



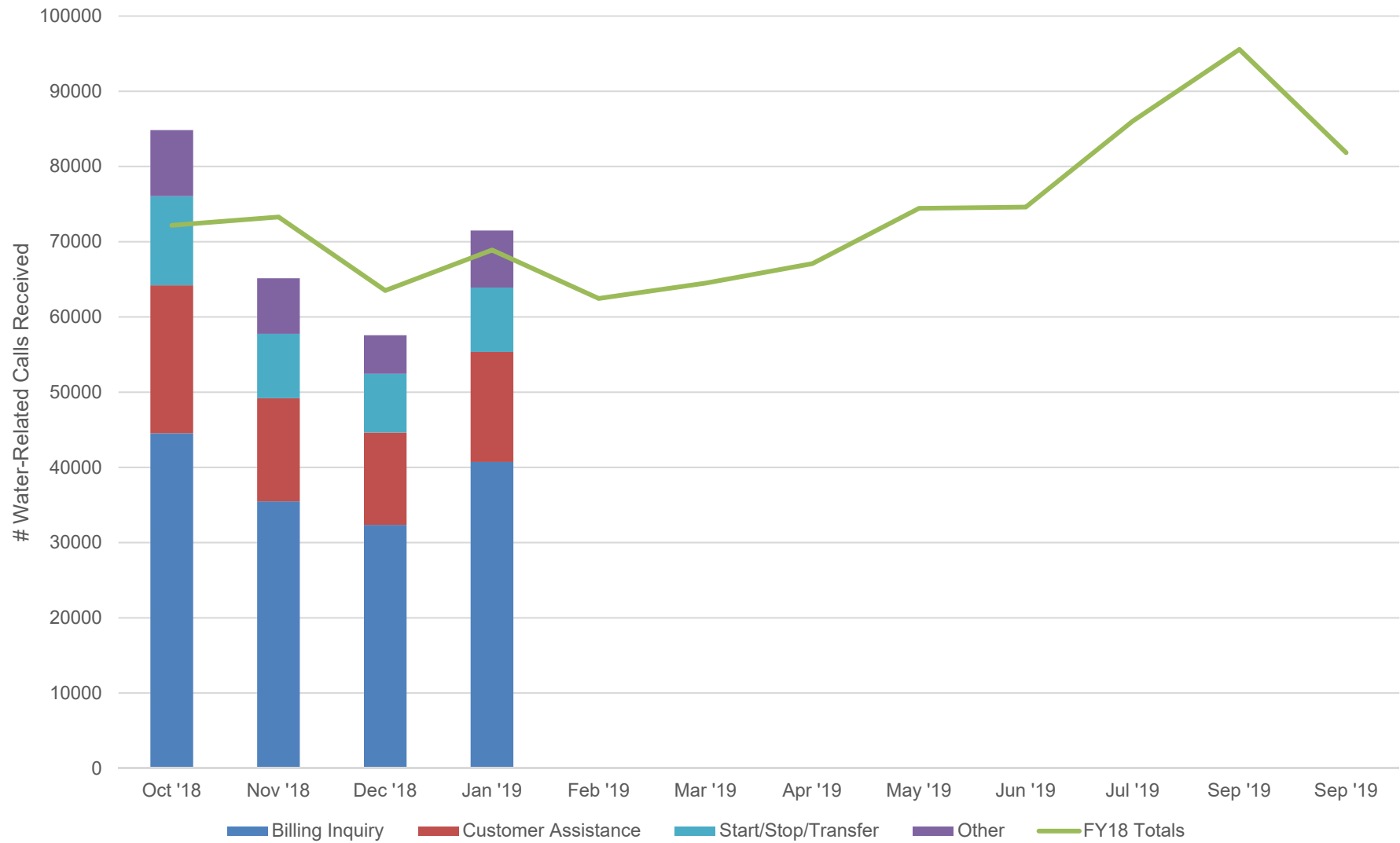
Customer Service Metrics

February 13, 2019

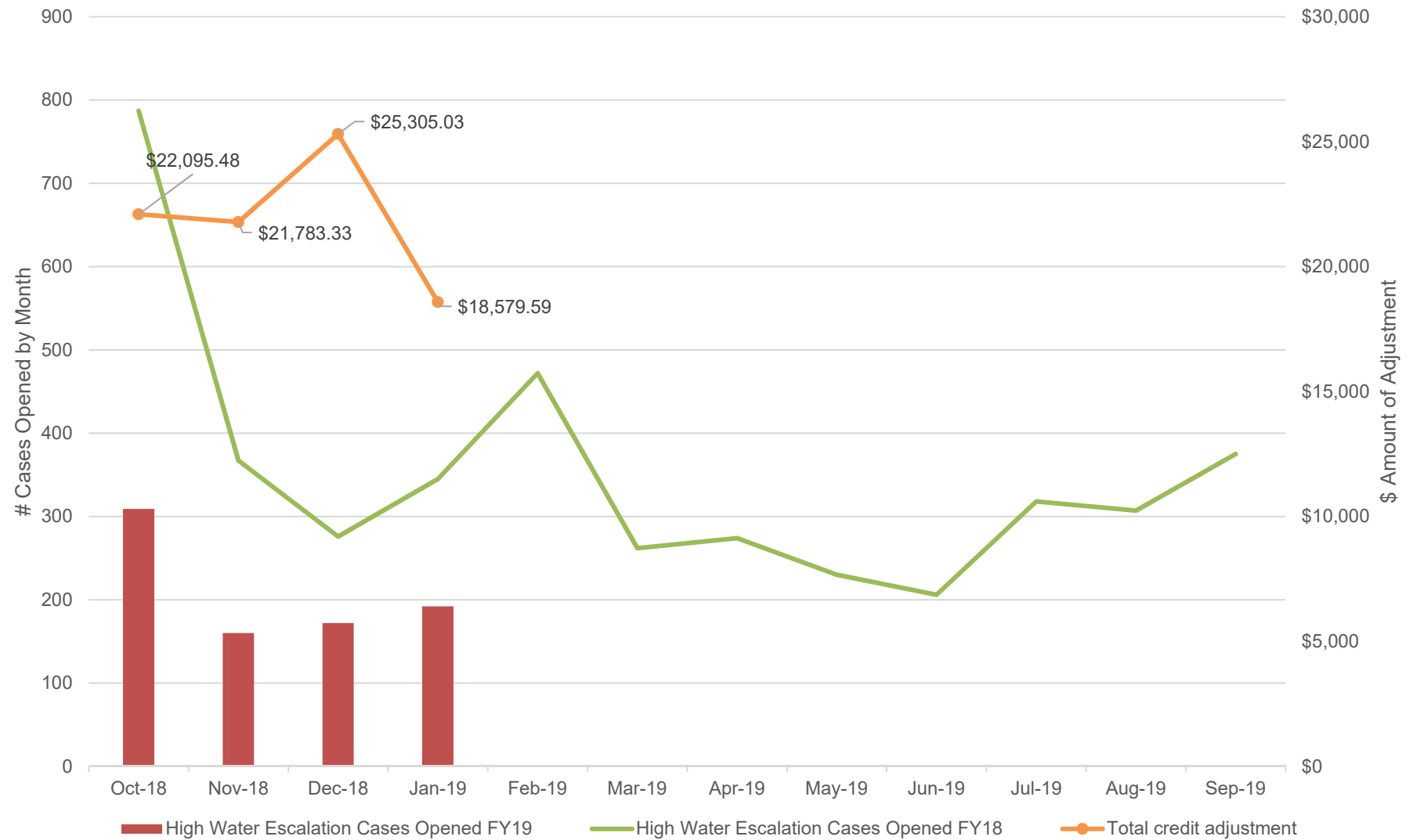
Drema Gross, AW & Monica Joyner, AE



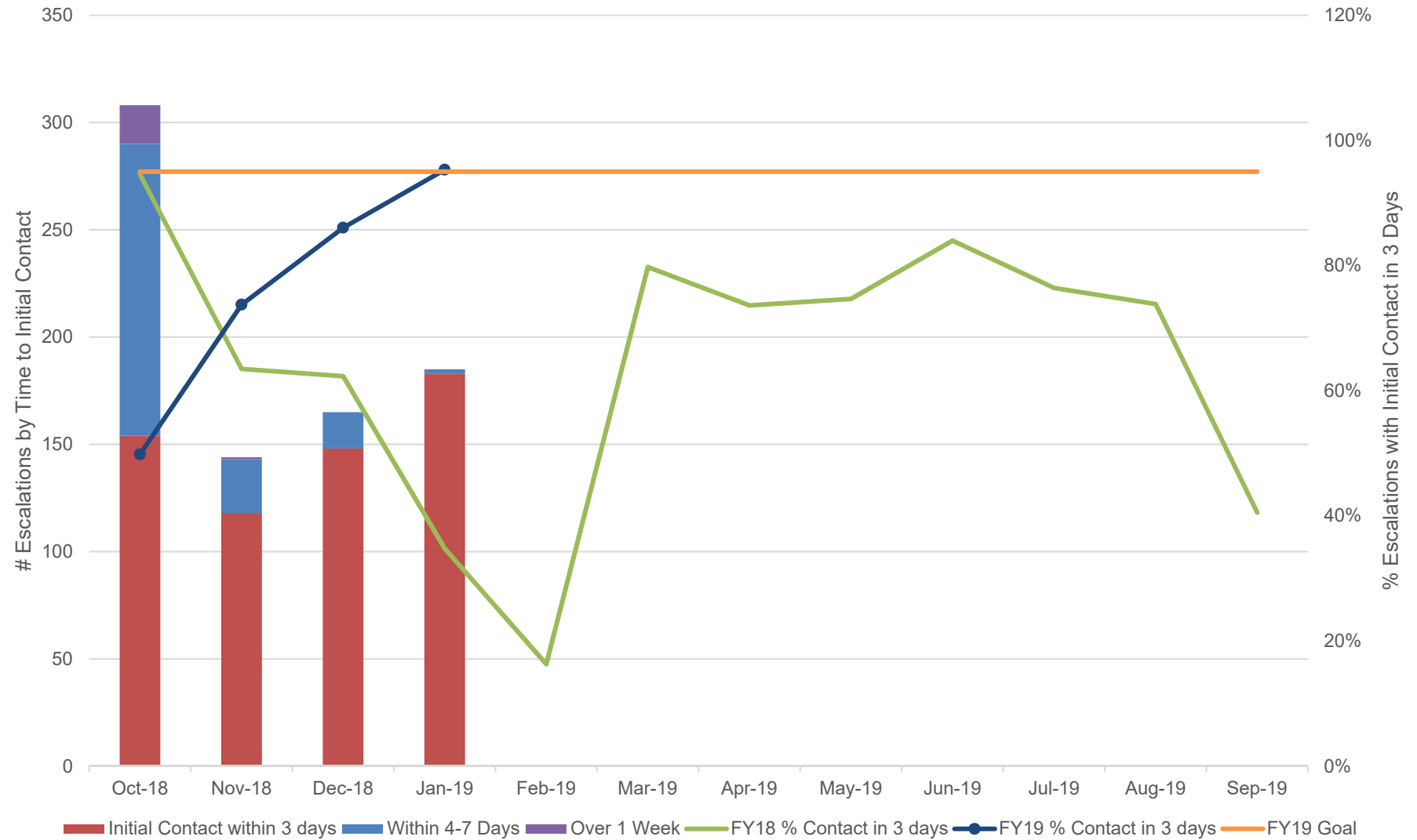
Water-Related Calls to Utility Contact Center



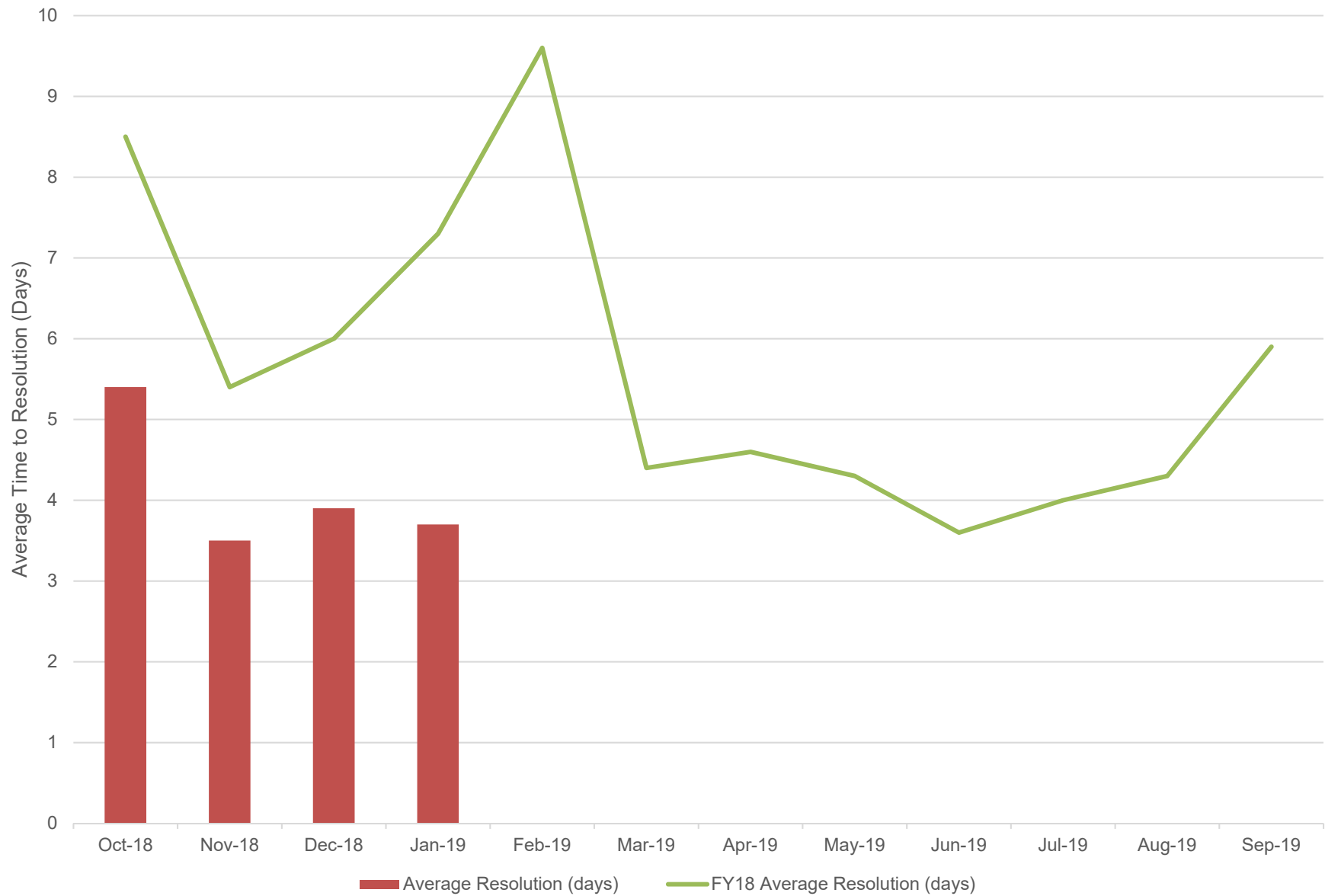
High Water Escalation Cases Opened



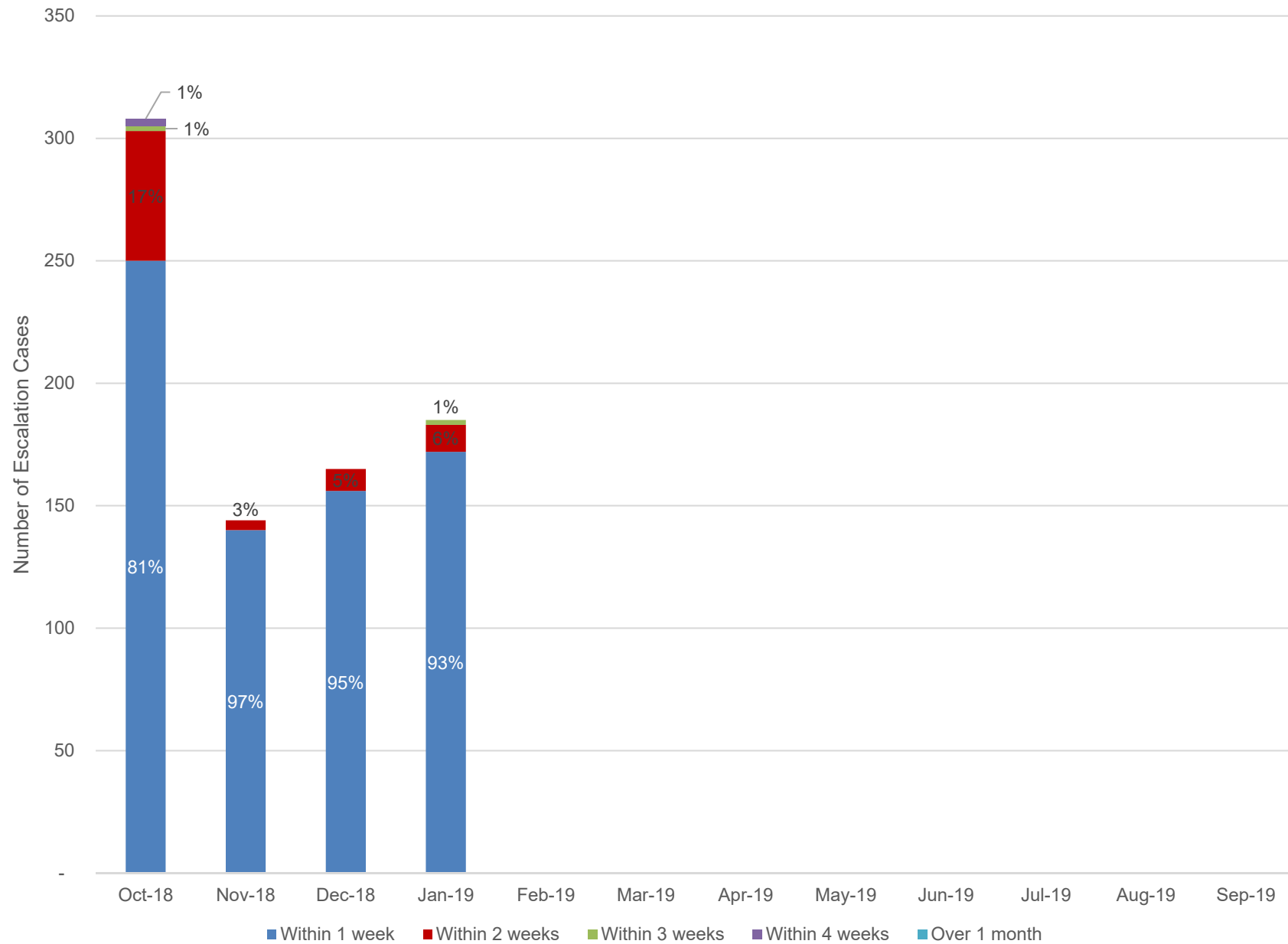
High Water Escalation Cases Callback Times



High Water Escalation Cases Average Time To Resolution

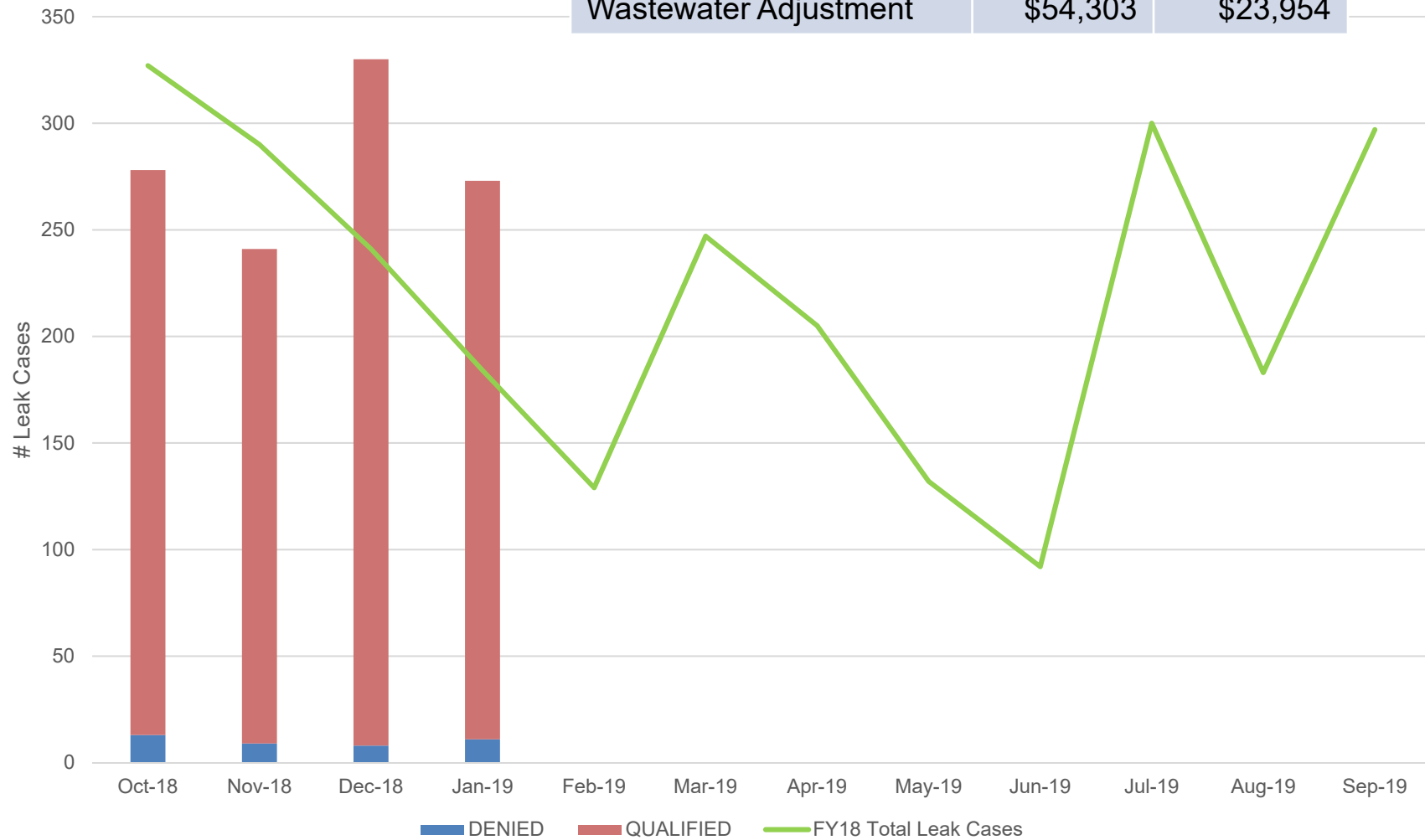


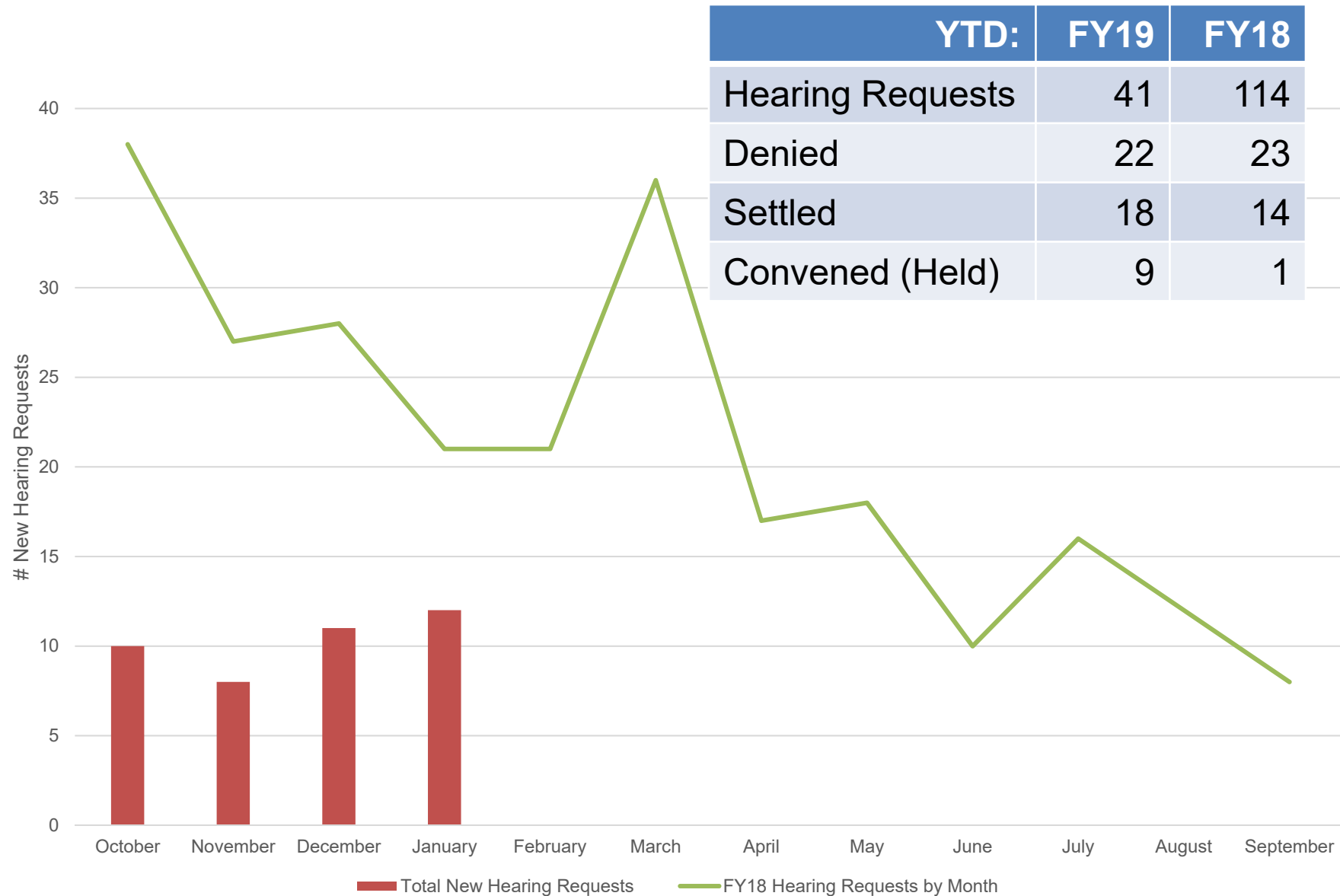
High Water Escalation Cases Time To Resolution in Weeks



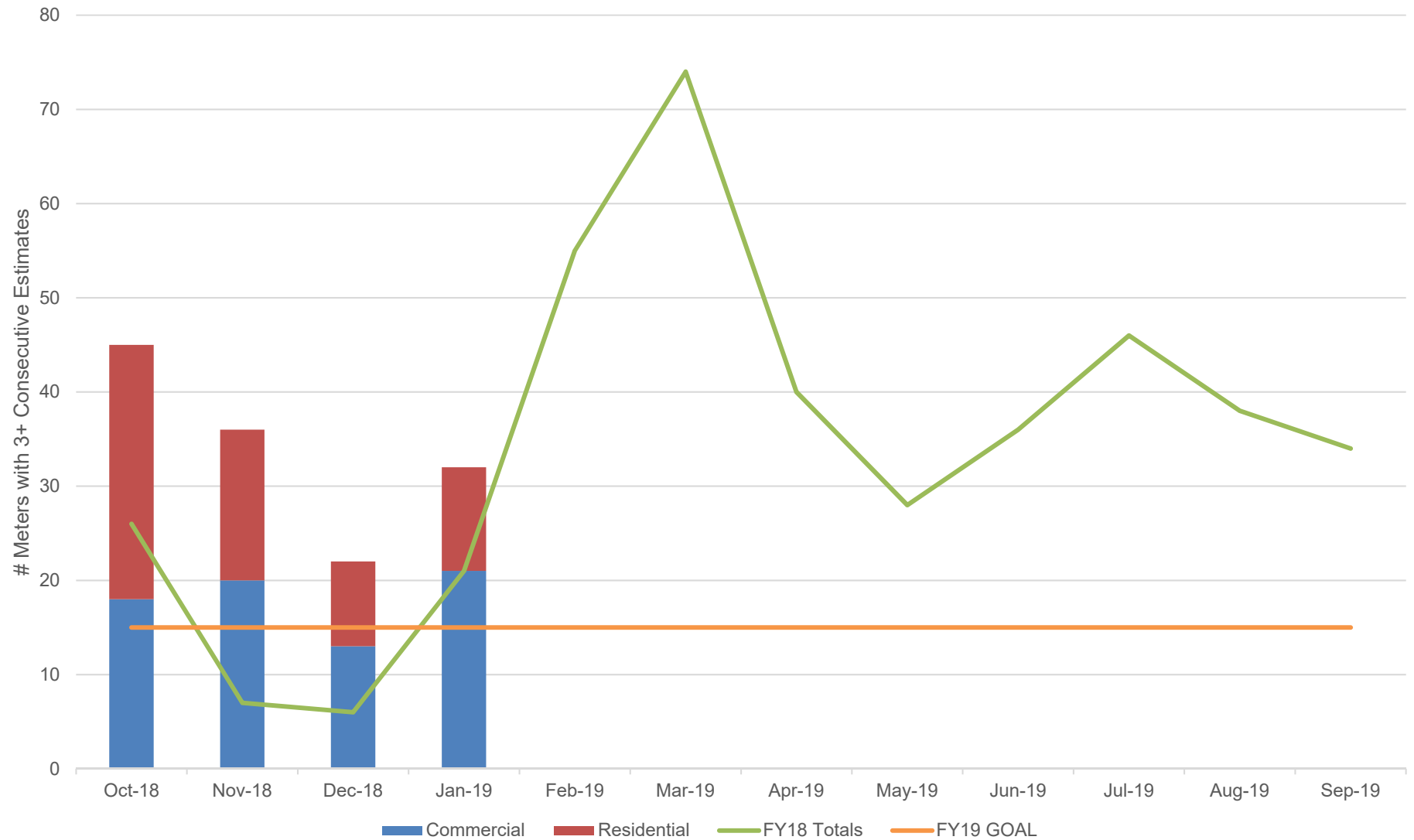
Leak Adjustment Information – FY19

	YTD:	FY19	FY18
Total Leak Cases		1122	1042
Water Adjustment		\$572,241	\$414,987
Wastewater Adjustment		\$54,303	\$23,954

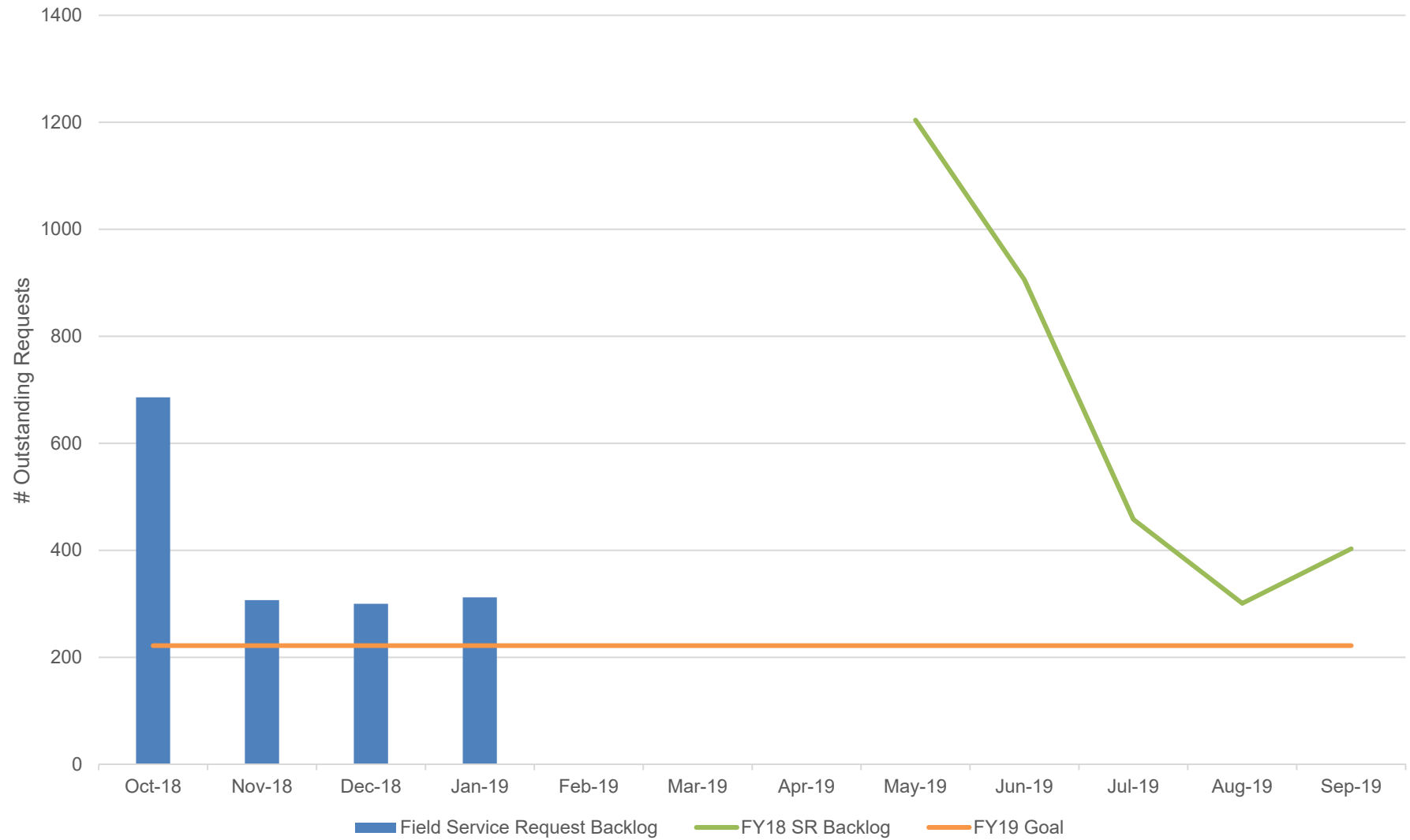




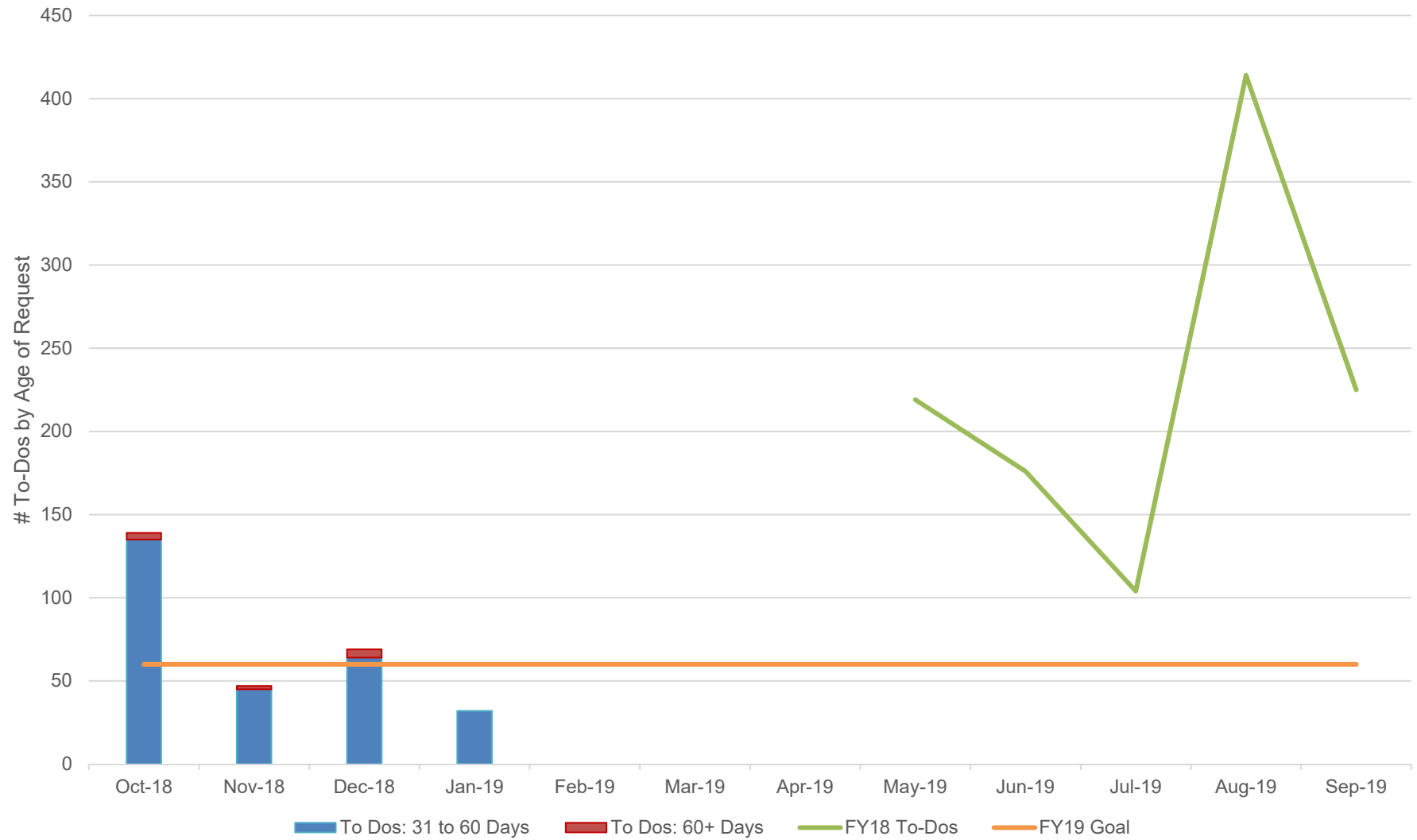
3+ Month Consecutive Estimated Reads



AW Meter Services Field Request Backlog



AW Consumer Services To-Do Requests



	Totals	%
UCC water-related calls	72,951	--
Service/info provided with initial contact	64,591	89%
Supervisor transfer requests	8	0.0109%
Immediate Transfer to Lead or Supervisor	3	0.0041%
Supervisor Call-Back	5	0.0069%

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

	December 2018	January 2019
Total Calls Placed	7,084	9,065
Customers Taking Survey	1,917	2,331
Total Comments Received	406	361
Comments from Water-Related Escalated Customers	4	3

1. *Customer believed meter was misread; provided with photographs*
2. *Customer disputing use at vacant property; possible leak letter sent*
3. *Customer with high use saw meter spinning while water off, wanted better monitoring and reports*

