

# Memorandum

## City of Lawrence

### Finance Department

TO: Thomas M. Markus, City Manager  
 FROM: Kristy Webb, Utility Billing Manager  
 DATE: August 6, 2018  
 RE: July 2018 Utility Billing Report

#### Service Level Analysis

- In July, Utility Billing received 5,043 calls and handled 3,558 of those calls (70.6%).
- The Average Speed of Answer (ASA) was 4:55 minutes in July.
- Utility Billing sent out 34,302 bills in July.

JULY 2018 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
7/2/2018	253	152	60.1%	8:09	5:20	22:58	8.5	limited Shut Offs
7/3/2018	179	131	73.2%	4:19	4:39	18:10	7.5	
7/5/2018	176	127	72.2%	5:02	5:27	18:17	8.5	
7/6/2018	165	126	76.4%	4:10	4:47	19:20	9.5	
7/9/2018	219	162	74.0%	3:41	4:57	13:08	9.5	limited Shut Offs
7/10/2018	240	172	71.7%	4:54	4:47	17:33	9.5	Shut Offs
7/11/2018	205	155	75.6%	3:25	4:07	15:20	9.5	Shut Offs
7/12/2018	173	133	76.9%	4:17	4:47	13:31	9.5	
7/13/2018	192	146	76.0%	2:53	4:33	13:14	9.0	
7/16/2018	241	180	74.7%	3:11	4:37	12:52	9.5	
7/17/2018	261	199	76.2%	4:44	4:33	19:09	9.5	Shut Offs
7/18/2018	234	170	72.6%	3:46	5:14	26:26	9.5	Shut Offs
7/19/2018	208	173	83.2%	2:41	4:46	11:31	9.5	
7/20/2018	237	187	78.9%	3:00	4:53	18:53	9.5	
7/23/2018	236	187	79.2%	4:01	5:13	22:13	9.5	
7/24/2018	240	176	73.3%	3:50	5:00	10:26	9.5	
7/25/2018	236	161	68.2%	4:54	5:18	15:29	9.5	
7/26/2018	230	173	75.2%	4:32	5:08	17:18	9.5	
7/27/2018	280	198	70.7%	5:27	4:59	18:04	9.5	
7/30/2018	437	225	51.5%	10:59	5:10	24:27	9.5	
7/31/2018	401	225	56.1%	11:30	4:31	24:30	9.5	
<b>Total</b>	<b>5043</b>	<b>3558</b>	<b>70.6%</b>	<b>4:55</b>	<b>4:53</b>	<b>26:26</b>		
<b>July 2017 Total</b>	<b>5429</b>	<b>3657</b>	<b>67.4%</b>	<b>5:00</b>	<b>3:39</b>	<b>23:44</b>		

% 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 at its annual peak in July, which affected service level in July. Many of the leases end and start around July 31<sup>st</sup> or August 1<sup>st</sup>. This caused a 60% increase in phone calls and a 300% increase in service requests compared to normal volume.

### **Utility Billing Customer Summary**

The Utility Billing office started service for 1,923 customers and stopped service for 1,925 customers in July.

There were 4,984 accounts in Delinquency Status as of 8/1/2018. There were 174 customers shut off and an additional 8 customers whose door was tagged (service was not disconnected) 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. We limited the number of shut offs that occurred in July starting in third week of July due to a high number of service requests. Both the field staff and customer service staff would have had a hard time keeping up with requests in a timely fashion if we had not limited shut offs.

Utility Bills were sent out on schedule in July.

After a discussion with Utilities, Utility Billing limited the number of re-read service orders sent out for the remainder of irrigation season. There could be some situations where customers are not notified about leaks, as a result in this change in procedure. It could also result in some misreads that may not be caught until the next meter reading cycle.

### **Utility Billing New Initiatives**

City Commission approved executing a contract for a new billing system. Implementation of the new billing system, CIS Infinity, kicked off on May 30, 2018. Go live is anticipated around October 2019. The Utility Billing Manager will be the project manager of that project, which will consume most available time for any new project or initiative work.

### **Upcoming Project Schedule**

- **Aug 2018** – continue implementation of new CIS. Implementation is expected to last 18 months.

## Appendix – Customer Service Goals

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