



Customer Service Report

Presented to Austin Energy Utility Oversight Committee

Kerry Overton, Deputy General Manager, Chief Customer & Compliance Officer

Jerry Galvan, Vice President, Customer Care

May 23, 2018







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 Care Operations

Customer Calls

Utility Contact Center &
Austin 3-1-1 Combined
Annual Calls

2.9M

Bill Production

Annual Billed
Revenue for all
COA Utilities

\$2.2B

Accounts Receivable (AR)

Average Monthly
Outstanding Debt for
FY17
(including Payment
Arrangements)

14.8%



Customer Assistance Program

The Customer Assistance Program (CAP) encompasses all of the City of Austin sponsored programs designed to assist moderate to low-income customers in regards to their utility bill.

Customer Care Services (Front Office)

Austin 311

**Utility
Contact Center**

**Customer Services
Management**

**Customer Assistance
Program**



Customer Assistance Program Overview



Community Partners

Community Partner
Network (55 Agencies)

Discount Steering
Committee

Community Advocacy
Groups

Participating Utilities



Customer Eligibility

*Customers may be eligible
for one or more benefits
depending on :*

- Income
- Medical
- Veteran status
- Participation in other social service programs



Customer Benefits*

- Discount Program
- CAP Weatherization
- Arrearage Management
- Plus 1 Emergency Fund
- Medically Vulnerable Registry
- Case Management
- Education & Outreach

** Specific benefits depend on individual eligibility criteria*



Customer Benefits: Case Management





Customer Benefits: Case Management

Austin Energy's Case Managers provide a variety of services, unique to the customer's needs.





Customer Assistance Program: Community Outreach & Education



July 25th: Affordable Energy Summit

AT&T Conference Center

(For invited Partnering Agencies)

***Oct 20th: 7th Annual Community
Connections Resource Fair***

Travis High School

(For Customers)

Past Community Connections Locations:

Dobie Middle School
Mendez Middle School
Webb Middle School
Montopolis Recreation Center
Gus Garcia Recreation Center
Metz Recreation Center
Millennium Youth Entertainment Center



Questions?

Thank you!