

Tucson Water's Customer Services Division

Joan Stauch, Administrator

“Who we are and what we do”

Presented to:

Citizens' Water Advisory Committee

May 5, 2010



City of Tucson Water Department

Office of the Director

Customer
Services

Business
Services

Maintenance
Division

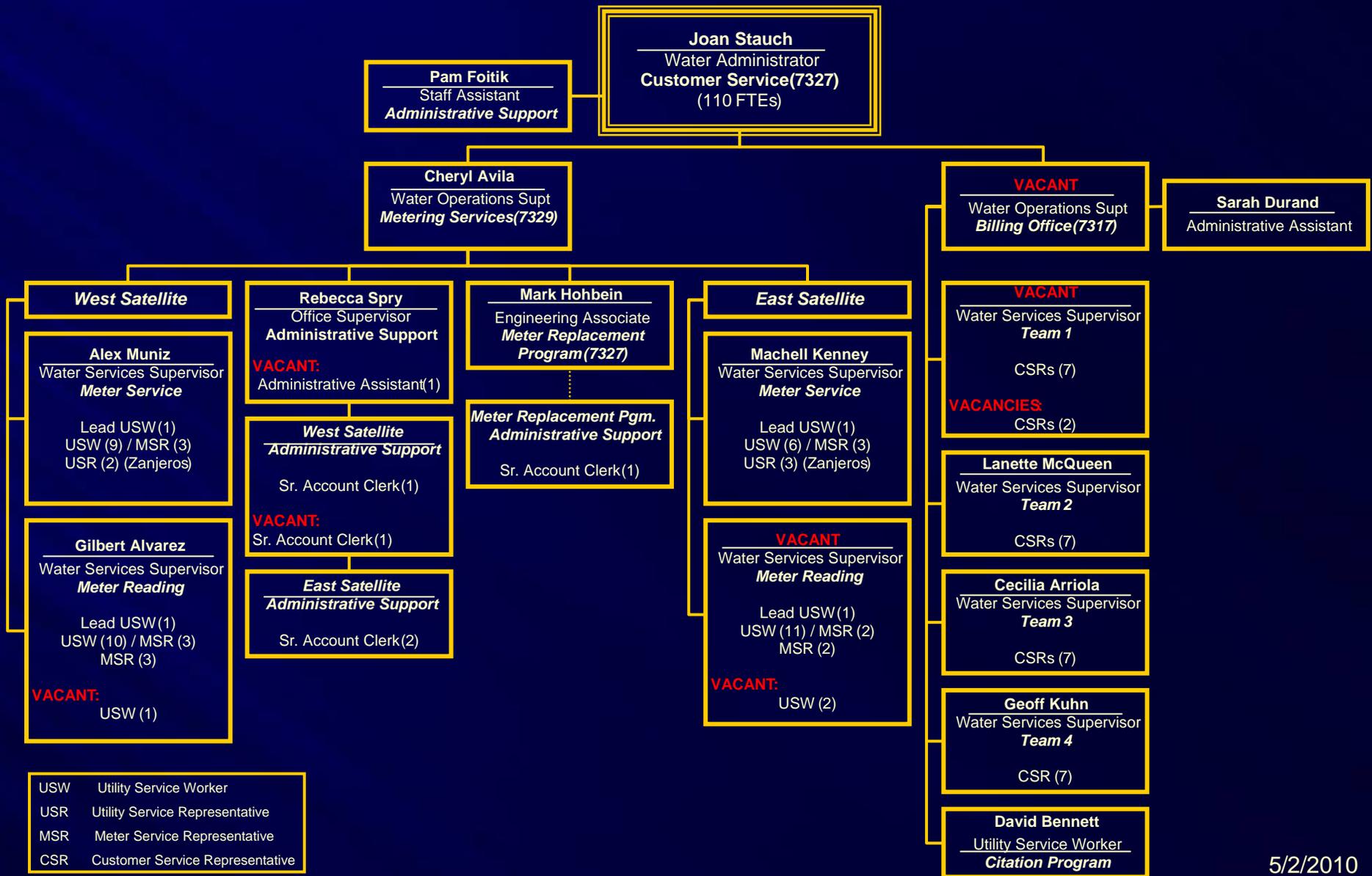
Planning
&
Engineering

Water Quality
Management

Mission Statement

- 💧 Customer Services provides monthly utility billing services and responds to all customer inquiries regarding water bills, payments, requests to establish or discontinue service as well as responds to all customer concerns regarding leaks or high bills.
- 💧 Through in-home water audits and high bill inquiries, Customer Services assists customers in conservation efforts and efficient use of water.

Customer Service Organization Chart



Tucson Water Customer Services Division

The Division is divided into two functional areas:

💧 The Office Function

- Billing Office
- Call Center
- Administrative Support

💧 The Field Function

- Meter Reading
- Meter Service
- Water Audits/Zanjeros

The Billing Office

- 💧 By June 30, 2010
 - 💧 Nearly 600,000 phone calls
 - 💧 Assist nearly 47,000 walk-in customers
 - 💧 Responsible for approximately 3.5 million bills
 - 💧 Create 120,000 work orders

The Billing Office Technology and Efficiency

💧 Technology: CMS, NICE, IVR, C2G, Naviline

- 💧 Sophisticated forecasting
- 💧 Call recording
- 💧 Alternate payment options

💧 Policies

- 💧 High Bill Adjustments

The Technology Phones

- 💧 46 incoming phones lines
- 💧 CSRs code each incoming call in Call Management System (CMS) to track number and types of calls received.
- 💧 The CMS provides real time and historical data on call volumes and performance.
- 💧 Active Call Distribution - (ACD) Ensures calls are routed to the most idle CSR to keep call flow even.

The Technology! Forecasting

- Forecast - daily forecast determines assignments which is based on using historical data to predict future call volumes.
- Service Levels - answer 80% of calls within 30 seconds.

Thursday 6/29/2006 STAFF SCHEDULE -				###													
projected call volume	# of Calls Forecasted			7:00	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	1:00	1:30
1221	# of CSRs Forecasted	COMMENTS		4	5	11	12	12	12	12	12	11	11	11	11	11	11
CSR NAME	CSRs AVAILABLE			4.0	5.0	11.0	14.0	15.5	15.5	13.5	11.5	15.0	13.0	11.0	11.0	12.0	11.0
Hernandez	Grace	1	Midtown			1	1	1	1	MB	1	1	L	L	MT	MT	MT
DenBaars	Aida	2	Midtown			MT	MT	MT	MT	B/M	MT	MT	MT	MT	MTG	L	L
Silvas	Sandra	3	Bankdraft/Tamp		F	F	F	C/B	F	F	F	F	F	L	L	F	F
Nesbitt	Tracy	4	Counter			CNT	CNT	CNT	B/C	CNT	CNT	L	L	CNT	CNT	CNT	CNT
Bette	Richard	5	Exception	F	F	F	F	F/B	F	F	F	L	L	F	F	F	1
Durand	Sarah	6	Exception	F	F	F	F	F	F/B	F	F	F	L	L	F	F	1
Addison	Cathy	7	Clerical	C	C	C	C	B/C	C	C	C	L	L	1	1	C	1
Alexander	Kirk	8	Clerical			C	C	C	B/C	C	C	C	C	C	C	L	L
Munguia	Martin	9	Delinquents			F	F	F	F	B/F	F	F	F	F	F	F	L
Salazar	Irma	10	SUPV BU	F	F	F	F	B/F	F	F	F	L	L	1	1	1	1
Espinoza	Maria	TU		1	1	1	1	1	0.5	1	1	1	1	1	1	L	L
Vasquez	Beatriz	FR	Counter	1	1	CNT	CNT	CNT	0.5	CNT	CNT	CNT	CNT	CNT	CNT	CNT	L
Felix	Maria	13					1	1	1	1	0.5	1	1	L	L	1	1

The Technology NICE Recording System

The screenshot displays the NICE Log Playback interface. At the top, the window title is "NiceLog Playback On Local Voice Card". Below the title bar, there is a menu bar with "File", "View", and "Help". A status bar shows "Start Time : 06/29/2006 1:03:29 PM, First Name : Cathy, Last Name : Addison".

The main playback area shows a terminal window titled "Pueblo - myEXTRA! Enterprise". The terminal content includes:
- A header: "City of Tucson - Pueblo Billing * PROD*" and "Customer Central Selection".
- A timestamp: "6/29/06 12:59:48".
- A prompt: "Type customer and/or location ID or select a search method, press Enter."
- A list of search options: "Customer ID", "and/or", "Location ID", "Search Method", "Customer name", "Service address", "Number", "Pre Qual", "Dir", "Street name", "Sfx", "Pst", "Dir", "Qual", "Apt", "Phone Number", "Drivers license number".

Below the terminal window is a playback control bar with a progress slider and time markers from 00:00:00 to 00:01:35. The current time is 00:00:09. Below the slider are controls for "Skip silence" (checked), "Speed" (set to 1.00), and various playback buttons (play, stop, previous, next, first, last, volume).

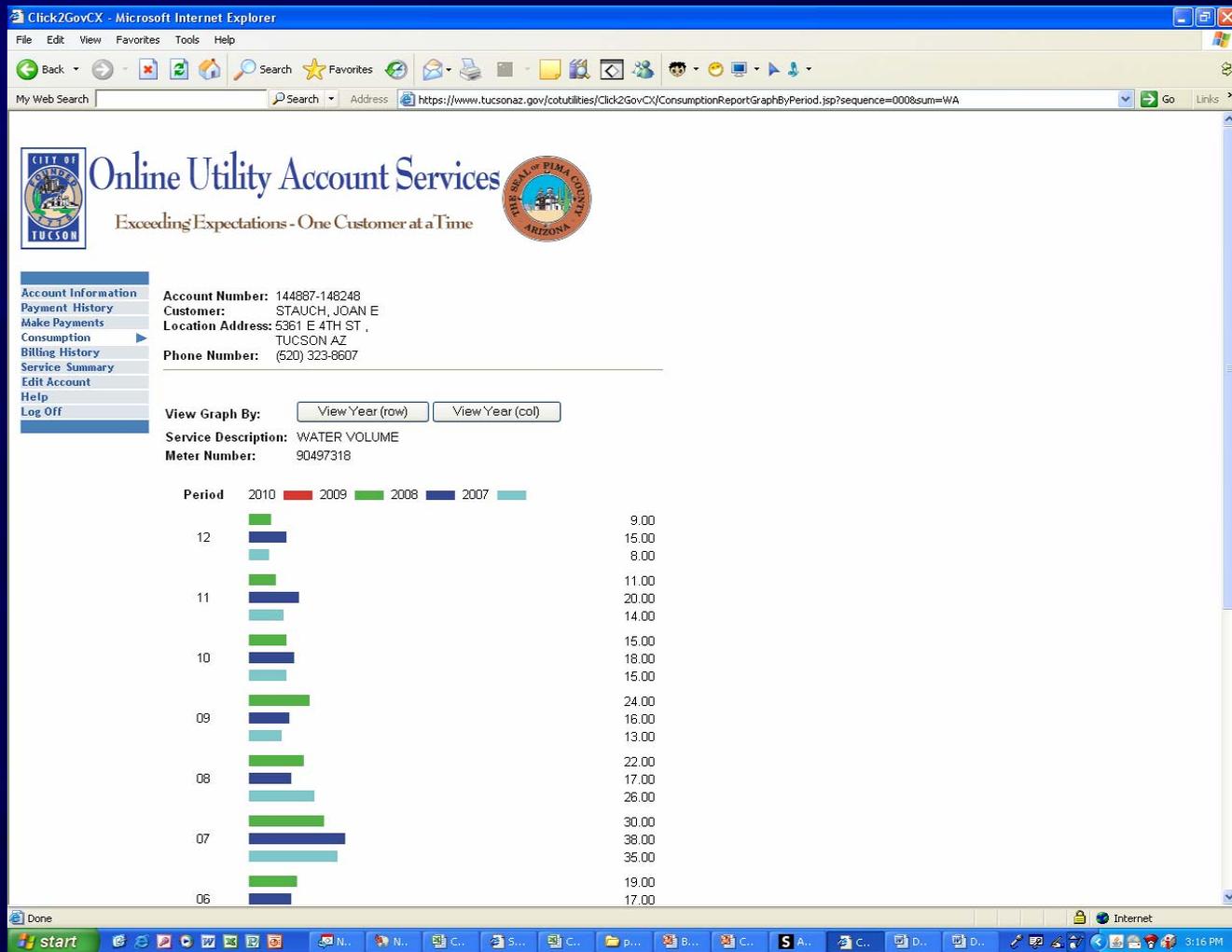
The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 3:06 PM.

The Technology

Interactive Voice Response System (IVR)

- 💧 Implemented March 2008**
- 💧 Allows for credit card and electronic check payment by phone**
- 💧 Within first week, 15% of customers self-selected IVR without prior notification**
- 💧 30% of current call load (180,000 calls) handled by IVR**

The Technology Online Payments – C2G



The Technology Naviline Billing System

- 💧 Memorial Day Weekend 2009: After several months of intense and focused testing, an internal city team made up of representatives from Water, Environmental Services and Information Technology completed a major upgrade of the billing system from Pueblo's "green screen" to the web-based Naviline,

The Technology Naviline Billing System

S A Customer at a Glance

File Edit Commands Help

SUNGARD PUBLIC SECTOR
Naviline

Account 12345-12466

- Accounts receivables
- Consumption
- WA WATER VOLUME
- Credit history data
- Deposits
- Pending transactions
- Recent activity

Print
Cancel
Exit
Next customer

Select customer
Next location
Select location
Cus./loc function
Consumption history
Customer master
Customer services
Work request maint...
Active delinquency
Location services
Jump setup

Customer Information

Alternate address: Yes
Customer name: OWEN, CHARLES T
Billing address: 3760 N AVENIDA FLAMANTE

Delivery point: TUCSON, AZ 85716-0803
Phone number: 0

Customer Alerts

Confidential: No
Cash only: No
IDB account:
Special code:
Budget billing: No
Special notes: Yes
NSF count:

Customer Account Information

Current balance: 34.00-
Deferred amount: 0.00
Amount due: 34.00-
Pending: 85.00
Delinquent amount: 0.00
Last notice:
Cutoff date:

Service Summary

Service address: 3760 N AVENIDA FLAMANTE.
Initiation date: 6/21/1991
Account status: ACTIVE
Customer type:

Service	Rate Group	Status	Meter
=====	=====	=====	=====

Pending Work Orders

Request Number	Scheduled Date	W/O Status	J/O Status	Cat.	Task	Svc
WF3075093	4/17/2009	OP	IS	RMIS	NSGC	
WF3075131	4/24/2009	OP	RD	RMIS	NSGC	MS
WF3074860	4/04/2009	OP	RD	RES	N90	MS

Trn Type	Type	Trn Date	Description	Bill Date	Due Date	Amount	Running Balanc
	Adj	4/20/09	LANDFILL	4/17/09		6.00-	34.00-
	Adj	4/17/09	ENVIRONMENTAL FEE	7/06/07		14.00-	28.00-
	Adj	4/17/09	ENVIRONMENTAL FEE	8/02/07		14.00-	14.00-
PP	Pmt	10/16/08	SWHITE1 10160898			73.16-	0.00
OF	Bill	9/30/08	OFF CYCLE BILL	10/01/08	10/21/08	73.16	73.16
PP	Pmt	9/09/08	KOKURILI 09090899			68.18-	0.00

Customer Responsibility

Arizona Administrative Code Title 14, Ch. 2 Section R14-2-407,

A. Utility responsibility

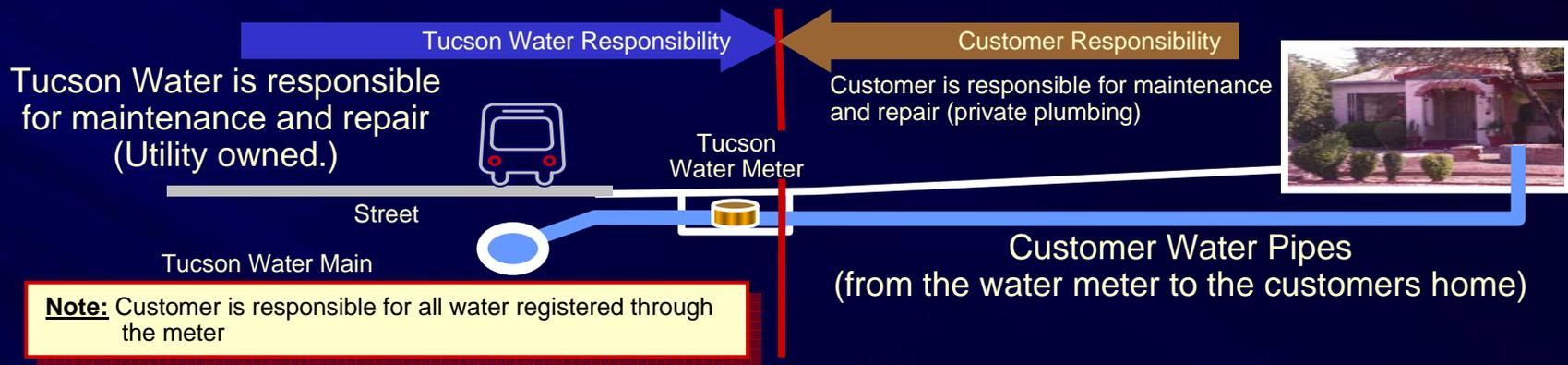
Each utility shall be responsible for providing potable water to the customer's point of delivery.

B. Customer responsibility

Each customer shall be responsible for maintaining all facilities on the customer's side of the point of delivery in a safe and efficient manner and in accordance with the rules of the state Department of Health.

Uniform Plumbing Code Chapter 1, 101.0 Title, Scope and General
101.5.5 Maintenance

All plumbing systems, materials, and appurtenances, both existing and new, and all parts thereof shall be maintained in proper operating condition...The owner or owner's designated agent shall be responsible for maintenance of the plumbing systems.



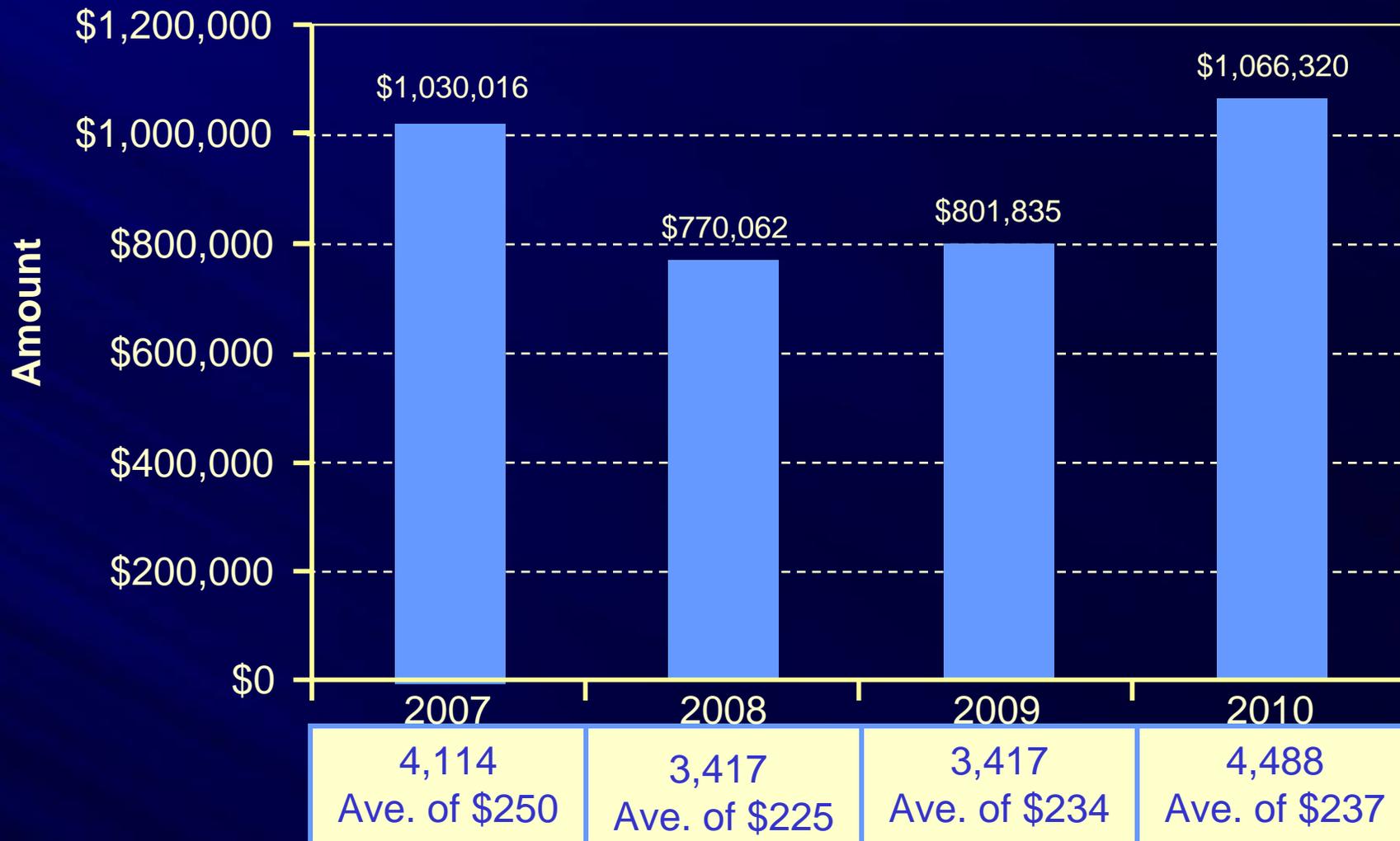
Policies

Bill Adjustments

Tucson Water Leak Adjustment Policy provides:

- 💧 Financial relief to our customers that experience spikes in consumption
 - 💧 Leaks, broken water lines, malfunctioning fixtures or
 - 💧 Unexplained usage (eg. On vacation)
- 💧 Available once every 3 years
- 💧 Spike must be significant and consumption must return to normal
- 💧 Adjustment limited to highest monthly bill

Policies Bill Adjustments

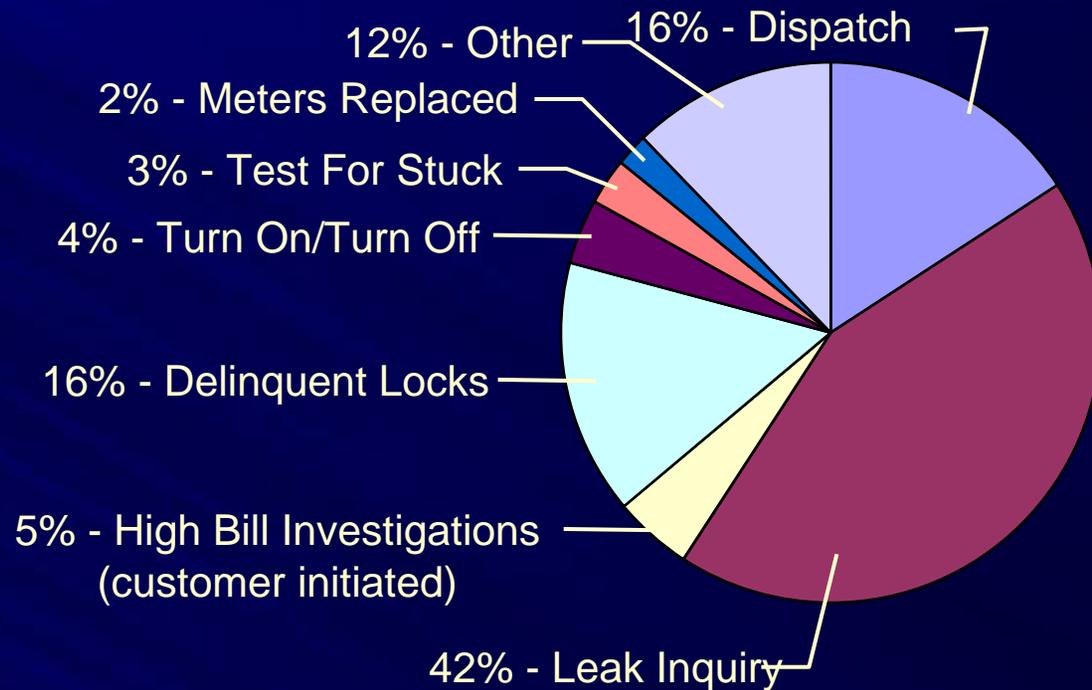


Metering Services

By June 30, 2010

- 💧 Read nearly 3 million meters with a 99% accuracy rate
- 💧 Complete 115,710 work orders
- 💧 Replace nearly 8,000 meters as part of the Meter Replacement Program
- 💧 Install 22,000 AMR meters
- 💧 Complete 2,100 water audits

How We Are Doing



Completion Rates

- 98.7% in 2009
- 83.6% in 2010

Why

- Delinquent locks
 - 15.6% increase

- adds 400 wo per/month

Vacancies & Furloughs

- Service workers supplement readers in order to maintain target read dates

Meter Replacement Program

- 💧 The MRP began August 2004
- 💧 Targets meters in our system 20 years or older
- 💧 Replaces meters 5/8" to 2"
- 💧 CIP approx \$1.25 million annually

Size	20 Y.O.	Replaced to Date	
		Direct Read	AMR
5/8"	39,179	34,404	11,689
1"	1,520	1,912	623
1 1/2"	899	345	161
2"	1,899	706	363
	43,497	37,367	12,836

Meter Replacement Program



- Mountain States Pipe and Supply (MSI)
- Local office
- Maintain excellent customer emergency response
- Began AMR installs late in 2005

Automatic Meter Reading

- 💧 In 2003 we began installing Automatic Meters by retrofitting direct-read meters with ERTs

- 💧 What is an ERT?

- 💧 ENCODER – encodes information from the meter
- 💧 RECEIVER – “hears” a wake up signal from an ITRON reading device
- 💧 TRANSMITTER – transmits the meter reading



Automatic Meter Reading

Goals

- 💧 Improve meter reader safety
 - 💧 Difficult routes
 - 💧 Dogs
 - 💧 High traffic areas
- 💧 Access problems
 - 💧 Thick desert
 - 💧 Easement encroachments
- 💧 Improve read times
 - 💧 Accommodate growth in services without increasing staff

Automatic Meter Reading Problem Areas



Automatic Meter Reading

The Future is Promising

- 💧 Currently have 21,555 AMRs in our system - nearly 10% of total meters
- 💧 AMRs are required in new subdivisions
- 💧 Current model ERTs provide limited leak detection
- 💧 New model ERTs, expected this summer, have memory and can track daily consumption for 30 days

Summary

Customer Services is generally the first point of contact, and sometimes the only point of contact our customers have with Tucson Water.

It is our goal to continually improve in order to ensure the best possible experience for our customers

Tucson Water's Customer Services Division

Questions?

