



Same Day Reconnection

Council Committee Austin Energy Meeting

Elaine Kelly-Diaz
Customer Account Management
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Overview of Disconnect for Non-Pay & Reconnect Field Activities

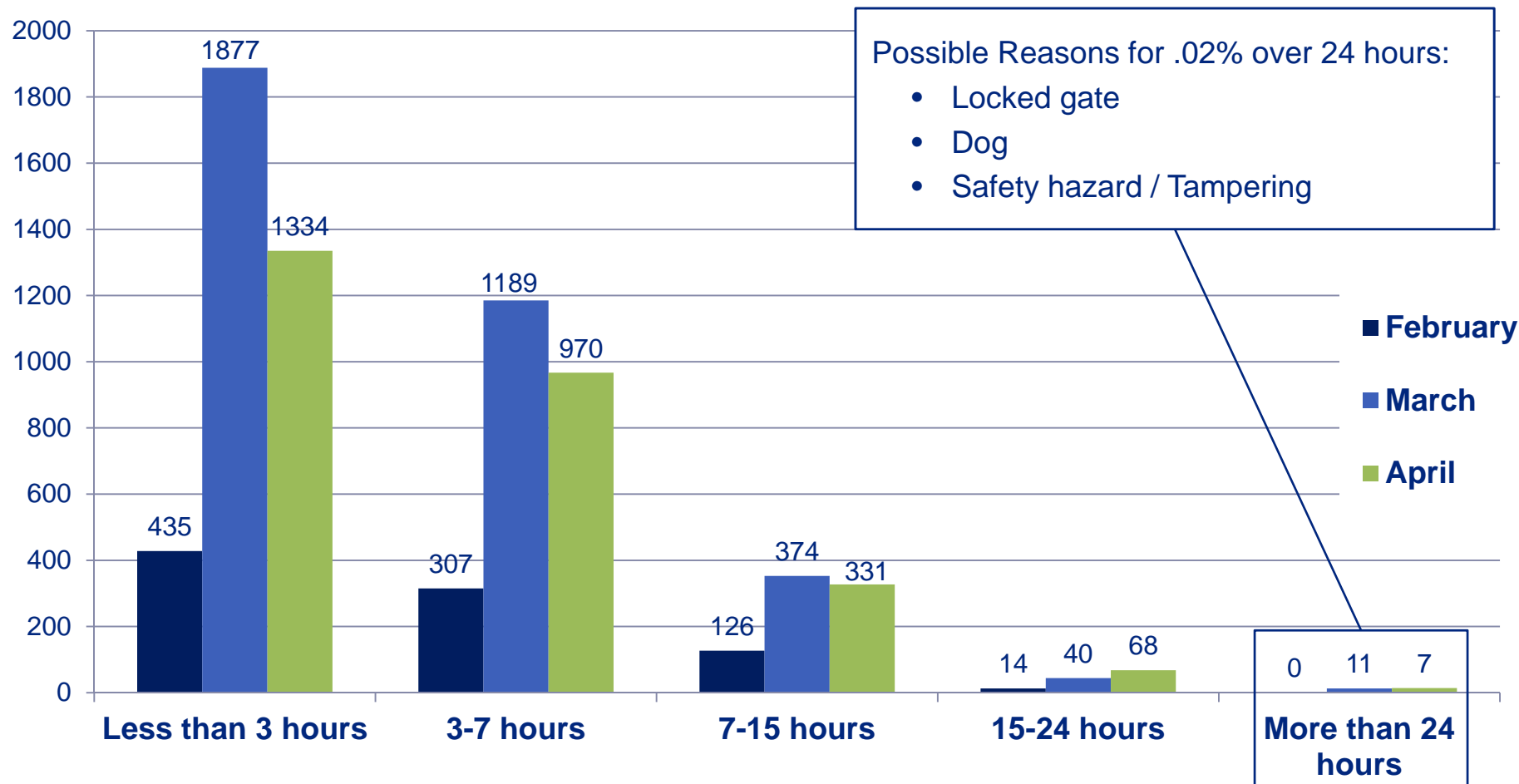
2014	February	March	April
Total Disconnects for Non-Pay per Month	1073	4108	2976
Total Reconnects per Month	882	3491	2710
Reconnects Completed Same Calendar Day	877	3473	2699
% Completed Same Calendar Day	99.4%	99.5%	99.3%
% Completed within 24 hours	100%	99.7%	99.6%

Same Day Reconnect Fee was discontinued in October 2013.



Reconnect Completion Time

On average, 99.4% of Reconnects are completed same calendar day and 99.8% are completed within 24 hours.





Process Changes

- In field services, reallocated existing resources and created new shifts allowing for extended hours:
Monday through Friday: 7:00am to 10:00pm
Saturday: 7:00am to 4:00pm
- Recognized additional over time costs
- Improved field work technology
- Monitor Disconnect for Non-Pay levels to ensure ability to complete daily Reconnects



Escalations: February – April 2014

Same Day Reconnect Customer Escalations:	February	March	April
	4	1	2

- Of the 7 Escalations, 6 were Reconnected Same Day. The 1 exception was due to a locked gate.
- No Citizen Assistance Forms (CAFs) were submitted during this period for Same Day Reconnect issues.



Communication to Agents

Current

- Reconnect Field Activities are submitted as orders to be completed same day.
- If these activities cannot be completed same day, they will be completed the next business day.

Proposed

- All Reconnect Field Activities **received by 5pm** will be completed on the same day.
- Reconnect Field Activities **received after 5pm** will be completed on the next business day.