Customer Collaboration Update

Presented to Electric Utility Commission

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Overview

Austin Water | Austin Resource Recovery | City of Austin Public Works | City of Austin Watershed Protection | City of Austin Founded 1839 | Austin Code Department | Austin Energy

Financial Health
Program enrollment
Employee Engagement
Grid Modernization
customer experience
Business Excellence
COA Services
Reliability
CAP
payments
Commercial
usage
billing
smart meter
phone calls
Customer Collaboration
livable
customer service
emails
electricity
Utility
affordability
water
outage management
recycling
conservation
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)

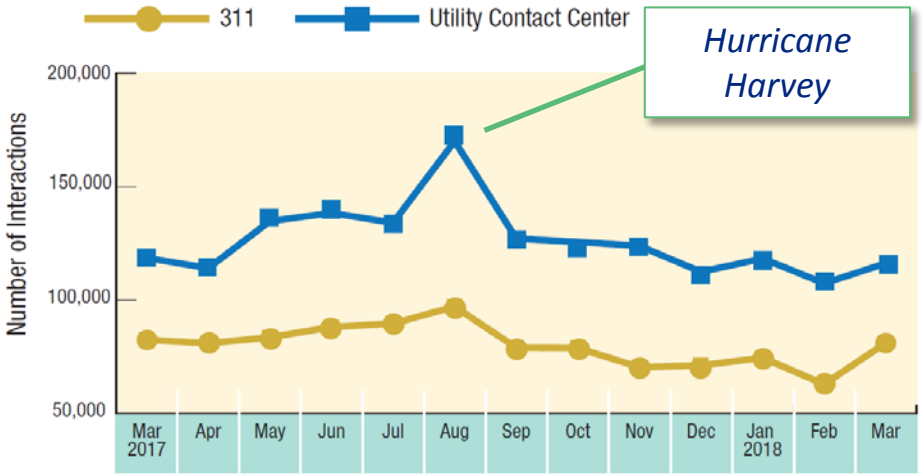
Revenue Measurement & Control
provides Meter Read Services & Data for Billing

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

Quality Management
provides Business Process Improvements & Training

Customer Interactions & Call Answer Time

Customer Interactions



Both centers experience seasonal fluctuation in call volume.

Call Answering time is managed through improved staffing levels and training.

Call Answering Time (Service Levels)

Month	Mar 2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2018	Feb	Mar 2018
Utility Contact Center (%)	89	90	90	91	90	91	90	90	86	93	93	95	94
311 (%)	95	92	94	91	86	87	91	95	96	95	95	94	90

94% of UCC calls answered in 90 seconds or less

90% of 311 calls answered in 30 seconds or less

Target: 90%

Austin 3-1-1 & Utility Contact Center Operations

Austin 3-1-1
COA Service Requests & Citywide Inquiries

35 COA Staff
48 Contractors

Utility Contact Center
COA Utility Account Management

Residential
74 COA Staff
63 Contractors

Commercial
23 COA Staff

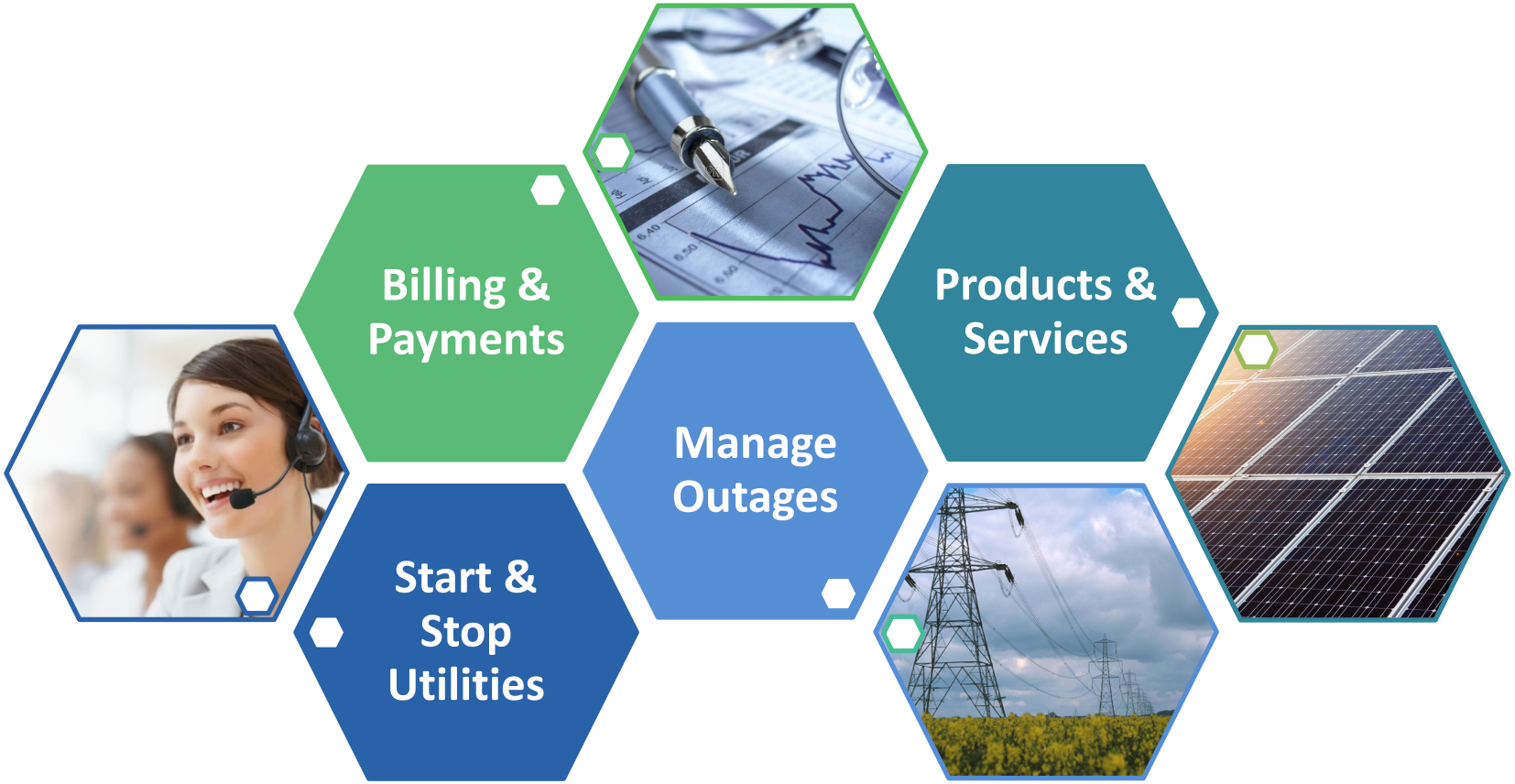
Shared Services:
Outage Management
Recycle / Trash Pick Up
Back Up Call Center
Training

Provide Information
Create or Manage Accounts
Enter Service Requests
Create Field Activities

Some transactions send work to other COA departments

Utility Contact Center: Customer Interactions

The Utility Contact Center handles a variety of interactions on behalf of 6 COA Departments.



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Utility Contact Center: Customer Feedback

Customer Initiated

Direct Customer Feedback

Via phone, email, social media, etc.

Internal Surveys: Transaction Specific

After Call Survey

Customer stays on the line to provide immediate feedback

First Call Resolution

Outbound call 7-10 Days after transaction

External Surveys: Overall Satisfaction (Austin Energy)

Voice of the Customer

Ranks what matters most to the customer

JD Power

Benchmarking and ranking against other utilities

"Great service, very fast on getting answers and professional."

- April 2018 First Call Resolution Survey Comments

Utility Contact Center: Training & Coaching

New Hire Program

Two part program includes instructor-led training and phone time

Supplemental & Refresher Training

Topic specific content delivered through team huddles, e-learning, and instructor-led courses

Call Quality Program

Ongoing coaching program provides feedback on recorded calls

Utility Contact Center: Empathy Training Program

January	April	May	June
Developed RFP for Training Vendor	Selected Vendor and met with consultants	Conducted Training for Trainers, Leads & Escalations	Implement Training in Utility Contact Center

- Training began in May, with Utility Contact Center implementation beginning in June
- Multiple courses to be delivered to Utility Contact Center on an ongoing basis
- Course content incorporated into current New Hire Training class
- Initial Topics include:
  - ✓ Principals of Empathy & Tone
  - ✓ Conversational 'Bookends' & Word Choices
  - ✓ Handling High Bill Calls

Questions?

Thank you!