

Water Meter Event After Action Report

Electric Utility Commission
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November 2018

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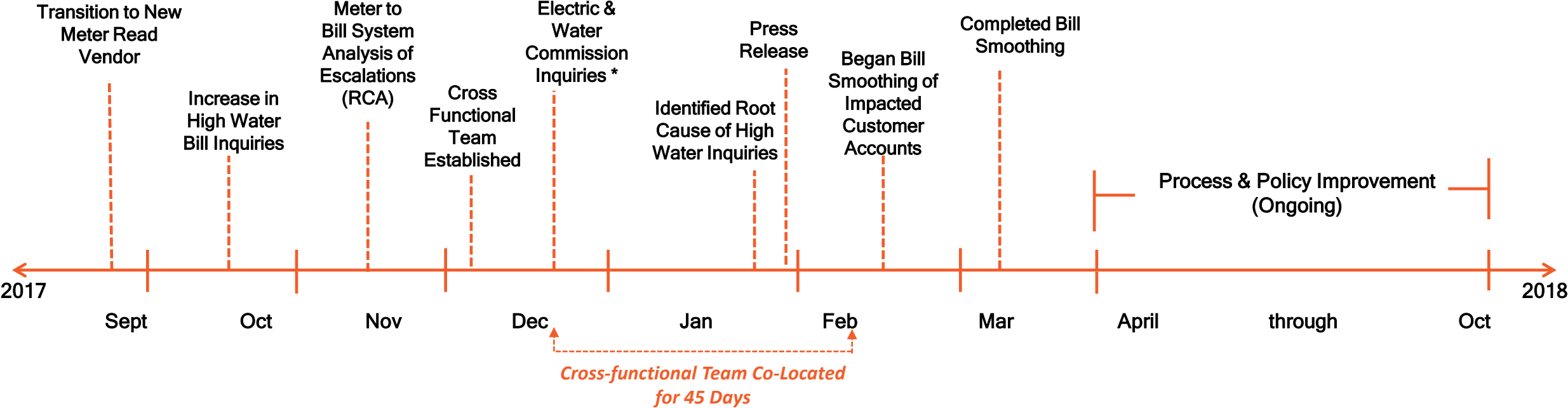
Agenda

- Event Summary
- Root Cause
- Areas of Improvement
- Completed Corrective Actions



Water Meter Event Summary:

August 2017 - October 2018



*Inquiries on December 11th and December 13th

Root Cause

- Two contract meter readers entered false meter reads during the month of August 2017, resulting in lower August and higher September usage patterns which is abnormal



Areas of Improvement

The cross functional team made up of Austin Water and six Austin Energy business units identified the following areas of improvement from the Water Meter Event to be addressed in the After Action Report.

Vendor Management

- Lack of detailed vendor oversight at meter reader level
- Lack of evidence to prove or disprove inaccurate reads
- Need for greater quality assurance

Customer Experience

- Reactive not proactive customer issue identification
- Inconsistent Customer Service
- Lack of empathy
- Delays in response
- Need for improved analysis of trending issues
- Lengthy resolution time

Policy & Processes

- Limitations to Hearing Process Eligibility
- Administrative Adjustment Limitations
- Cross-departmental processes lacking closure
- Customers receive one or more corrected bills in succession without explanation
- Stopped/malfunctioning meters



Completed Corrective Actions: **Vendor Management**

• **Improved Technology**

- Robust GPS monitoring of meter readers
- Unique login and system access requirements
- Cloud-based access to meter photographs

• **Vendor Performance Monitoring**

- Improved Vendor Performance Scorecard
- Enhanced reporting
- Issue Tracker

• **Meter Read Validation**

- 100% on-cycle Meter Read photographs
- Vendor field and photo quality audits
- GPS Screening Report for Cycle Reads
- Detailed Route Report analysis



Completed Corrective Actions: Customer Experience

- **Enhancing the Customer Experience**

- Tone & Empathy training
- Revamped talking points
- Monthly Customer Experience exercises

- **Culture Shift on Customer Call Handling**

- Support line for customer service representatives
- Critical thinking coaching

- **Responding to the Customer**

- Improved quality assurance regarding callbacks
- Increased monitoring of customer calls
- Individualized service for active customer escalations
- Proactive Outbound Initiative



Completed Corrective Actions: Policy & Processes

• Process Improvements

- Refined 12 billing and metering processes
- Created 2 new vendor quality assurance processes
- Added quarterly compliance audits
- Enhanced reporting for early detection of bill errors
- Developed in-depth escalations reporting

• Changes to Policy & Regulations

- Review of AW policy decisions which impact how AE manages customer accounts
- AW updated the High Bill Administrative Adjustments regulation in May 2018
- AW adjusted Administrative Hearing Eligibility to include High Bill disputes



After Action Updates

- **AE and AW share a commitment for improved customer experience**
 - The current meter reading vendor is providing a high level of service with continual checks to prevent fraudulent reads or other quality issues
 - AE and AW are continuing to implement a number of process improvements and monitoring tools
 - AW is performing an ongoing investigation into the increased use of technology, including AMI implementation
 - A close working relationship between AE and AW is bringing additional insight into potential process improvements





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