

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager

FROM: Kristy Webb, Utility Billing Manager

Date: August 5, 2017

RE: July 2017 Monthly Utility Billing Report

Service Level Analysis

- In July, we received 5,429 calls and handled 3,657 of those calls (67.4%).
- Our Average Speed of Answer (ASA) was 5:00 minutes in July.
- We sent out 28,953 bills in July.

JULY 2017 SERVICE LEVEL									
Date	# Calls	Avg Wait Total	# Handled	% Handled	ASA	AHT	# Employees	Activity	Max Wait
7/3/2017	253	3:44	187	73.9%	4:06	3:03	9		20:16
7/4/2017									
7/5/2017	198	3:07	145	73.2%	3:10	3:37	9		14:58
7/6/2017	203	4:29	152	74.9%	4:42	3:42	9		17:07
7/7/2017	172	3:07	140	81.4%	3:04	3:46	8.5		21:54
7/10/2017	292	5:04	197	67.5%	5:22	3:42	8.5	Shut Offs	23:44
7/11/2017	248	5:27	163	65.7%	6:00	3:27	8	Shut Offs	23:44
7/12/2017	177	4:01	141	79.7%	4:11	3:25	8		20:01
7/13/2017	198	3:57	140	70.7%	4:27	3:54	9		16:42
7/14/2017	215	4:28	161	74.9%	4:52	3:33	8		21:25
7/17/2017	309	6:29	188	60.8%	7:25	3:39	9	Shut Offs	23:43
7/18/2017	240	3:46	165	68.8%	4:11	3:52	9	Shut Offs	17:36
7/19/2017	223	4:14	151	67.7%	4:30	4:11	8		23:30
7/20/2017	232	3:08	178	76.7%	3:05	3:31	9		20:54
7/21/2017	258	4:33	166	64.3%	5:20	3:52	8		19:16
7/24/2017	394	7:02	203	51.5%	8:43	3:38	8.5		20:55
7/25/2017	242	2:37	176	72.7%	2:54	3:47	9.5		11:17
7/26/2017	265	2:58	213	80.4%	3:02	3:35	9		14:24
7/27/2017	341	4:06	233	68.3%	4:38	3:37	10		19:54
7/28/2017	338	3:57	252	74.6%	4:28	3:40	10		12:32
7/31/2017	631	8:30	306	48.5%	12:08	3:43	8		11:02
Total	5429	4:26	3657	67.4%	5:00	3:39			

% 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

Due to a great number of leases ending and starting around August 1st each year (what we term "Student Rush") call volume and service requests were significantly higher than normal in July, which affected service level. This is historically the busiest month for Utility Billing. There was an 80% increase in phone calls and more than a 200% increase in service requests, compared to usual volume.

Utility Billing Customer Summary

The Utility Billing office started service for 2,000 customers and stopped service for 2003 customers in July.

There were 4,756 accounts in Delinquency Status as of 7/31/2017; 150 customers had their water shut off in July 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 online customer 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 have continued to work closely with Paymentus in the development of the online eBill.

We continued to experience billing delays for some routes due to changing out radio wave meters to work with new software from Beacon. The meter reads from those new meters did not all upload properly to CIS.

A Utility Billing Customer Satisfaction survey was developed. It has not yet been posted to the website, but is anticipated to be made available in August 2017.

Upcoming Project Schedule

- **June - August 2017** – work with Soft Resources to develop a CIS Replacement RFP
- **August 2017** –Customer Satisfaction Survey for Utility Billing customer service go live
- **September 2017** – add eBill presentation to current Paymentus Payment Portal

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