



High Water Escalations Update

Presented to Electric Utility Commission

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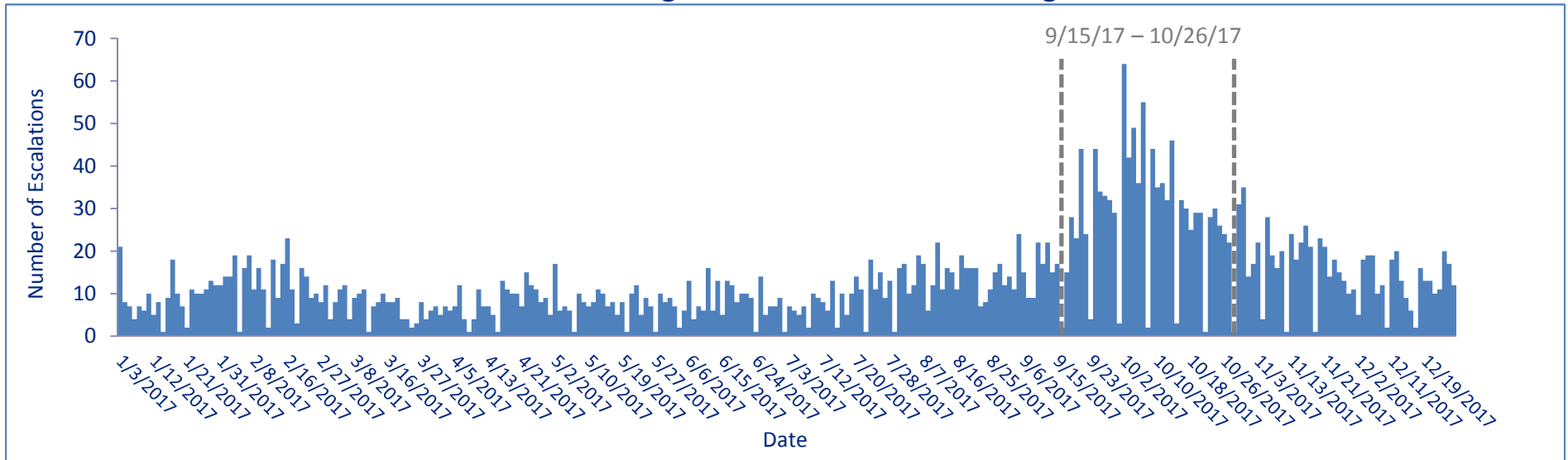
Agenda

- 2017 Escalation Increase & Response
- Restorative Focus: Escalation Case Management
- Analytic Focus: Systemic & Case Analysis
- Preventative Focus: Meter to Bill Quality Assurance & Improvements
- Proactive Focus: Technology, Policy & Customer Resources
- Summary & Next Steps
- Questions



2017 Escalation Increase & Response

An acute increase in high water escalations began in October.



Austin Water & Austin Energy took a four part approach with an immediate focus on individual restorative efforts.

Restorative:

Solve any immediate issues and make the customer whole

Analytic:

Perform meter to bill data analytics to identify specific issues

Preventative:

Improve existing business processes and quality assurance measures

Proactive:

Identify future opportunities to improve customer experience



Restorative Focus: Escalation Case Management

For high water escalations, Austin Energy & Austin Water follow a three part process.

Validate the Meter Read

1

- Compare to previous history
- Request a re-read
- If issues are identified, re-bill with appropriate credit

Identify Root Cause of Consumption Increase

2

- Irrigation
- Landscaping
- Pool
- More people in the household
- New appliances
- Leak

Offer Resources

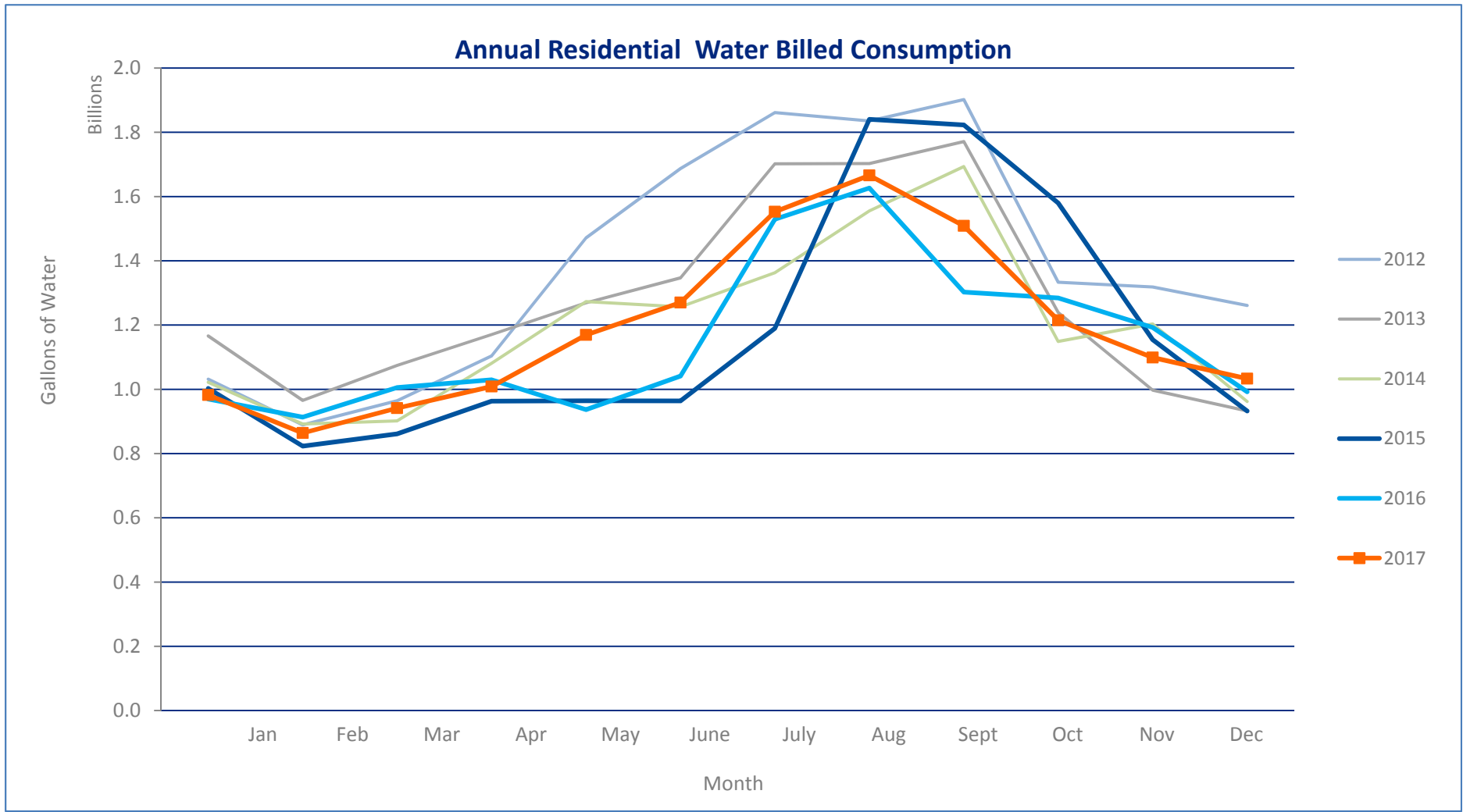
3

- High Water Bill
- Administrative Adjustment
- Leak Adjustment
- Irrigation evaluation
- Customer Assistance Program
- Payment Arrangement



Analytic Focus: Annual Billed Consumption

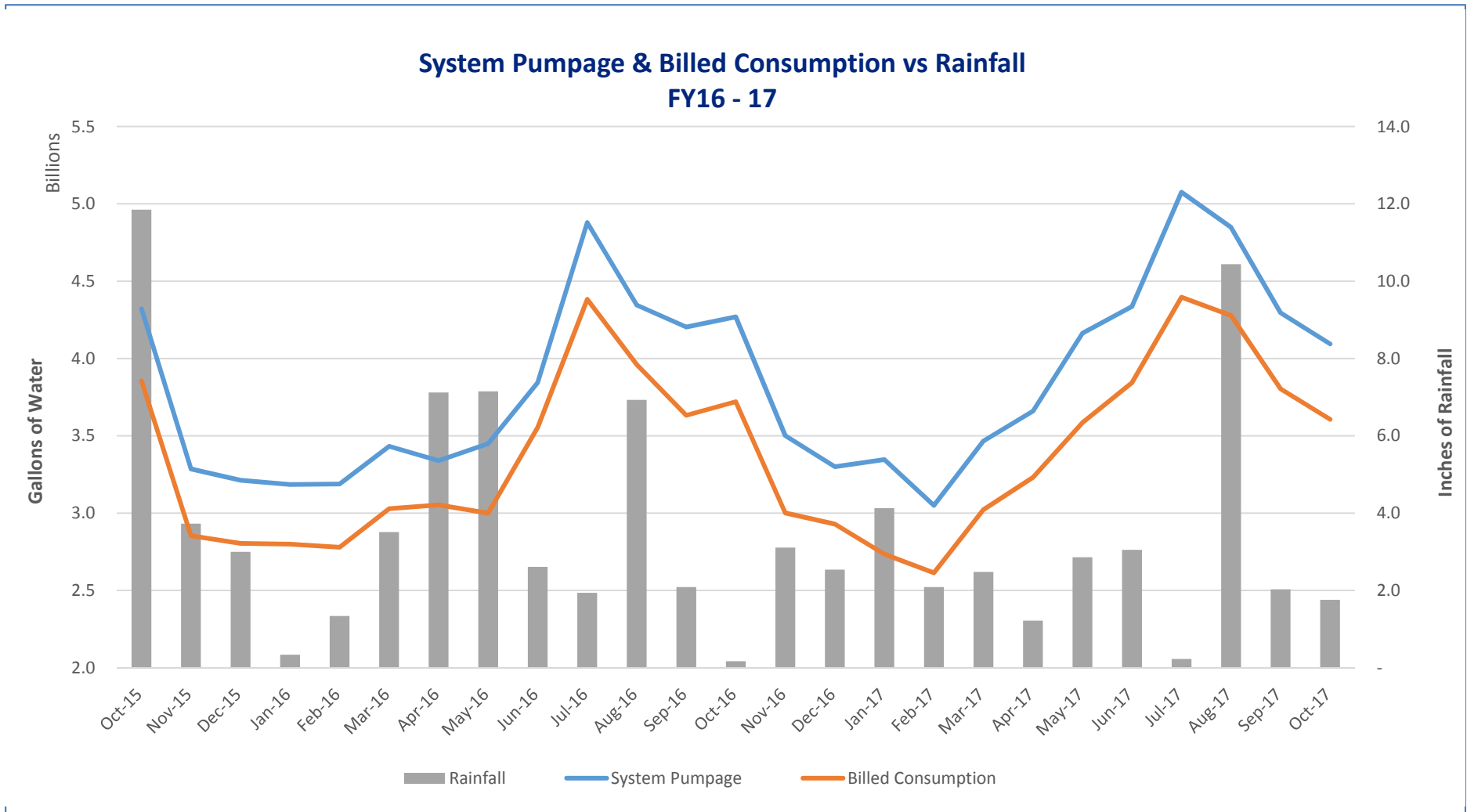
Billed consumption in 2017 aligned with previous years.





Analytic Focus: Austin Water Pumpage & Billed Consumption

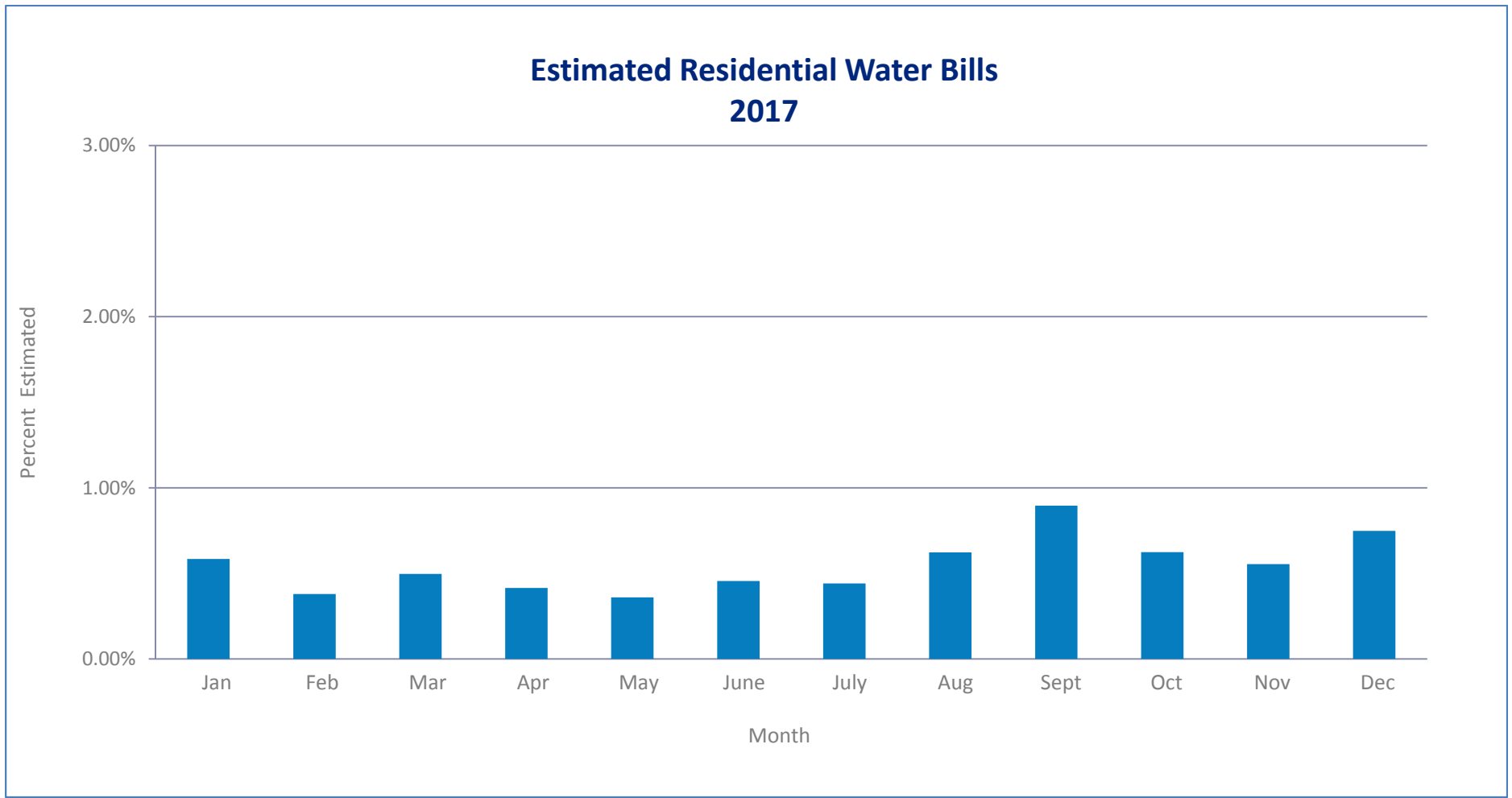
Austin Water pumpage and billed consumption aligned with rainfall patterns as expected.





Analytic Focus: Estimated Bills

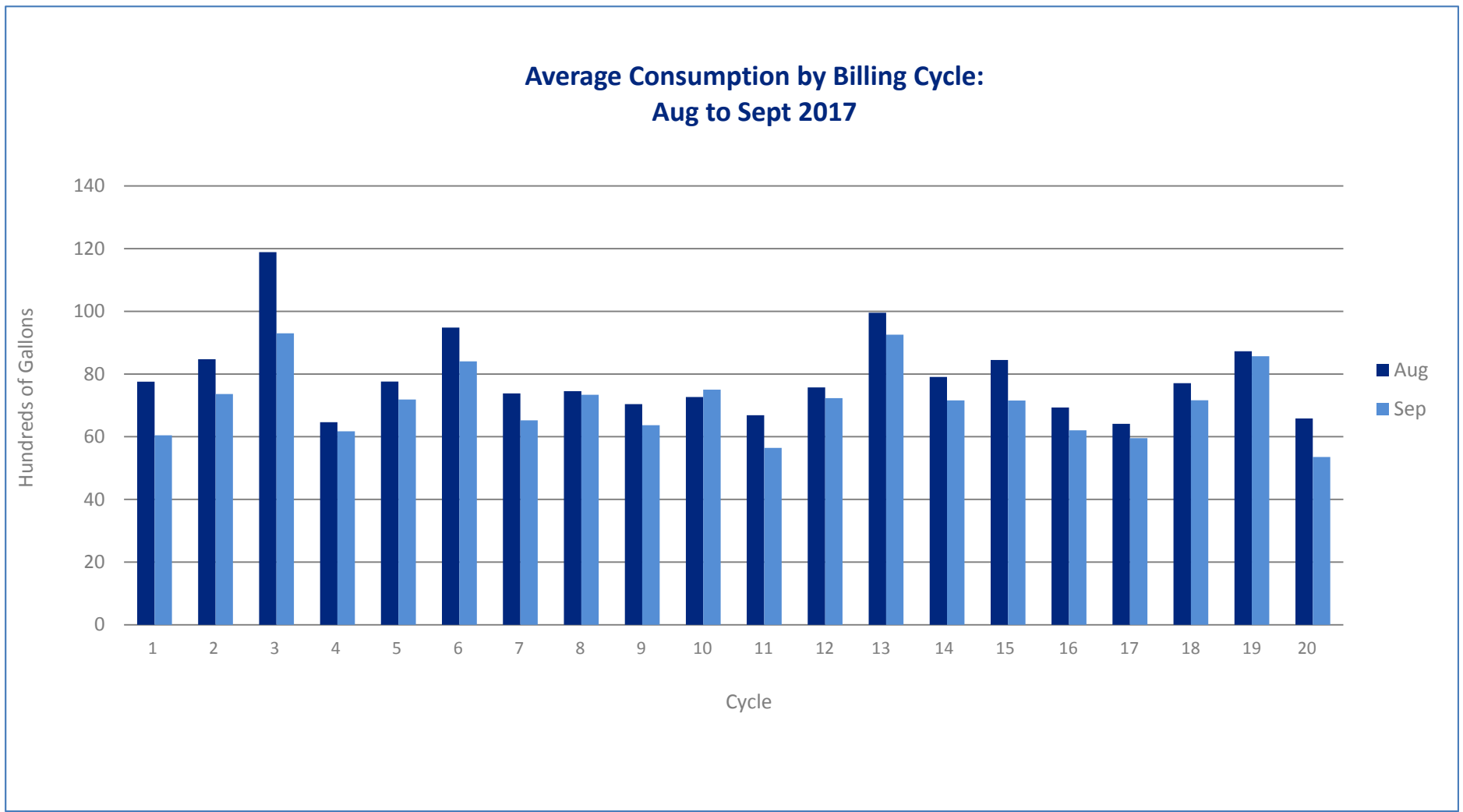
*Billing system estimates were within expected range. Typically, **less than 1%** of Residential bills are estimated.*





Analytic Focus: Consumption by Billing Cycle

August to September consumption at the cycle level aligned with seasonal trends as expected.





Analytic Focus: Connections Between Cases

AE & AW conducted an analysis of escalations cases created between July and December, in an effort to identify connections between high usage.

Unusual Usage Patterns

- A few neighborhoods experienced unusual usage patterns
- Characterized by an unusually low August read followed by an unusually high September read
- AW & AE working together to “smooth” the consumption between the two months, which resulted in a credit for some customers

Current Focus

- Conducting further analysis to identify patterns and establish root cause
- Determining if other customers were affected



Preventative Focus: Meter to Bill Quality Assurance & Improvements

*indicates a new improvement

3 – 5 Days

1

Read is entered into handheld device.



1st High / Low Review

If read is outside of expected range, meter reader validates and a picture is obtained

Internal Quality Assurance Review

Selected reads are reviewed by AE (AW to participate in the future)

Meter Read Pictures*

All meter reads & internal reviews will include a picture (beginning 1/29)

2

Meter data file is sent to AE.



File Verification

AE verifies file upload is received

File Upload Analytics*

AE to analyze meter read file for unusual usage before billing review

3

Bill goes through review before generating.



2nd High / Low Review

If read is outside of expected range, billing analyst validates against picture in vendor portal (AE accelerated this year's annual review)

Meter Re-read:

1. If read cannot be validated, Billing Analyst issues a re-read
2. If re-read is not possible, a bill may be estimated in special circumstances. *Less than 1% of bills are estimated.*

Bill Generated



Proactive Focus: Technology, Policy & Customer Experience

AW is exploring technology and policy improvements. AW and AE are partnering to improve communication both online and through expanded training for agents.

Technology

- Advanced Meter Infrastructure (AMI) Pilots

Policy

- New 'Smoothing' process
- Reviewing Administrative Adjustment qualifications
- Reviewing Leak Adjustment qualifications

Customer Experience

- Continue to train agents to improve customer experience
- Encourage customers to take advantage of irrigation evaluation
- Proactive messaging

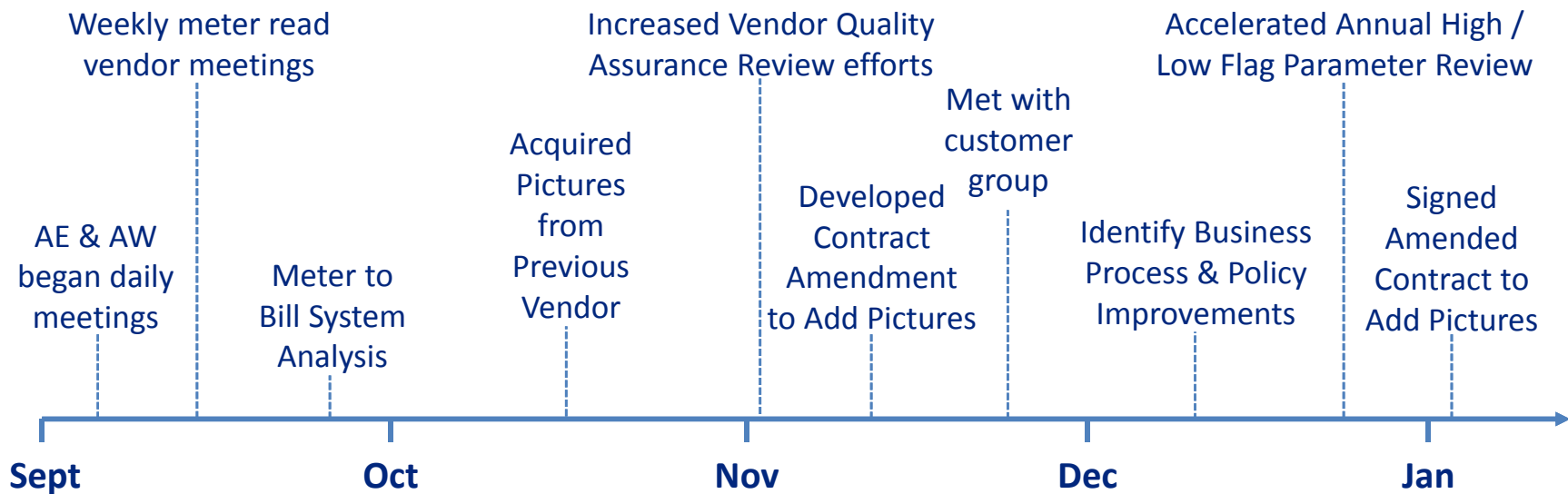


Summary & Next Steps

Escalation Response: September to Current

Ongoing Case Management & Customer Resolution

Ongoing Data Review



Next Steps

- Continue to work with individual customers for resolution
- Continue to investigate unusual usage patterns at the meter and route level
- Provide updates to EUC



Questions



Thank you!