

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager
 FROM: Kristy Webb, Utility Billing Manager
 DATE: December 8, 2017
 RE: November 2017 Monthly Utility Billing Report

Service Level Analysis

- In November, we received 3,175 calls and handled 2,279 of those calls (81.2%).
- Our Average Speed of Answer (ASA) was 5:16 minutes in November.
- We sent out 33,634 bills in November.

NOVEMBER 2017 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	# Employees	Activity	Max Wait
11/1/2017	185	136	73.5%	5:21	3:17	8.5		18:29
11/2/2017	108	97	89.8%	2:05	2:58	7.5	1/4 of Team participated in Software Demos	12:49
11/3/2017	158	122	77.2%	5:16	3:09	8.5	1/4 of Team participated in Software Demos	19:54
11/6/2017	205	126	61.5%	9:42	3:49	8	Shut Offs	35:18
11/7/2017	107	88	82.2%	2:01	3:21	9		10:56
11/8/2017	99	80	80.8%	1:41	3:24	9		11:13
11/9/2017	133	103	77.4%	4:19	2:42	9	1/4 of Team participated in Software Demos	18:57
11/10/2017	104	75	72.1%	5:22	3:27	8	1/4 of Team participated in Software Demos	28:35
11/13/2017	216	138	63.9%	8:28	3:25	8	Shut Offs	26:13
11/14/2017	201	109	54.2%	9:49	2:55	9		31:28
11/15/2017	133	100	75.2%	4:17	3:30	9		21:10
11/16/2017	162	123	75.9%	4:14	3:06	9		23:59
11/17/2017	160	107	66.9%	4:11	3:52	8		16:37
11/20/2017	172	130	75.6%	6:39	3:06	7	1/4 of Team participated in Software Demos	26:00
11/21/2017	135	100	74.1%	4:37	3:48	8	1/4 of Team participated in Software Demos	18:05
11/22/2017	123	94	76.4%	4:10	3:32	7		23:43
11/27/2017	193	118	61.1%	7:15	3:28	7		25:22
11/28/2017	182	125	68.7%	6:27	4:14	8	Shut Offs	20:31
11/29/2017	187	135	72.2%	5:47	4:02	9	Shut Offs	18:46
11/30/2017	212	173	81.6%	3:48	3:13	9		15:08
Total	3175	2279	71.8%	5:16	3:24			35:18

% 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 was normal in November. Demonstrations from the new billing software vendors being considered were scheduled in November and these required the participation of certain Utility Billing customer service staff members. There were a few days of delinquent customers being disconnected. All of those factors contributed to longer wait times and a decrease in the number of calls that were handled.

Utility Billing Customer Summary

The Utility Billing office started service for 478 customers and stopped service for 478 customers in November.

There were 6,169 accounts in Delinquency Status as of 12/1/2017. There were 188 customers shut off in November 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.

Billing was sent out on normal schedule in November.

Utility Billing New Initiatives

We conducted product demonstrations for the three software vendors that were finalists in the CIS RFP. A finalist was selected and reference checks will be completed in December.

We continued to work closely with Paymentus in the development of the online eBill. On November 30, 2017, the customized eBill became available in the customer portal for all customers who have a registered account.

Upcoming Project Schedule

- **December 2017** – conduct reference check of CIS vendor finalist including onsite visit
- **December 2017** – draft contract and Statement of Work with selected CIS vendor
- **December 2017** – post for Billing Specialist and Sr. Representative position
- **February 2018** – propose expansion of low-income utility rate to other populations beyond people that are age 60+
- **February 2018** – begin implementation of new CIS

Appendix – Customer Service Goals

Customer Service Goals	
AHT (Average Handle Time)	4:00 min or less
ASA (Average Speed of Answer)	3:00 or less
% Calls Handled	80% or greater