

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager

FROM: Kristy Webb, Utility Billing Manager

Date: July 5, 2017

RE: June 2017 Monthly Utility Billing Report

Service Level Analysis

- In June, we received 3,655 calls and handled 2,865 of those calls (78.39%).
- Our Average Speed of Answer (ASA) was 2:58 minutes in June.
- We sent out 27,963 bills in June.

JUNE 2017 SERVICE LEVEL								
Date	# Calls	Avg Wait Total	# Handled	% Handled	ASA	AHT	# Employees	Activity
6/1/2017	180	2:30	147	81.70%	2:36	3:08	9.5	
6/2/2017	173	3:56	125	72.30%	4:26	3:08	9	
6/5/2017	217	4:18	164	75.60%	4:19	3:16	9	Shut Offs
6/6/2017	151	2:37	111	73.50%	2:40	3:19	8.5	Shut Offs
6/7/2017	117	1:10	107	91.50%	1:12	2:49	8.5	
6/8/2017	109	1:51	96	88.10%	1:51	3:05	7.5	
6/9/2017	139	2:15	120	86.30%	2:13	3:22	7.5	
6/12/2017	179	2:31	150	83.80%	2:34	2:53	8	
6/13/2017	138	1:23	123	89.10%	1:23	2:50	9	Shut Offs
6/14/2017	128	2:13	118	92.20%	2:13	3:38	10	Shut Offs
6/15/2017	162	2:37	126	77.80%	2:35	3:08	7.5	
6/16/2017	146	2:13	117	80.10%	2:19	2:45	8.5	
6/19/2017	189	3:48	148	78.30%	3:55	3:14	6	
6/20/2017	178	2:34	146	82.00%	2:37	2:54	8.5	Shut Offs
6/21/2017	141	1:59	125	88.70%	1:55	3:10	9	Shut Offs
6/22/2017	149	3:32	114	76.50%	3:46	3:28	8.5	
6/23/2017	152	1:49	131	86.20%	1:46	3:09	8	
6/26/2017	216	4:55	153	70.80%	5:37	3:16	6.5	
6/27/2017	195	3:26	138	70.80%	3:55	3:25	8	
6/28/2017	119	1:49	94	79.00%	1:57	3:03	10	
6/29/2017	205	3:42	138	67.30%	4:09	3:21	9	Shut Offs
6/30/2017	272	5:12	174	64.00%	5:32	3:09	8	
Total	3655	2:50	2865	78.39%	2:58	3:09		

% 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 than normal in June, which affected service level. This was due to an increased number of customers either moving in or out of their residences in June. There was a 35% increase in phone calls and more than a 100% increase in service requests, compared to usual volume.

Utility Billing Customer Summary

The Utility Billing office started service for 1,025 customers and stopped service for 1,030 customers in June.

There were 6,460 accounts in Delinquency Status as of 6/30/2017; 221 customers had their water shut off in June 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.

We met with SoftResources onsite for two days to collect requirements for our new billing software. Key staff members from Utilities, Public Works, and Finance were present for those meetings. SoftResources provided the top requirements captured for our review and will develop the CIS Replacement RFP from that finalized list.

Utilities in the process of changing out radio wave meters to work with new software from Beacon. There were issues with data from those new meters being uploaded properly to CIS. This caused delay billing for many cycles in June.

We continued to use the new delinquency notification tool. Approximately 30% of the people notified prior to having service disconnected paid their balance in full, which prevented their service from being disconnected. This saves staff time for both Utilities and Finance.

The Utility Billing staff participated in their first Quarterly In-service training the last week of June. They completed a GIS training, taught by Micah Seybold, which will be very valuable in assisting customers. They also completed a Violent Intruder evacuation drill.

Utility Billing Policies and Procedures were drafted and posted to the Utility Billing website. This document will provide more detailed information for citizens about certain Utility Billing procedures than what is included in City Code.

Upcoming Project Schedule

- **September 2017** – add eBill presentation to current Paymentus Payment Portal; in development with Paymentus, we hope the deadline will be moved up by one month.
- **June - August 2017** – work with Soft Resources to develop a CIS Replacement RFP
- **July 2017** – implement 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