

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager
 FROM: Kristy Webb, Utility Billing Manager
 DATE: March 4, 2019
 RE: February 2019 Utility Billing Report

Service Level Analysis

- In February, Utility Billing received 2,296 calls and handled 2,015 of those calls (87.8%).
- The Average Speed of Answer (ASA) was 2:13 minutes in February.
- Utility Billing sent out 33,957 bills in February.

FEBRUARY 2019 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
2/1/2019	119	113	95.0%	0:56	3:38	10:23	8.5	
2/4/2019	147	131	89.1%	2:41	3:04	13:53	7.5	
2/5/2019	118	107	90.7%	1:14	3:12	6:38	8.5	
2/6/2019	85	79	92.9%	0:32	3:06	7:14	7.5	
2/7/2019	116	104	89.7%	1:17	3:36	9:22	7.5	Shut Offs
2/8/2019	79	73	92.4%	1:54	3:53	11:43	6.5	
2/11/2019	131	109	83.2%	3:41	3:46	16:15	7.5	Shut Offs
2/12/2019	132	106	80.3%	2:22	4:22	12:29	6.0	
2/13/2019	116	94	81.0%	3:19	4:17	17:05	6.5	
2/14/2019	121	105	86.8%	2:51	3:02	12:53	7.5	Shut Offs
2/15/2019	109	96	88.1%	1:48	3:30	15:59	7.5	
2/19/2019	183	144	78.7%	5:05	3:38	18:47	7.5	Shut Offs
2/20/2019	129	115	89.1%	1:03	3:47	9:43	6.5	
2/21/2019	108	101	93.5%	0:45	3:16	7:58	8.5	
2/22/2019	99	91	91.9%	1:03	3:27	7:04	7.0	
2/25/2019	123	110	89.4%	1:13	3:43	10:17	8.5	Shut Offs
2/26/2019	118	109	92.4%	2:50	3:39	21:49	8.5	Shut Offs
2/27/2019	142	122	85.9%	3:27	4:16	25:40	8.5	
2/28/2019	121	106	87.6%	2:17	3:54	14:39	8.0	
Total	2296	2015	87.8%	2:13	3:38	25:40		
Feb 2018								
Total	2696	2274	84.3%	2:58	3:33	27:06		

% 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 were normal in February. There were estimated bills sent for each cycle in February, which did increase call volume slightly.

Utility Billing Customer Summary

The Utility Billing office started service for 414 customers and stopped service for 419 customers in February.

There were 5,917 accounts in Delinquency Status as of 3/1/2019. There were 165 customers shut off and an additional 11 customers whose door was tagged (service was not disconnected) in February 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 February. Most of Cycle 3, and some of Cycle 4, Cycle 1, and Cycle 2 had to be estimated due to extremely cold weather that prevented meters from being read.

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. Accomplishments of the project so far:

- Completed all Core Training, to give the support team full knowledge of how the new system works
- Completed all Discovery Workshop sessions to identify the requirements needed of the billing system
- Rolled out the new system with Lawrence data to test data conversion
- Completed the next data conversion, and began completing the next phase of testing of the newly loaded functionality in the system

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