

OKANOGAN COUNTY P.U.D.

CUSTOMER SERVICE

Strategic Planning 2011

Customer Service

- Converted from Bi-monthly to Monthly Billing
- Customer Service Stats
- Collection Process
- Deposit Requirements
- Electronic Payments/E-bill
- Possible changes in the future

Customer Service Billing

- The District started converting customers from a Bi-monthly Billing System to a Monthly Billing System in October 2010 and completed the conversion in March 2011.

Customer Service Collection Stats

Penalty Notices are sent out on the 26th day after the billing date.

- 2009 Approximately 14,373 notices sent
- 2010 Approximately 12,950 notices sent
- 2011 YTD Approximately 11,394 notices sent
(Est. 15,192 thru end of the year)

Customer Service – Collection Stats

	<u>2009</u>	<u>2010</u>	<u>2011 YTD</u>
All Offices:			
• Door Tag	860	1104	959
• Disconnect	330	210	198
• Reconnect	144	105	96
• Reconnect OT	5	3	4
▪ Totals	1,339	1,422	1,257

(Est. 1,676 by end of yr.)

Customer Service - Service Order Stats

	<u>2009</u>	<u>2010</u>	<u>2011 YTD</u>
All Offices			
• Disconnect Service	458	594	318
• New Service	279	238	145
• Reconnect	366	313	201
• Transfer Service	2,794	2,914	1,952
• Security Light install	25	13	10
• Security Light repair	30	23	17
• Security Light remove	16	14	5
▪ Totals	3,968	4,109	2,648

Customer Service Payment Stats

	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>TOTALS</u>
			Thru 2 nd QTR	YTD
Okanogan	45,177	43,427	26,396 (52,800)	115,000
Omak	38,904	38,895	25,274 (50,500)	103,073
Oroville	22,130	21,615	15,015 (30,000)	58,760
Tonasket	25,063	24,326	16,178 (32,400)	65,567
Brewster	21,653	23,238	15,584 (31,200)	60,475
Twisp	11,950	13,863	9,085 (18,200)	34,898
Electronic			2,125 (4,250)	2,125

Customer Service Deposits

Deposit Requirements

- Required unless there is an established satisfactory payment history with the District or customer's previous utility.
- Minimum Deposit is no less than \$150.00
- If a customer has an unsatisfactory credit rating with the District the deposit required would equal the amount of the highest bill accrued in the last 12 months multiplied by 2 for all Rate Classes, except Telecom. This was recently revised since the District has gone to monthly billing.

Customer Service Collection Process

Collection Process Timeline and Fees

Payment is due and payable 15 days from the bill date

On day 26 from the billing date:

- \$10.00 for processing & mailing Notice of Delinquent account

On day 35 from the billing date:

- \$10.00 for contacting customer by telephone to advise bill is due and delinquent

On day 36 from the billing date:

- \$40.00 for collecting bill outside of District offices (Door-Tag)

On day 41 from the billing date:

- \$40.00 for disconnecting during regular hours
- \$40.00 for reconnecting during regular hours
- \$125.00 for reconnect outside of regular hours (8:00 a.m. to 4:00 p.m.)

Customer Service

Electronic Payments & E-Bill

E-Bill kick off began on February 7, 2011

Current Stats through September 26, 2011

- 2,076 accounts registered for E-Bill
- 627 accounts no longer receiving paper statements
- 126 accounts currently using Recurring
 - Went live with Recurring payments on 7/1/2011
- \$529,434.95 has been posted through E-Bill

Customer Service

Possible Changes to come...

- Converting from route billing to cycle billing.
- Looking into utilizing a Credit Reporting Agency to pull a simple credit check in lieu of deposit.
- Reviewing Irrigation Rates after this season.
- Possibly revising bill due date from 15 days to 25 days.
- New Billing Statement coming in 2012.

Customer Service

Questions