



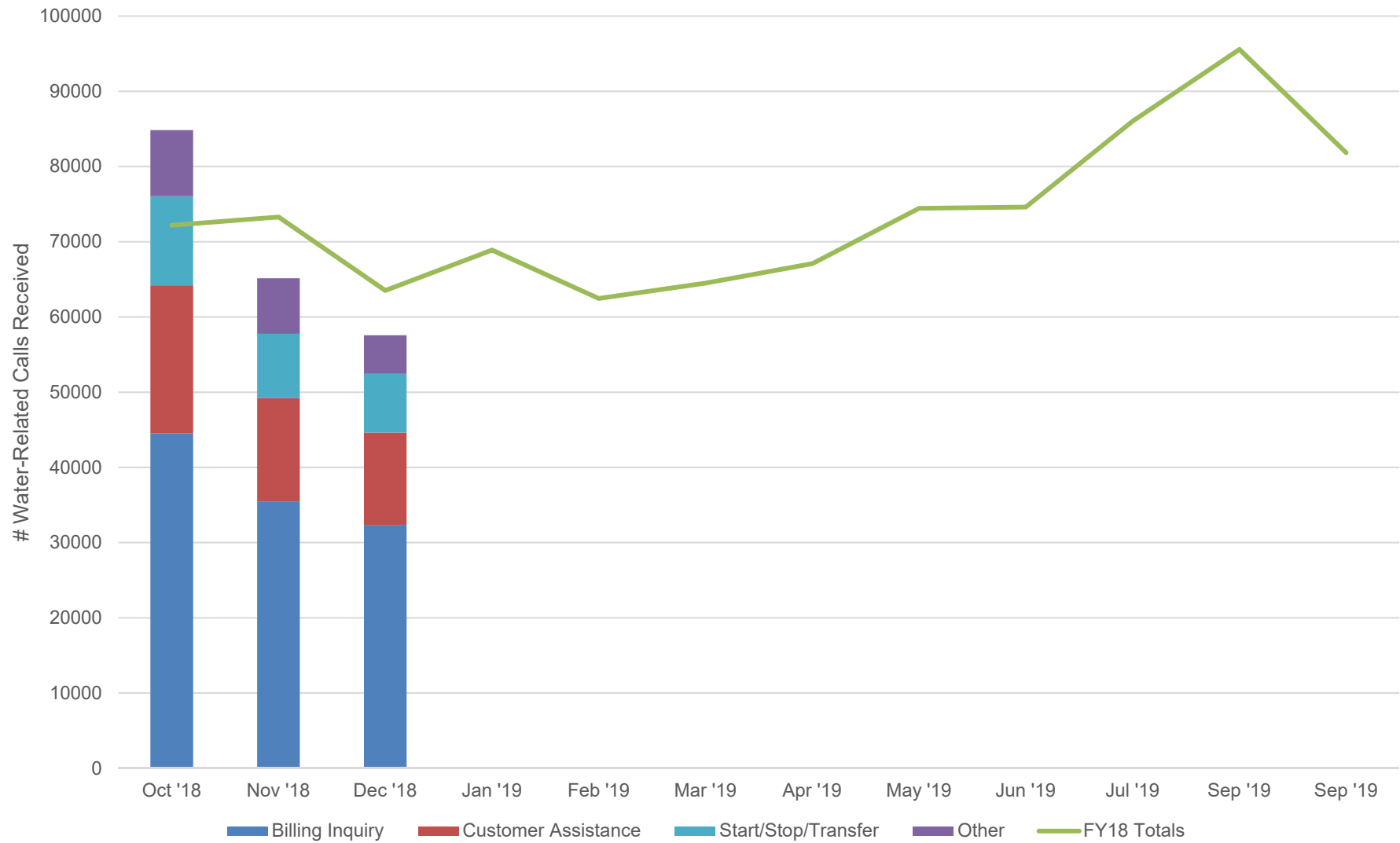
Customer Service Metrics

January 9, 2019

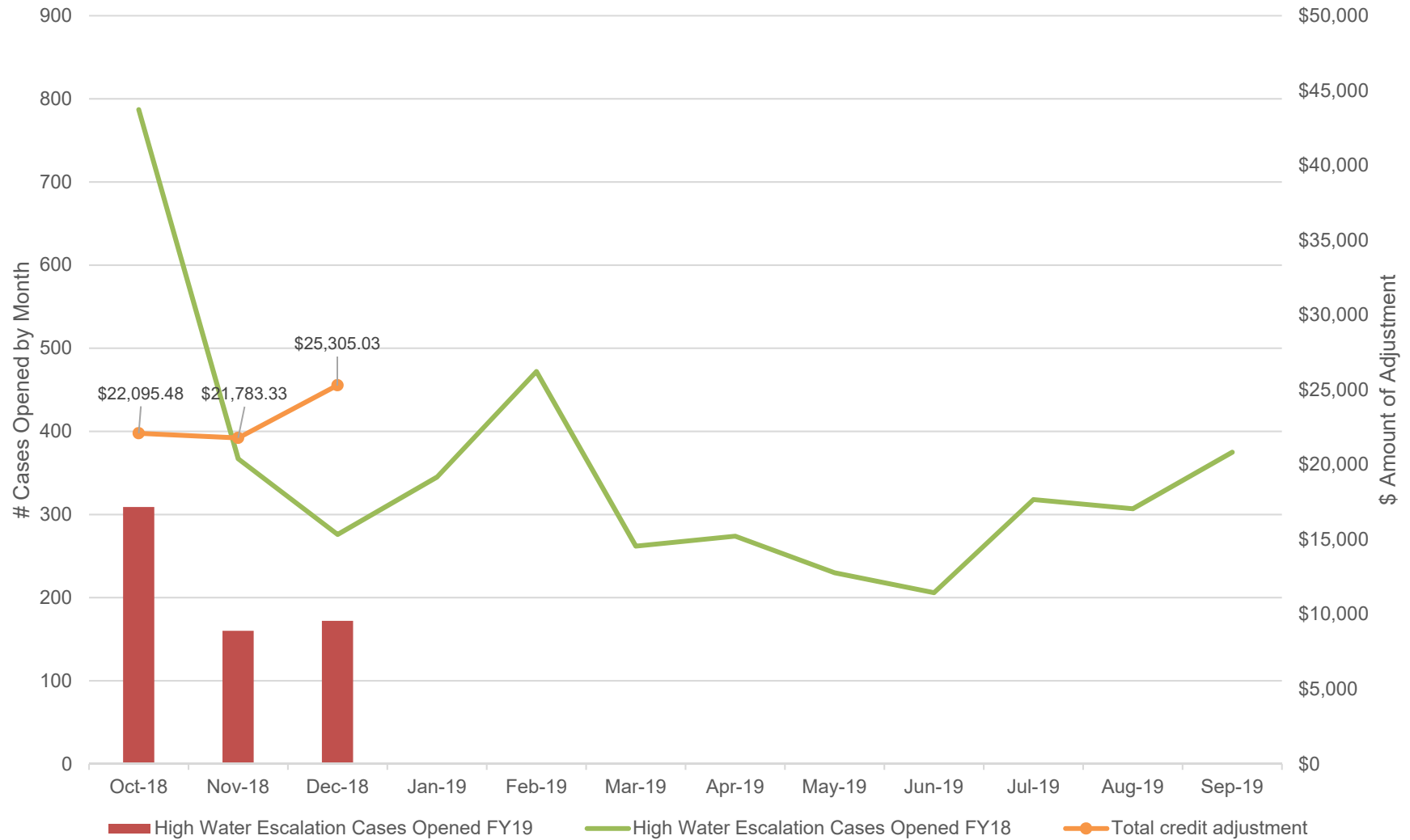
Drema Gross, AW & Monica Joyner, AE



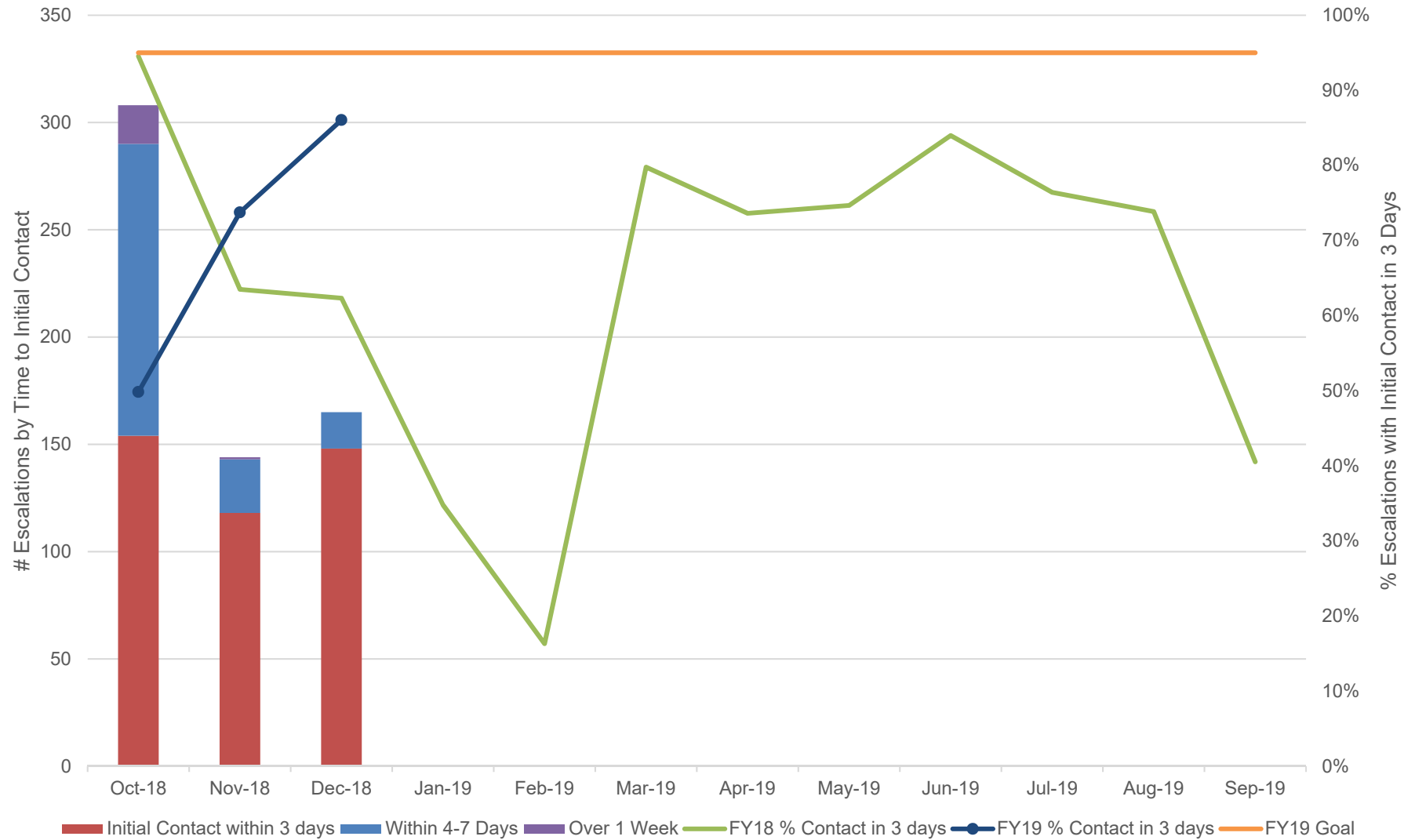
Water-Related Calls to Utility Contact Center



High Water Escalation Cases Opened



High Water Escalation Cases Callback Times

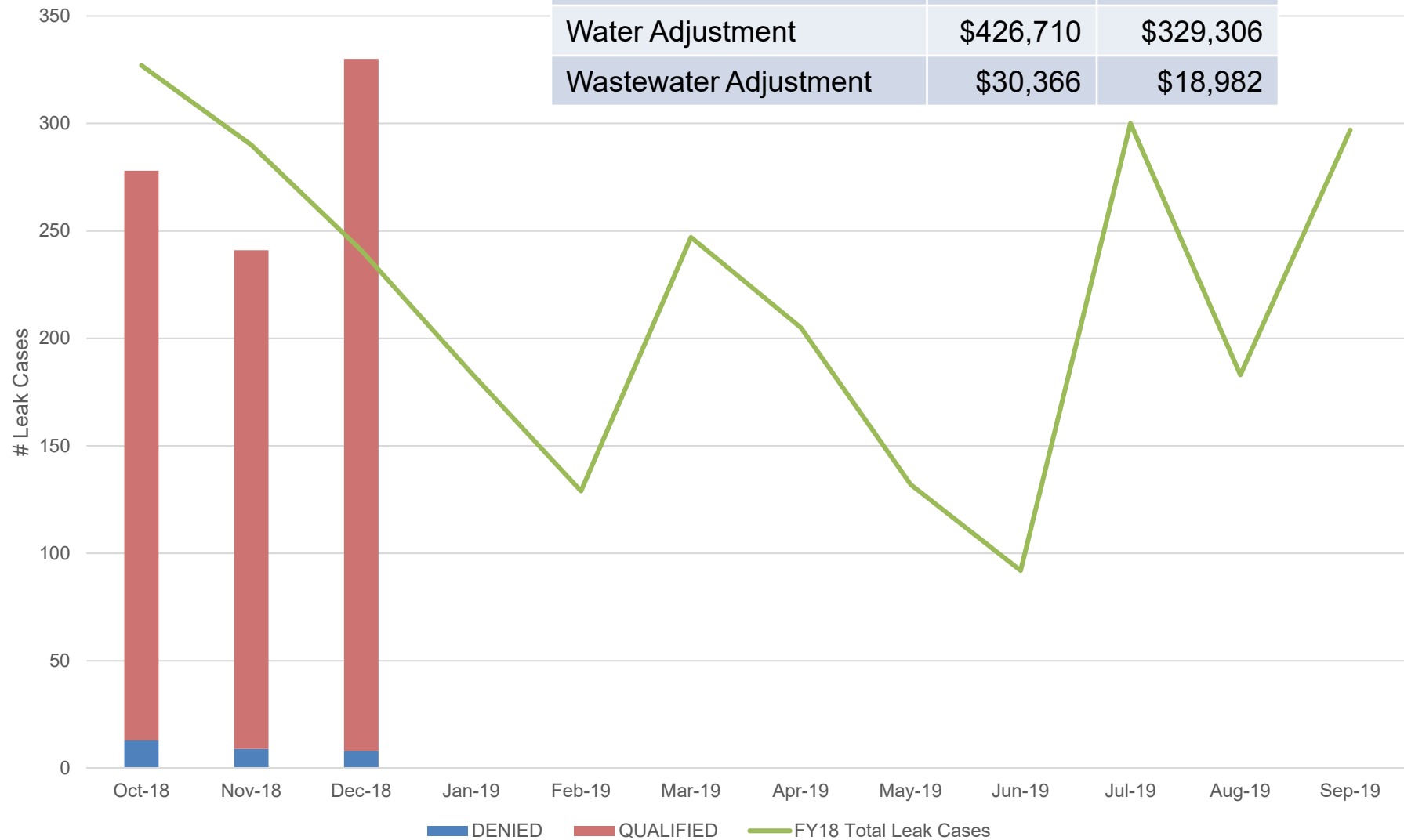


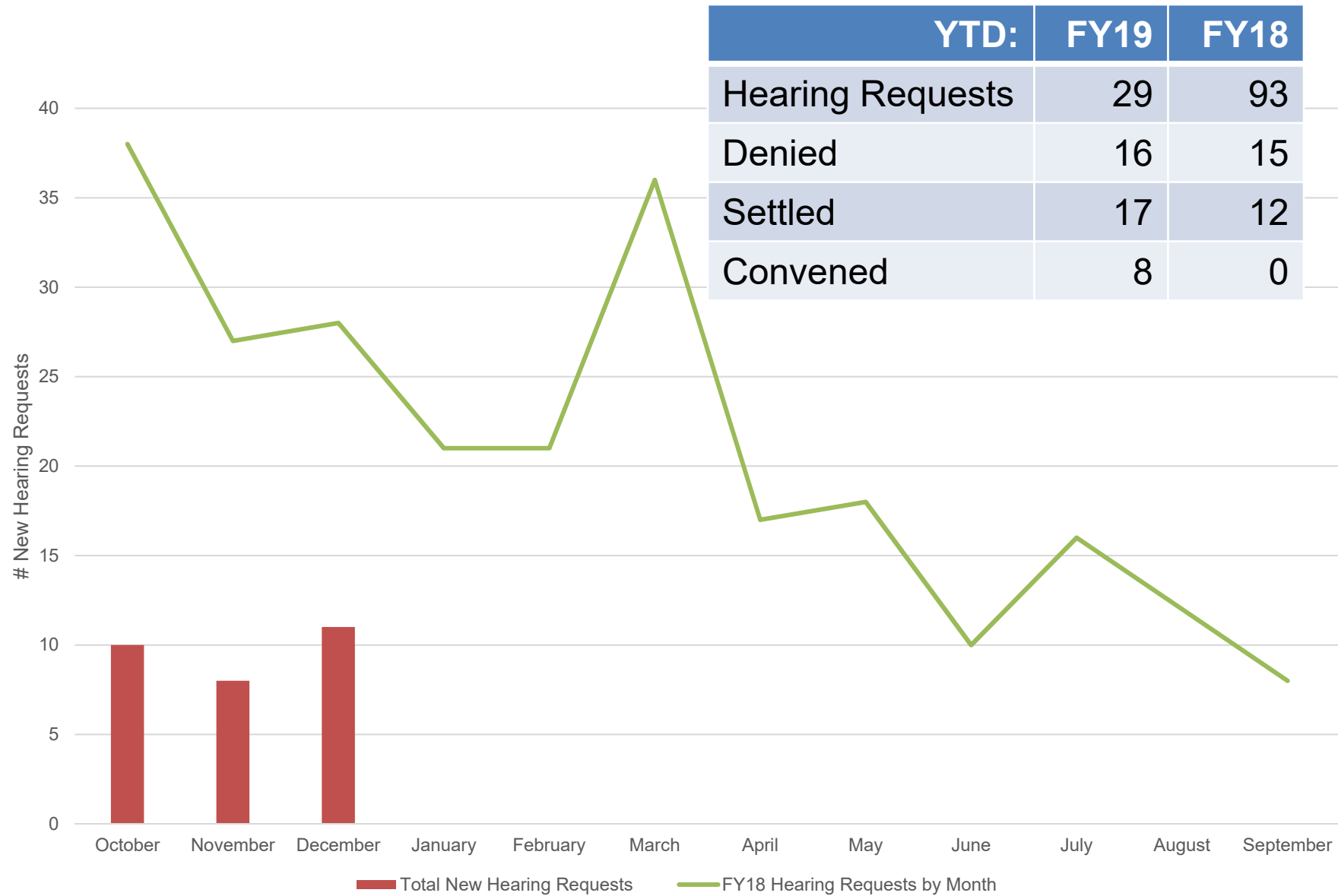
High Water Escalation Cases Average Time To Resolution



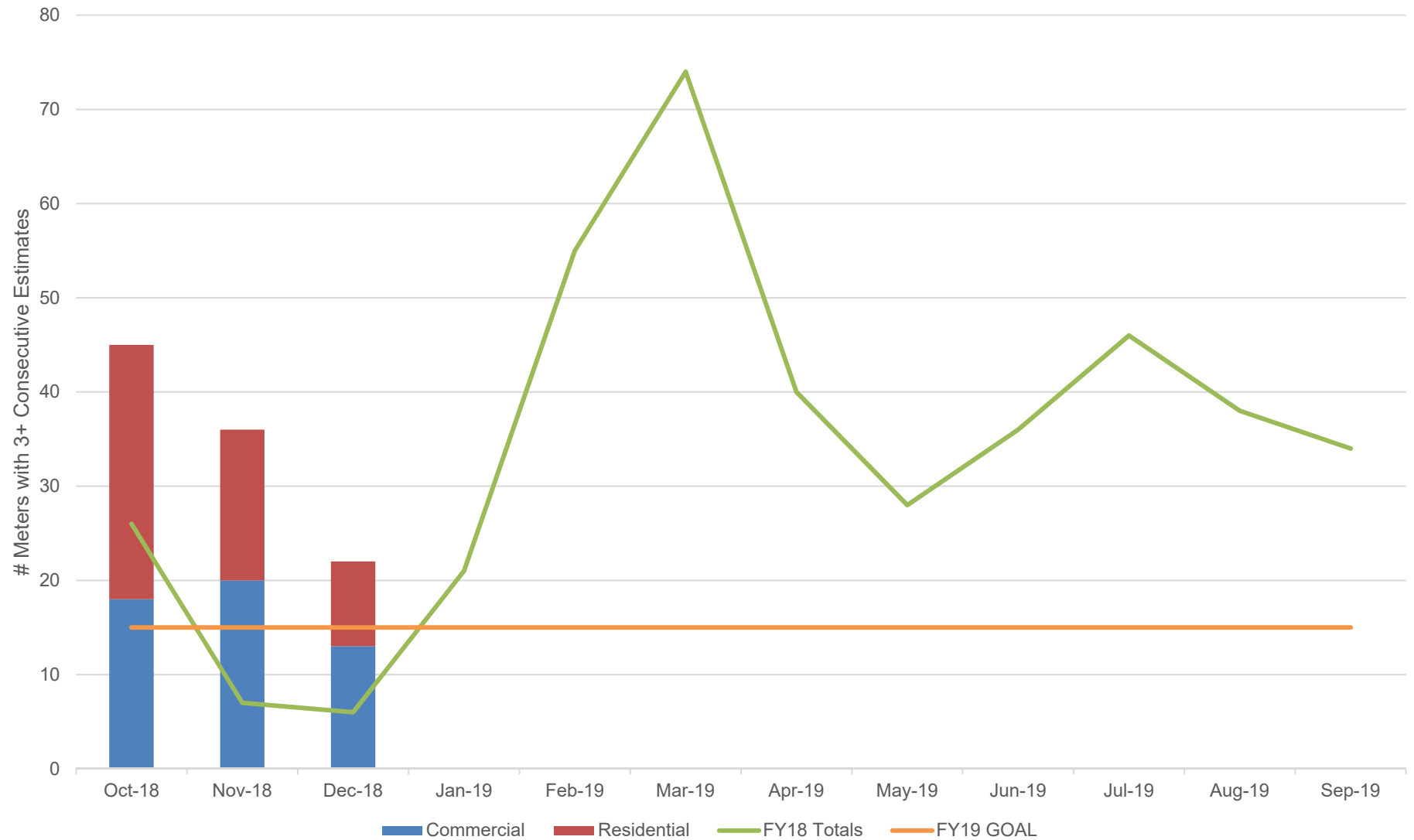
Leak Adjustment Information – FY19

	YTD:	FY19	FY18
Total Leak Cases		849	858
Water Adjustment		\$426,710	\$329,306
Wastewater Adjustment		\$30,366	\$18,982

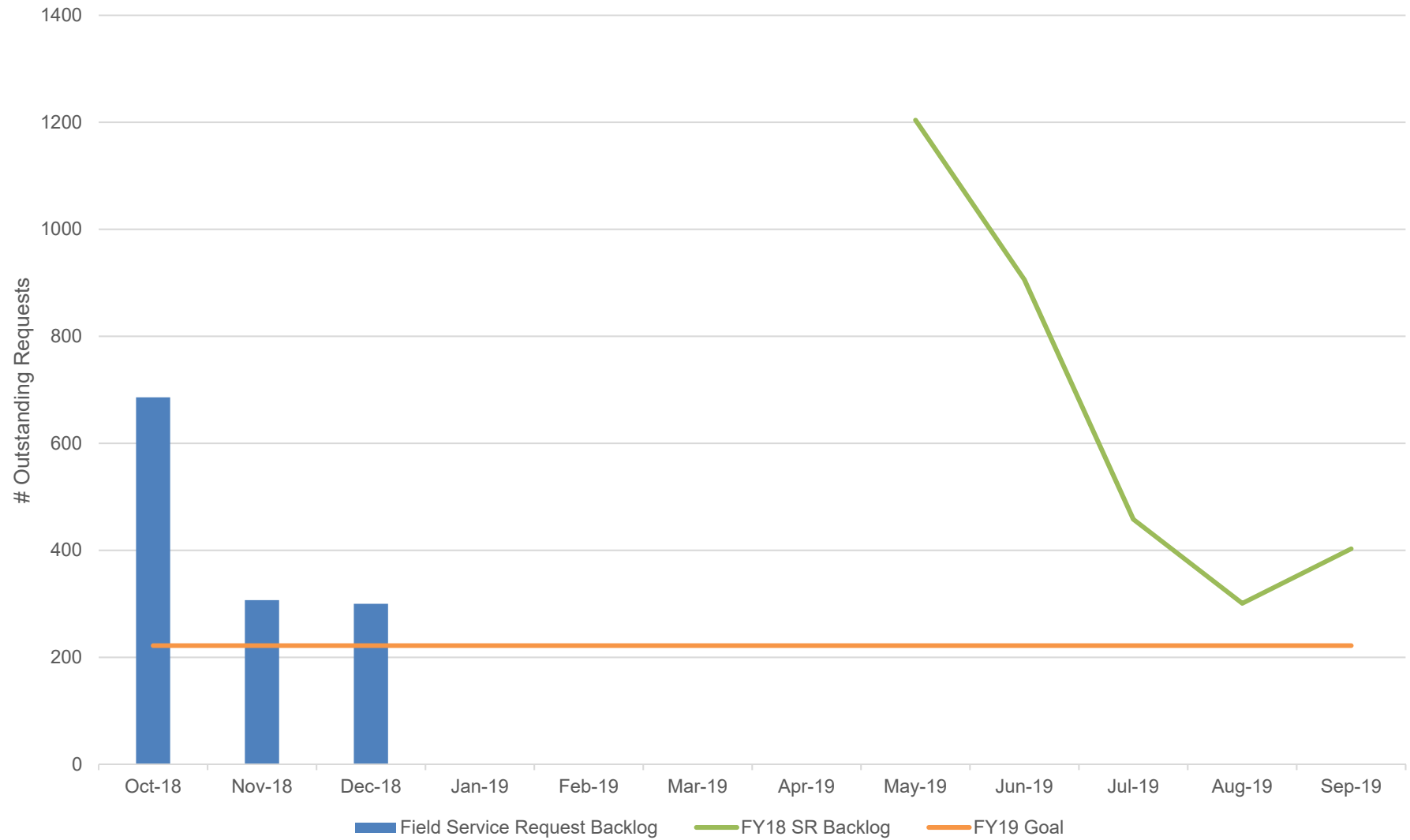




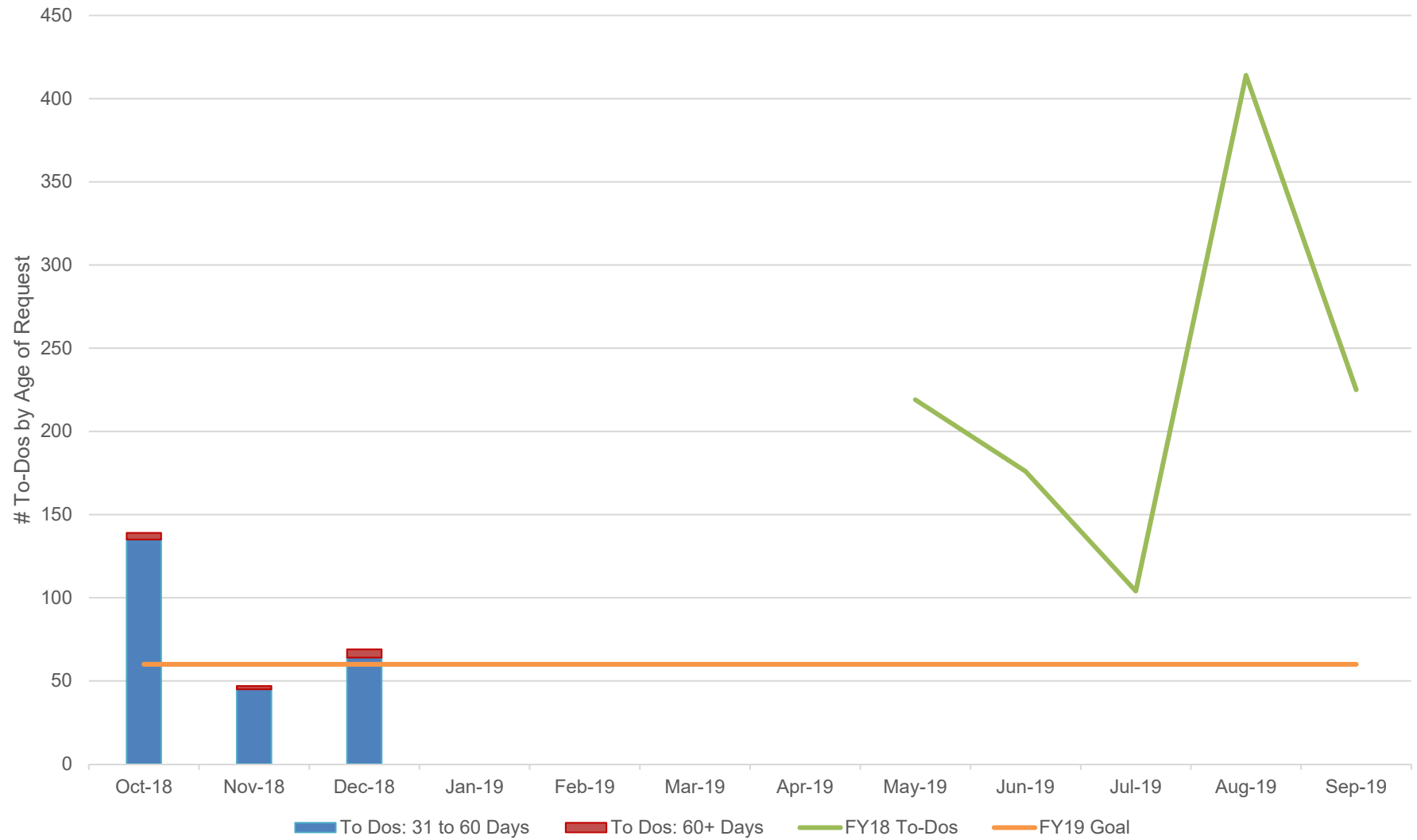
3+ Month Consecutive Estimated Reads



AW Meter Services Field Request Backlog



AW Consumer Services To-Do Requests



	Totals	%
UCC water-related calls	58,696	--
Service/info provided with initial contact	51,735	87%
Supervisor transfer requests	6	0.0102%
Immediate Transfer to Lead or Supervisor	4	0.0068%
Supervisor Call-Back	2	0.0034%

Note: After-call survey does not include customer comments.

	November 2018	December 2018
Total Calls Placed	6,979	7,084
Customers Taking Survey	1,761	1,917
Total Comments Received	399	406
Comments from Water-Related Escalated Customers	2	4

1. *Customer upset about timeframe for service reconnection*
2. *Customer alleged had not received callback on leak investigation; CSC attempted call and sent no-contact letter with information*
3. *Water bill dispute, no leak found at vacant property*
4. *Customer stated had not received call back; CSC has record of callback and voicemail left*

