

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager

FROM: Kristy Webb, Utility Billing Manager

Date: October 6, 2017

RE: September 2017 Monthly Utility Billing Report

Service Level Analysis

- In September, we received 3,424 calls and handled 2,714 of those calls (79.3%).
- Our Average Speed of Answer (ASA) was 3:50 minutes in September.
- We sent out 32,390 bills in September.

SEPTEMBER 2017 SERVICE LEVEL								
Date	# Calls	Avg Wait Total	# Handled	% Handled	ASA	AHT	# Employees Present	Max Wait
9/1/2017	199	2:59	163	81.9%	3:12	2:51	7.5	10:25
9/5/2017	253	3:10	195	79.5%	3:07	3:05	7.5	6:18
9/6/2017	150	4:30	117	78.0%	4:16	3:21	7.5	6:52
9/7/2017	163	3:24	128	78.5%	3:10	3:20	7.5	21:14
9/8/2017	186	4:03	142	76.3%	4:05	2:58	6.5	16:27
9/11/2017	206	5:09	151	73.3%	5:13	2:53	7.5	20:09
9/12/2017	179	2:51	142	79.3%	2:48	3:00	8	6:56
9/13/2017	146	2:35	133	91.1%	2:31	2:50	8	8:39
9/14/2017	161	4:23	120	74.5%	4:27	3:26	8.5	14:37
9/15/2017	178	4:14	140	78.7%	4:18	3:20	8	15:07
9/18/2017	245	9:22	139	56.7%	10:51	3:32	8	7:15
9/19/2017	172	4:08	130	75.6%	4:10	3:30	7.5	10:11
9/20/2017	183	4:12	152	83.1%	4:22	3:31	8	9:11
9/21/2017	137	1:52	126	92.0%	1:47	3:02	8.5	4:10
9/22/2017	112	3:21	97	86.6%	3:19	3:56	8	7:18
9/25/2017	202	3:46	164	81.2%	3:50	3:16	9	11:06
9/26/2017	150	5:09	114	76.0%	4:59	3:23	8	17:26
9/27/2017	137	2:12	122	89.1%	2:00	3:31	9	6:32
9/28/2017	155	3:12	137	88.4%	3:17	3:33	9	9:14
9/29/2017	110	1:16	102	92.7%	1:10	3:25	8	3:28
Total	3424	3:47	2714	79.3%	3:50	3:17		

% 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 returned to normal in September. There was a slight increase in calls due to customers calling about their bill being delayed. Employee absences was another factor impacting service level. One of the Utility Billing CSRs was out on maternity leave in September. A temporary employee was hired starting on 9/18/17 to help with covering the counter.

Utility Billing Customer Summary

The Utility Billing office started service for 665 customers and stopped service for 665 customers in September.

There were 4,154 accounts in Delinquency Status as of 10/1/2017. Only one customer was shut off in September due to delinquency. Due to billing delays we were unable to shut off delinquent accounts because the billing due date and next bill date did not allow enough time for service disconnections. 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.

Billing was delayed in September due to higher than normal opening bills to manually review and process. The Student Rush in August caused the increase in the number of opening bills. Opening bills need to be manually reviewed to ensure the account was set up correctly and is being billed correctly. For example, they are reviewed to ensure deposit was applied correctly, correct customer class and rate schedule was set up, and customer information was entered correctly. Errors on opening bills will cause an incorrect opening bill to generate, which will generate more calls into customer service. Therefore, extra time is spent on opening bills to ensure all is correct.

- Cycle 1 is normally billed on the 22nd of the month and was billed on 8/30/17
- Cycle 2 is normally billed on the 29th of the month and was billed on 9/13/17
- Cycle 3 is normally billed on the 7th of the month and was billed on 9/14/17
- Cycle 4 is normally billed on the 15th of the month and was billed on 9/20/17

Utility Billing New Initiatives

Kristy Webb was interviewed by Zach Fisher from KUJH-TV. The questions were primarily about what college students should expect from their water bills and ways to reduce those bills.

We continued to work closely with Paymentus in the development of the online eBill. The generic eBill became available through the customer portal on 9/15/2017. The anticipated date of deployment of customized eBill through the customer portal is October 22, 2017. The customized eBill will allow the customer to view bill details, such as a breakdown of water, sewer, solid waste, and storm water charges. The current generic eBill that is available only provides amount due and due date.

Upcoming Project Schedule

- **October 2017** – meet with Soft Resources to identify a short list of vendors to consider for the CIS Replacement RFP
- **October 2017** – add customized eBill presentation to current Paymentus Customer Portal
- **November 2017** – product demonstrations with the potential CIS vendors who make the short list

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