

UTILITY CUSTOMER SERVICE

MISSION STATEMENT:

The mission of the City of Cedar Hill's Utility Customer Service Department is to provide positive customer support the provision of service to customers before, during and after use of water, wastewater, and sanitation services by working together to exceed customer expectations.

CORE FUNCTIONS:

- 1) **Customer Support** – Staff resource to address customer expectations and issues regarding utility billing and payment receipts for water, wastewater, and sanitation services.
- 2) **Utility Billing and Collection** – Billing and collections for water, wastewater, and sanitation services.
- 3) **Field Services** – Accurately read and maintain all City water meters
- 4) **Visitor Welcome Center** – First point of contact at the Government Center for citizens making inquiries regarding municipal services.

2014 - 2015 WORK PLAN

CORE FUNCTION: #1 Customer Support

Action:

- Respond to customers inquiries
- Create customer account service order requests
- Establish new utility accounts
- Suspend delinquent utility accounts
- Contact customers regarding returned checks

Activity Measurement:

- **Address issues of 3,200 walk-in utility customers monthly to Government Center**
- Research and reply to 10,500 customer contacts monthly
- Prepare deposits for transport to the bank within one business day
- Process and respond to customer complaints and or requests for action within two business days
- Process approximately 350 new, transfer, and final service requests for utility accounts monthly
- Process notification for 100 returned checks monthly
- Provide same-day connection of water service if all necessary information or payments is received by 12:00 pm each business day
- Suspend all commercial and residential water utility accounts that are at least 30 days past the due date
- Suspend water service for all defaulted pay arrangements and return check notifications within three business days of payment default
- Initiate and close more than 1,550 service orders monthly

CORE FUNCTION: #2 Billing and Collections

Action:

- Accurately bill customers for monthly utility charges
- Receipt and accurately post utility payments
- Prepare customer payments for deposit

Activity Measurement:

- Post utility payments on same business day of receipt
- Prepare deposits for transport to the bank within one business day
- Process and respond to customer complaints and or requests for action within two business days
- Issue billing statements to all 15,500 customers by the scheduled billing dates, 5th and 20th of each month

CORE FUNCTION: #3 Field Services

Action:

- Verify residential and commercial meters for water billing purposes
- Perform or request maintenance on water meters and meter boxes
- Activate service for new water utility accounts
- Suspend service for delinquent accounts and move out notifications
- Complete projects in annual meter testing and replacement plan

Activity Measurement:

- Turn on or off 350 water meters monthly per customer service requests
- Suspend water service to approximately 650 locations monthly for delinquent payment, defaulted pay arrangements, NSF checks, and unauthorized usage
- Maintain meter change out program to replace water meters at the end of their expected lifespan, as identified by the manufacturer, with a new meter by replacing at least 10% of existing meters annually and testing residential meters at 10 years of age and all of the top ten water consumers annually.

CORE FUNCTION: #4 Visitor Welcome Center

Action:

- Serve as the first point of contact for those visiting the Government Center
- Respond to customer inquiries and concerns
- Effectively communicate to meet our citizens needs

Activity Measurement:

- Respond to 200 citizen contacts per monthly
- Create ten daily citizen requests for service within *Access Cedar Hill* monthly.

SUMMARY - UTILITY BILLING

EXPENDITURES	ACTUAL FY 12	ACTUAL FY 13	EST. FY 14	FISCAL YEAR 2014-2015		
				CONTINUED	GROWTH	PROPOSED
Personnel	\$ 770,932	\$ 689,138	\$ 769,000	\$ 739,015	\$ 739,015	\$ 739,015
Supplies	32,764	94,653	58,300	32,450	32,450	32,450
Maintenance	12,787	34,188	30,685	5,125	5,125	5,125
Services	338,631	394,605	456,635	897,180	897,180	897,180
Utilities	2,741	2,382	2,830	3,315	3,315	3,315
Leases/Rentals	958	1,278	7,440	7,440	7,440	7,440
Sundry	7,633	8,199	9,465	10,690	10,690	10,690
Capital Outlay	28,940	1,385	-	-	-	-
TOTAL Dept. Budget	\$ 1,195,386	\$ 1,225,828	\$ 1,334,355	\$ 1,695,215	\$ 1,695,215	\$ 1,695,215

STAFFING	ACTUAL FY 12	ACTUAL FY 13	EST. FY 14	FISCAL YEAR 2014-2015		
				CONTINUED	GROWTH	PROPOSED
Customer Service Manager	1.00	1.00	1.00	1.00	1.00	1.00
Customer Service Specialist	1.00	1.00	1.00	1.00	1.00	1.00
Senior Meter Reader	1.00	1.00	1.00	1.00	1.00	1.00
Senior Customer Service Rep.	1.00	1.00	1.00	1.00	1.00	1.00
Meter Reader Lead	1.00	1.00	1.00	1.00	1.00	1.00
Meter Reader*	4.50	4.50	4.50	4.50	4.50	4.50
Lead Customer Service Rep.	1.00	1.00	1.00	1.00	1.00	1.00
Receptionist	1.00	1.00	1.00	1.00	1.00	1.00
Customer Service Rep.	4.50	4.50	4.50	4.50	4.50	4.50
TOTAL Department Staff	16.00	16.00	16.00	16.00	16.00	16.00

REPLACEMENT VEHICLES & EQUIPMENT:	COST	FUNDED
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PROGRAMS:	PRIORITY	COST	FUNDED
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N/A

UTILITY - CUSTOMER SERVICE
VEHICLES AND EQUIPMENT

ITEM	X IF ITEM IS UNRELIABLE	YEAR	MILEAGE	DESCRIPTION OF REPLACEMENT ITEM	COST	LIFE	CM APPROVED
VEHICLES:							
355 Nissan Leaf - Meter Reader		2011					
423 Ford Ranger - Meter Reader (John)		2007	74,321				
405 Ford Ranger - Sr. Meter Reader (Greg)		2007	120,783				
422 Ford Ranger - Meter Reader (Josh)		2005	94,044				
425 Ford Ranger - Meter Reader (Robert)		2005	119,146				
424 Ford Ranger - Meter Reader (Marc)		2005	113,924				
426 Ford Ranger - Meter Reader (Spare??)		2005	39,729				
OFFICE EQUIPMENT:							
Currency Counter		2009					
HP Office Jet ProX576DW MFP		2014					
Martin Yale Letter Opener		2007					
Shear Check Endorser		2004					
MISCELLANEOUS:							
ToughBook Laptops (3) with 4G card or Tough Tablet (3) with 4g card		2014					

