

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager
 FROM: Kristy Webb, Utility Billing Manager
 DATE: December 3, 2018
 RE: November 2018 Utility Billing Report

Service Level Analysis

- In November, Utility Billing received 2,682 calls and handled 2,261 of those calls (84.3%).
- The Average Speed of Answer (ASA) was 3:18 minutes in November.
- Utility Billing sent out 33,960 bills in November.

NOVEMBER 2018 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Empl	Activity
11/1/2018	159	134	84.3%	4:51	3:25	19:03	7.5	Shut Offs
11/2/2018	137	113	82.5%	2:50	3:52	15:28	7.0	
11/5/2018	182	136	74.7%	2:58	3:28	13:23	8.0	Shut Offs
11/6/2018	116	104	89.7%	2:43	3:33	15:08	8.0	
11/7/2018	121	102	84.3%	3:40	3:56	24:28	7.5	
11/8/2018	164	142	86.6%	4:44	3:55	22:30	8.0	Shut Offs
11/9/2018	106	97	91.5%	2:30	4:06	17:26	6.5	
11/12/2018	122	103	84.4%	3:30	3:39	16:08	6.5	
11/13/2018	120	112	93.3%	1:58	3:26	18:08	7.5	
11/14/2018	114	100	87.7%	3:06	5:13	18:29	7.5	
11/15/2018	148	120	81.1%	4:28	4:01	17:30	7.5	
11/16/2018	116	92	79.3%	3:26	4:24	19:22	8.5	
11/19/2018	152	125	82.2%	3:02	3:50	19:28	8.5	
11/20/2018	83	75	90.4%	2:13	4:17	11:22	8.5	
11/21/2018	63	62	98.4%	0:47	4:28	10:38	7.0	
11/26/2018	139	120	86.3%	3:09	4:08	15:16	6.5	
11/27/2018	159	130	81.8%	4:23	4:46	15:41	8.5	Shut Offs
11/28/2018	169	135	79.9%	4:18	4:30	18:38	8.5	Shut Offs
11/29/2018	116	102	87.9%	2:50	4:18	15:48	8.5	
11/30/2018	196	157	80.1%	4:48	3:49	23:06	8.0	
Total	2682	2261	84.3%	3:18	4:03	24:28		
Nov '17 Total	3175	2279	71.8%	5:16	3:24	11:18		

% 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 slightly below normal due to the Thanksgiving holiday; service requests were normal in November. Discovery Workshop meetings and introduction training for the new billing system continued throughout November. 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 592 customers and stopped service for 594 customers in November.

There were 5,565 accounts in Delinquency Status as of 10/1/2018. There were 158 customers shut off and an additional 5 customers whose door was tagged (service was not disconnected) 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. Utility Bills were sent out on schedule in November.

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. Some highlights from the Discovery Workshops completed so far include:

- Identify current manual procedures to automate in new billing system
- Cross-department involvement in improved interfaces with existing City systems
- Design of new bill layout
- Real-time posting of online payments

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