

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager
 FROM: Kristy Webb, Utility Billing Manager
 DATE: October 2, 2018
 RE: September 2018 Utility Billing Report

Service Level Analysis

- In September, Utility Billing received 2,798 calls and handled 2,309 of those calls (82.5%).
- The Average Speed of Answer (ASA) was 3:29 minutes in September.
- Utility Billing sent out 33,860 bills in September.

SEPTEMBER 2018 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
9/4/2018	207	149	72.0%	6:57	4:09	18:33	7.5	
9/5/2018	209	148	70.8%	6:36	4:07	18:48	7.5	Shut Offs
9/6/2018	146	134	91.8%	2:57	3:51	11:35	7.5	
9/7/2018	162	140	86.4%	3:07	3:18	12:51	7.5	
9/10/2018	166	127	76.5%	5:43	4:08	18:31	7.5	Shut Offs
9/11/2018	189	137	72.5%	4:54	3:39	24:40	7.5	Shut Offs
9/12/2018	136	118	86.8%	2:01	3:40	12:50	8.5	
9/13/2018	100	92	92.0%	1:43	4:37	22:39	7.5	
9/14/2018	147	130	88.4%	2:49	3:23	26:34	8.0	
9/17/2018	188	151	80.3%	3:50	3:41	13:30	7.5	Shut Offs
9/18/2018	178	132	74.2%	4:33	4:27	18:11	7.5	Shut Offs
9/19/2018	135	109	80.7%	3:45	4:04	14:26	7.5	
9/20/2018	125	107	85.6%	2:43	4:51	14:03	7.5	
9/21/2018	106	94	88.7%	2:12	4:13	12:51	7.5	
9/24/2018	164	135	82.3%	3:03	4:22	10:48	8.0	Shut Offs
9/25/2018	126	113	89.7%	1:58	4:11	12:13	8.0	Shut Offs
9/26/2018	104	94	90.4%	1:30	3:53	10:05	7.5	
9/27/2018	109	104	95.4%	0:48	3:29	5:56	8.5	
9/28/2018	101	95	94.1%	1:12	4:08	12:23	8.0	
Total	2798	2309	82.5%	3:29	4:37	26:34		
Sep 2017 Total	3424	2714	79.3%	3:50	3:17	20:09		

% 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 returned to normal in September, compared to the previous month. Discovery Workshop meetings for the new billing system began the week of September 10th and continued for the rest of the month. One of the customer service representatives was involved in these workshops, which did have a slight effect on service levels.

Utility Billing Customer Summary

The Utility Billing office started service for 574 customers and stopped service for 578 customers in September.

There were 6,200 accounts in Delinquency Status as of 10/1/2018. There were 203 customers shut off and an additional 21 customers whose door was tagged (service was not disconnected) in September 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 Bills were sent out on schedule in September.

Utility Billing New Initiatives

City Commission approved executing a contract for a new billing system on April 17, 2018. 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 is the project manager of that project, which will consume most available time for any new project or initiative work.

Upcoming Project Schedule

- **Current-October 2019** – continue implementation of new CIS billing system. Implementation is expected to take 18 months.

Appendix – Customer Service Goals

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