

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager
 FROM: Kristy Webb, Utility Billing Manager
 DATE: January 2, 2019
 RE: December 2018 Utility Billing Report

Service Level Analysis

- In December, Utility Billing received 2,545 calls and handled 2,205 of those calls (86.6%).
- The Average Speed of Answer (ASA) was 2:38 minutes in December.
- Utility Billing sent out 33,834 bills in December.

DECEMBER 2018 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
12/3/2018	190	164	86.3%	5:20	3:56	18:50	8.5	Shut Offs
12/4/2018	165	127	77.0%	4:34	4:30	21:54	8.0	Shut Offs
12/5/2018	104	93	89.4%	1:55	3:30	9:37	7.5	
12/6/2018	103	95	92.2%	1:56	4:26	10:42	8.5	
12/7/2018	144	128	88.9%	1:57	4:11	15:27	8.0	
12/10/2018	164	134	81.7%	4:16	3:49	15:26	6.5	Shut Offs
12/11/2018	191	144	75.4%	6:20	4:41	28:05	7.5	Shut Offs
12/12/2018	140	122	87.1%	3:22	4:18	17:47	7.5	
12/13/2018	120	102	85.0%	2:21	4:36	16:18	7.5	
12/14/2018	146	117	80.1%	4:27	4:11	16:58	6.5	
12/17/2018	154	137	89.0%	3:08	4:03	16:44	8.5	Shut Offs
12/18/2018	130	119	91.5%	2:09	4:09	12:11	8.0	Shut Offs
12/19/2018	98	93	94.9%	0:24	3:41	8:34	8.5	
12/20/2018	97	92	94.8%	0:37	3:41	6:56	8.5	
12/21/2018	108	106	98.1%	0:56	3:28	9:17	7.5	
12/24/2018	29	25	86.2%	0:53	4:32	8:08	6.5	
12/26/2018	116	106	91.4%	2:19	3:55	14:59	7.5	
12/27/2018	106	94	88.7%	1:30	4:07	10:09	8.0	
12/28/2018	120	107	89.2%	1:25	4:17	12:14	8.0	
12/31/2018	120	100	83.3%	2:59	4:12	16:43	7.5	
Total	2545	2205	86.6%	2:38	4:06	28:05		
Dec 17 Total	2751	2333	84.8%	2:17	3:29	2:30		

% 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 Christmas and New Year holidays; service requests were normal in December.

Utility Billing Customer Summary

The Utility Billing office started service for 532 customers and stopped service for 538 customers in December.

There were 6,629 accounts in Delinquency Status as of 12/31/2018. There were 227 customers shut off and an additional 10 customers whose door was tagged (service was not disconnected) in December 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 December.

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