Austin Energy's Strategic Plan and Monthly Performance Dashboard: Customer Collaboration

February 2017

Financial Health
Program enrollment
conservation
Grid Modernization
customer satisfaction
Business Excellence
COA Services
Reliability
payments
Commercial
billing
smart meter
phone calls
usage
Customer Collaboration
livable
customer service
emails
affordability
electricity
Utility
outage management
water
Employee Engagement
recycling
Information
Citizens
Individualized Services
Environment & Energy Efficiency
developers

Customer Care Operations

Customer Care Services (Front Office)

Austin 311
provides information and connects citizens with COA services

Utility Contact Center
provides customer service for all utility customers

Customer Services Management
handles utility escalations and Customer Assistance Program.

Customer Account Management (Back Office)

Revenue Measurement & Control
provides Meter Read Services & Data for Billing

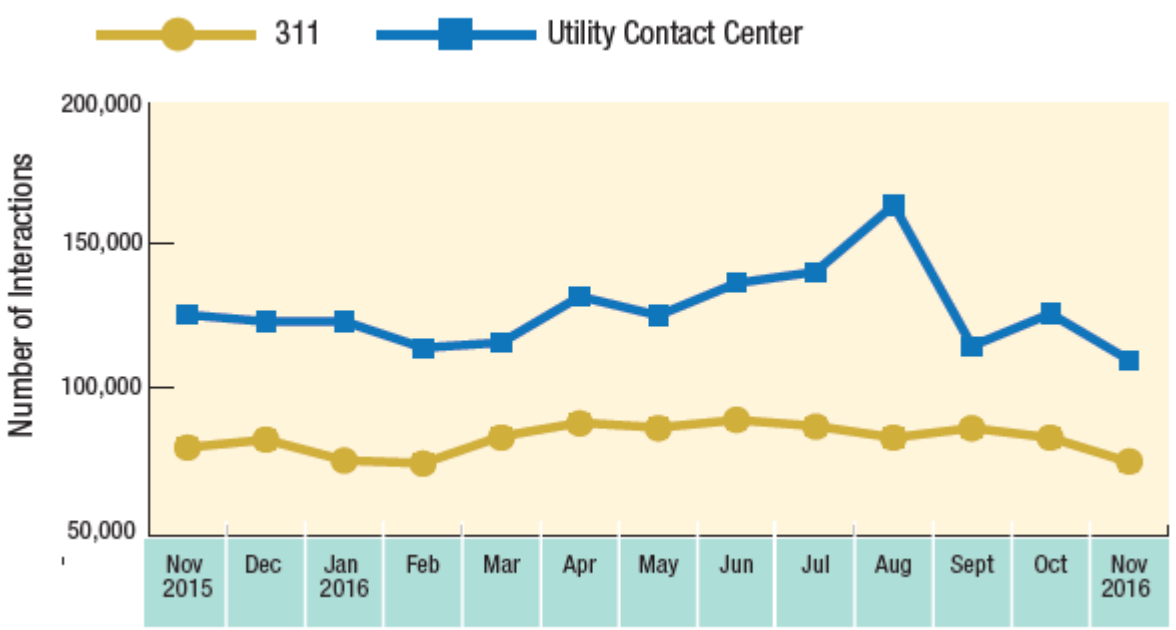
Billing Services
manages Bill Production, Payment Processing and Collections for all utility accounts

Quality Management
provides Business Process Improvements & Training

Customer Interactions

2016 Total Customer Interactions	
Utility Contact Center	1,519,460
Austin 311	1,000,405
Annual Total	**2,519,865**

Customer Interactions



Drivers

- Weather Related Events
- Media Events
- Rate Changes
- New Programs / Services
- Policy Changes
- Seasonal Increase in Start/Stop requests

Service Levels

Targets

- Utility Contact Center: 90% in 90 seconds
- Austin 311: 90% in 30 seconds

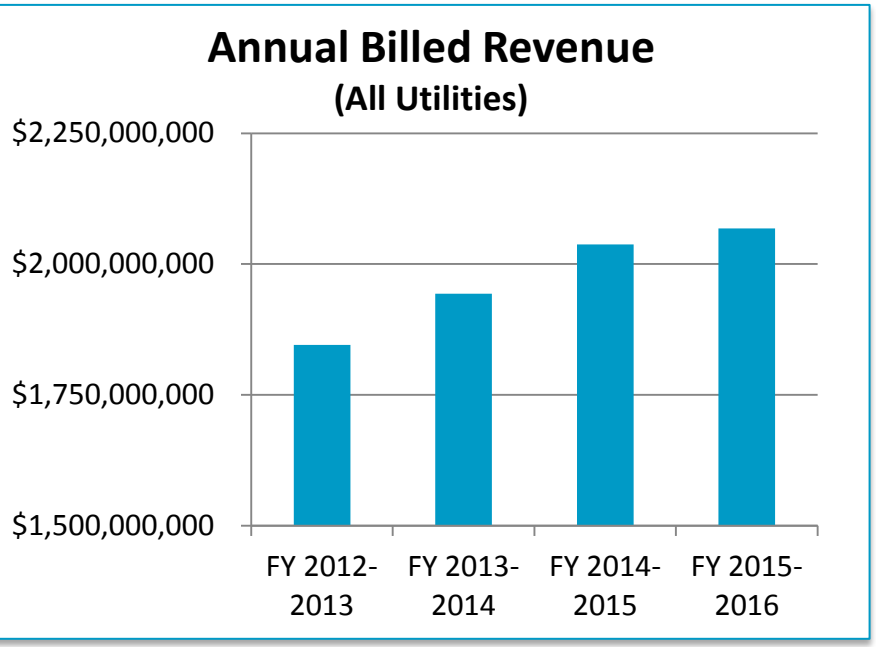
Month	Nov 2015	Dec	Jan 2016	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov 2016
Utility Contact Center (%)	35	71	65	39	43	43	36	49	21	20	72	64	73
311 (%)	88	93	93	90	88	74	82	82	86	86	81	77	88

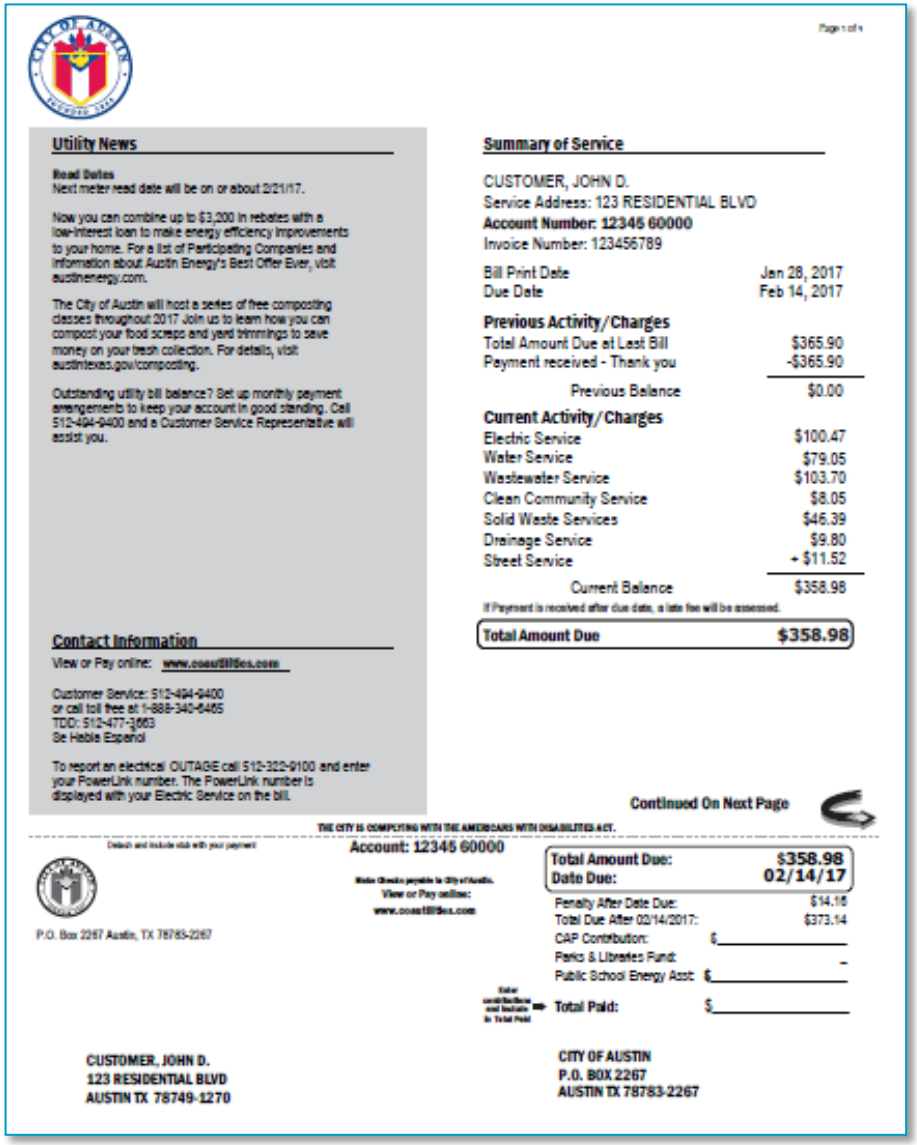
Service Level Improvement

- Utility Contact Center added additional full time positions and increased contractor pay, decreasing attrition
- Austin 311 took Outage Calls during regular business hours to offset UCC call volume in September during a seasonal increase

Customer Account Management

- Meter reads, bill production and payment processing for all utility accounts
- Internal Collections processes for unpaid bills





Utility News

Read Dates
Next meter read date will be on or about 2/21/17.

Now you can combine up to $3,200 in rebates with a low-interest loan to make energy efficiency improvements to your home. For a list of Participating Companies and information about Austin Energy's Best Offer Ever, visit austinenergy.com.

The City of Austin will host a series of free composting classes throughout 2017. Join us to learn how you can compost your food scraps and yard trimmings to save money on your trash collection. For details, visit austintexas.gov/composting.

Outstanding utility bill balance? Set up monthly payment arrangements to keep your account in good standing. Call 512-494-9400 and a Customer Service Representative will assist you.

Contact Information

View or Pay online: www.coastbillbes.com

Customer Service: 512-494-9400
or call toll free at 1-888-340-6465
TDD: 512-477-3663
Se Habla Espanol

To report an electrical OUTAGE call 512-322-9100 and enter your PowerLink number. The PowerLink number is displayed with your Electric Service on the bill.

Summary of Service

CUSTOMER, JOHN D.
Service Address: 123 RESIDENTIAL BLVD
Account Number: 12345 60000
Invoice Number: 123456789

Bill Print Date	Jan 28, 2017
Due Date	Feb 14, 2017
Previous Activity/Charges	
Total Amount Due at Last Bill	$365.90
Payment received - Thank you	-$365.90
Previous Balance	$0.00
Current Activity/Charges	
Electric Service	$100.47
Water Service	$79.05
Wastewater Service	$103.70
Clean Community Service	$8.05
Solid Waste Services	$46.39
Drainage Service	$9.80
Street Service	+ $11.52
Current Balance	$358.98

If Payment is received after due date, a late fee will be assessed.

Total Amount Due $358.98

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THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.

Detach and include stub with your payment

Account: 12345 60000

Total Amount Due: $358.98
Date Due: 02/14/17

Penalty After Date Due: $14.16
Total Due After 02/14/2017: $373.14
CAP Contribution: $
Parks & Libraries Fund: -
Public School Energy Asst: $
Total Paid: $

Make Checks payable to City of Austin.
View or Pay online:
www.coastbillbes.com

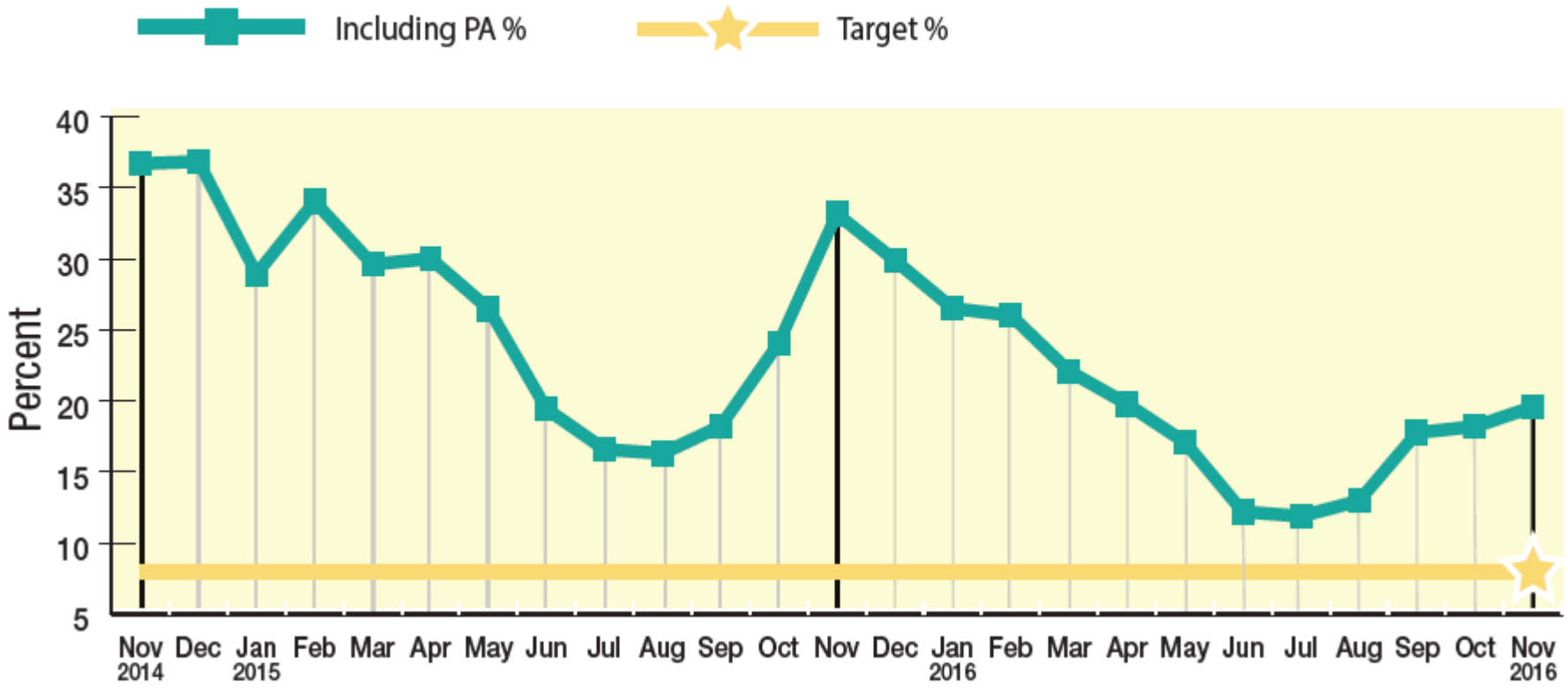
P.O. Box 2267 Austin, TX 78783-2267

CUSTOMER, JOHN D.
123 RESIDENTIAL BLVD
AUSTIN TX 78749-1270

CITY OF AUSTIN
P.O. BOX 2267
AUSTIN TX 78783-2267

Active Accounts Receivable

GREATER THAN 30 DAYS AS PERCENT OF MONTHLY BILLED REVENUE



Questions?

Thank you!!