

Serving our customers

Customer Services

2023 GP-13 Report Out



Challenges in 2023

- **Maintaining Adequate Staffing**

- The delayed resolution of Class & Comp significantly impacted Customer Services' ability to back fill positions leading to vacancies in critical positions and led some staff to leave TPU
 - 7 senior and intermediate level analyst positions required to support technology and training needs
 - 12 frontline, customer facing positions necessary to assist customers in resolving concerns and inquiries
 - 8 Field and Mail Services staff essential to invoice generation and mailing

- **Antiquated Core Customer Service Systems**

- Current core platform, SAP's CICO, was not designed for complex customer requests. Increased focus on the customer with increased offerings and flexibility in credit policies resulted in numerous manual processes reducing staffs capacity to assist customers in a timely manner

- **Customer Outreach for the Bill Credit Assistance Plan (BCAP)**

- Targeted outreach and mailings promoting the increased benefits of the enhanced Bill Credit Assistance Plan did not generate the desired customer response. Enrollment strategies were modified to auto enroll customers based on eligibility of other assistance programs with similar financial requirements.



Accomplishments



- **Reduced Customer Debt**

- Outstanding debt on active customer accounts returned to pre-pandemic levels after significant application of assistance dollars in 2022 and customer friendly repayment plans.

- **Automated Outbound Messaging**

- Customer Services implemented automated outbound calling for customer accounts that were scheduled for disconnection in 2 business days.
- CS has observed an approximate drop in the number of service disconnects by 15%-20%
- Customers are reporting high levels of satisfaction with receiving an additional notification to prevent a disruption of service

- **Increased Enrollment in Customer Programs**

- Increased enrollment in BCAP from 781 at the beginning of 2023 to over 5,000 by the end of the year.

- **Increased First Call Resolution**

- 75.98% of customers completing a post-call survey reported they were not calling about a recurring issue. This is 6.44% higher than reported the prior year.

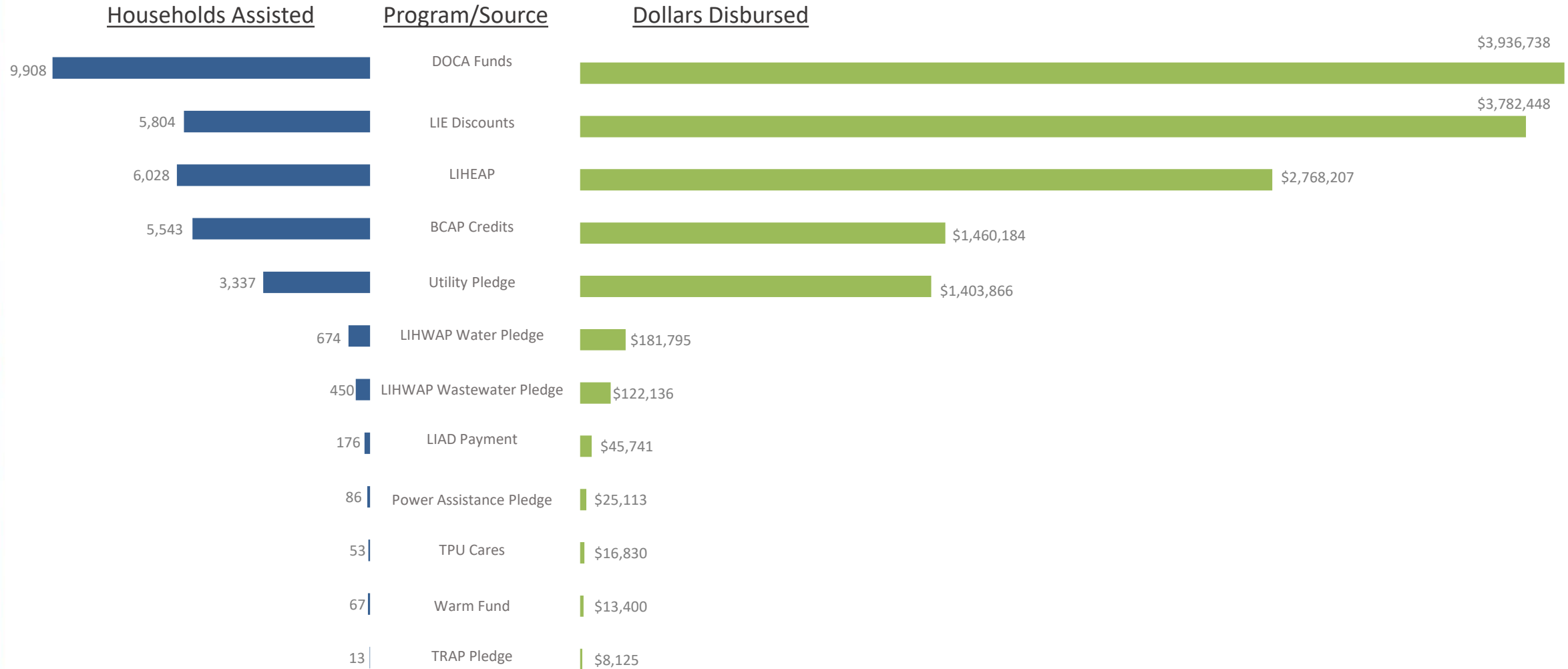
- **Increased Customer Satisfaction Scores**

- Customers who completed a post call survey rated their experience with our staff a 3.98 on a scale of 1-5 with 5 being very satisfied. This is an increase from the year priors score of 3.41.

Customer Assistance Dollars



Households Assisted and Dollars Disbursed for 2023



Total Assistance Dollars for 2023 = \$13,765,583

GP-13 Metric



Phone Service Level

50.8%

of 313,720 inbound customer calls from January 1st, 2023 through December 31st, 2023 were **answered by a live agent within 30 seconds** and did not meet the target goal of 75% or more.

- Phone Service levels did improve by 15.8 percentage points but did not meet established target.
- Average daily call volume has stabilized and is 14.6% lower than pre-pandemic call levels.
- Though the majority of call center operations and work load volumes have returned to pre-pandemic levels the level of complexity of customer contacts have increased, consuming more staff capacity.

Average Speed of Answer

182_{Seconds}

The **average amount of time customers waited to speak to a live agent** after exiting the self service automated phone system from January 1st, 2023 through December 31st, 2023 and did not meet the target goal of 60 seconds or less.

- The overall ASA decreased 212 seconds compared to 2022 but did not meet the established target.
- The Average Speed of Answer in 2023 ranged from 83 to 409 seconds.

Percent of Customer Invoices mailed within 3 days

94.8%

of customer invoices generated from January 1st, 2023 through December 31st, 2023 were **printed and mailed within 3 days of the meter read**