncertain
- **June - July 2017** – work with Soft Resources to develop a CIS Replacement RFP
- **July 2017** – create Customer Satisfaction Survey for Utility Billing customer service

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