

City of High Point

*Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260*



Meeting Agenda

Wednesday, January 22, 2020

3:00 PM

Council Chambers

Special Called Meeting of City Council

Jay Wagner, Mayor

Christopher Williams, Mayor Pro Tem

Michael Holmes

Wesley Hudson

Cyril Jefferson

Tyrone Johnson

Victor Jones

Britt Moore

Monica Peters

CALL TO ORDER

PRESENTATION OF ITEM

- 2020-35** Departmental Operational Reviews from the Public Services, Electric, and Customer Service Departments
Staff is requested to give Departmental Operational reviews from the Public Services, Electric, and Customer Service Departments

ADJOURNMENT

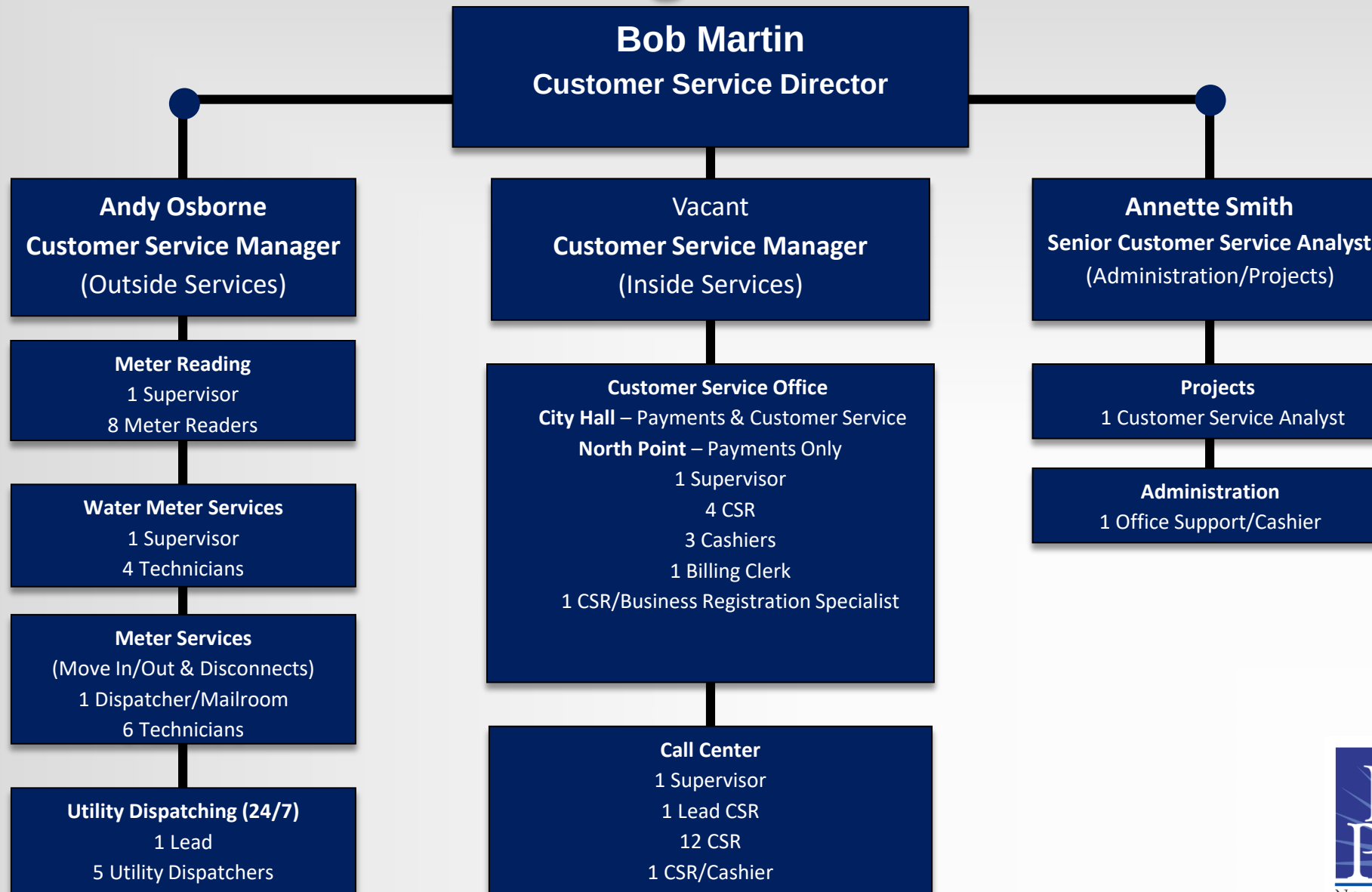
City of
HIGH POINT
NORTH CAROLINA

Customer Service

Director | Bob Martin



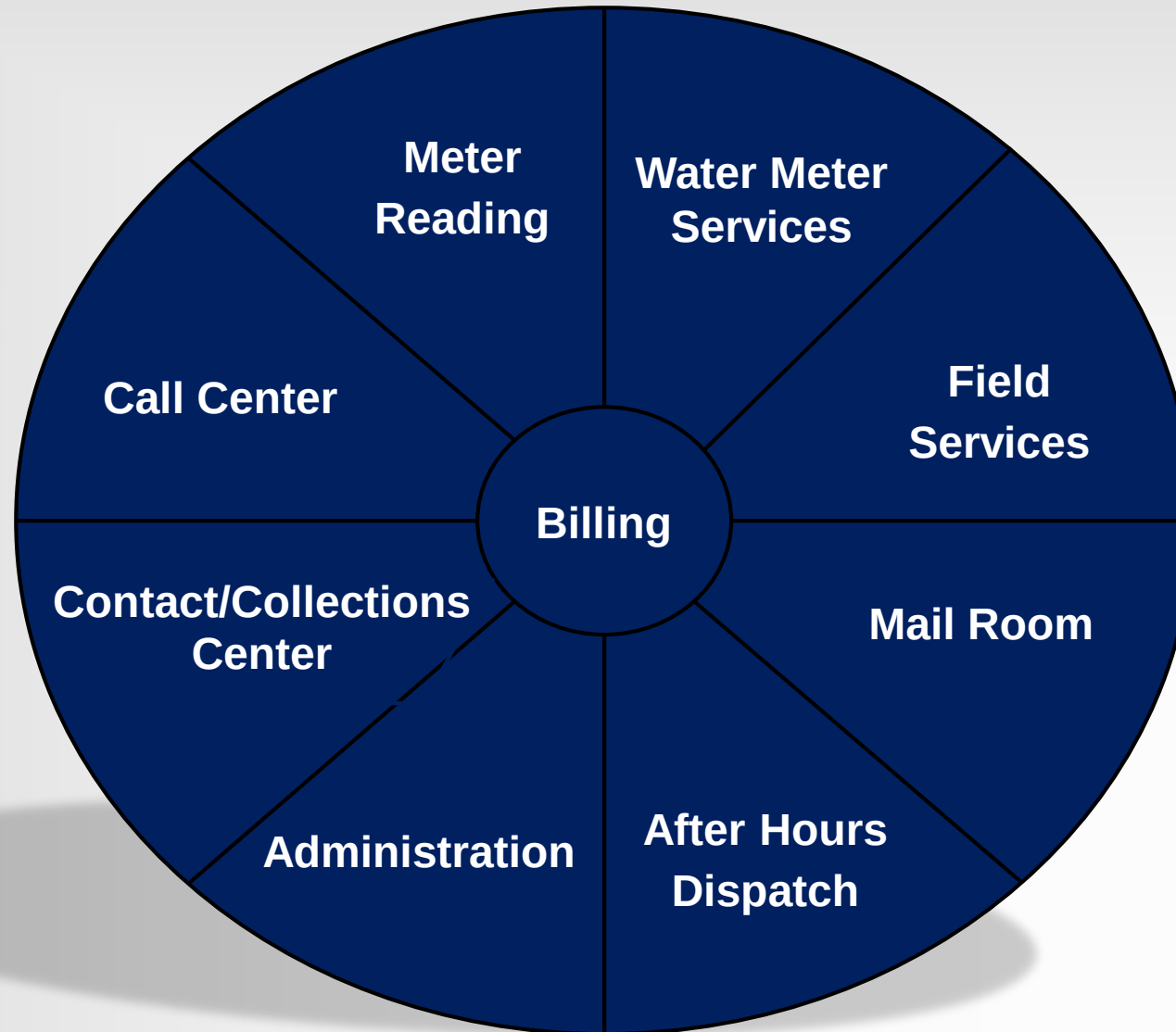
Our Organization



Customer Service Leadership Team



Customer Service Operations



Outside Services



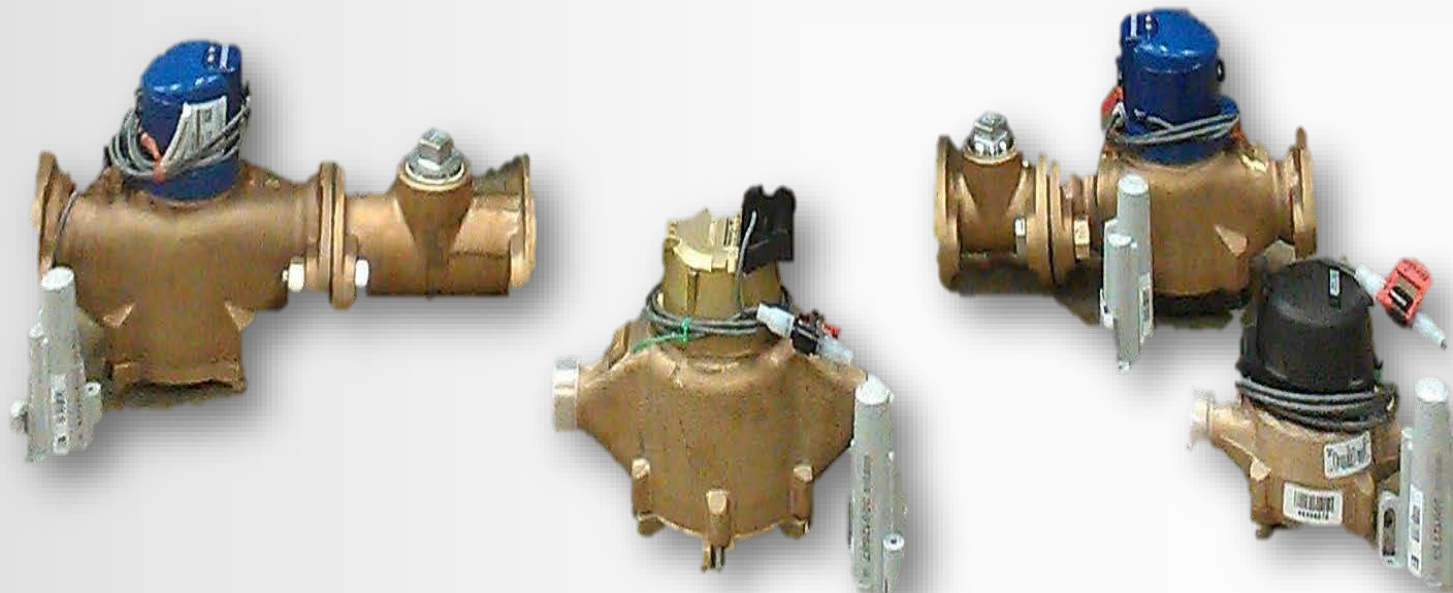
Meter Reading



Water Techs

Fiscal Year 2019-2020 Projection

- 6,500 Meters Exchanged
- 1,200 Trouble Calls



Field Services

GPS Monitoring of each Technician

After Hours on Call

\$25.00 Field Trip Fee

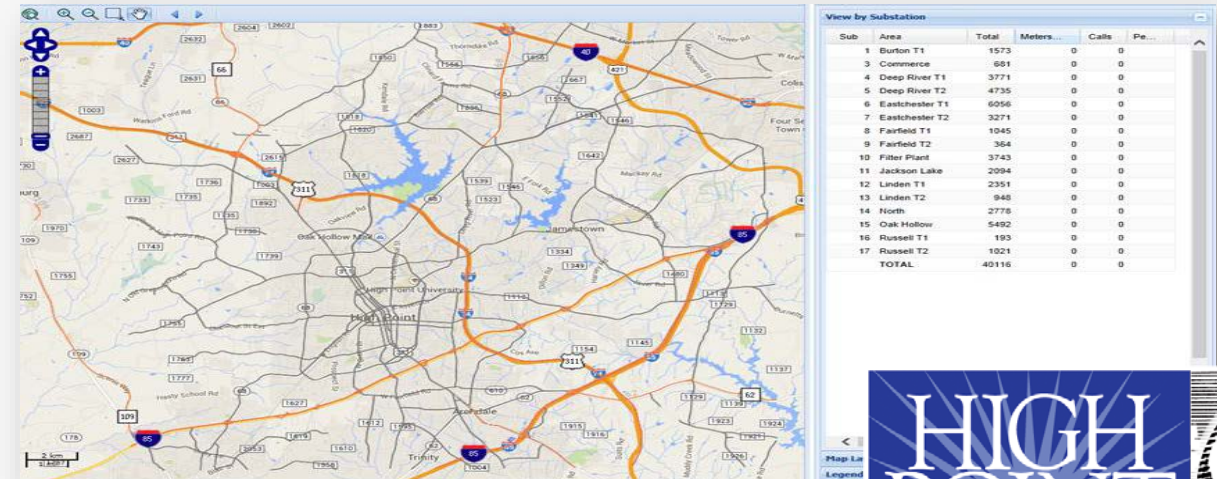
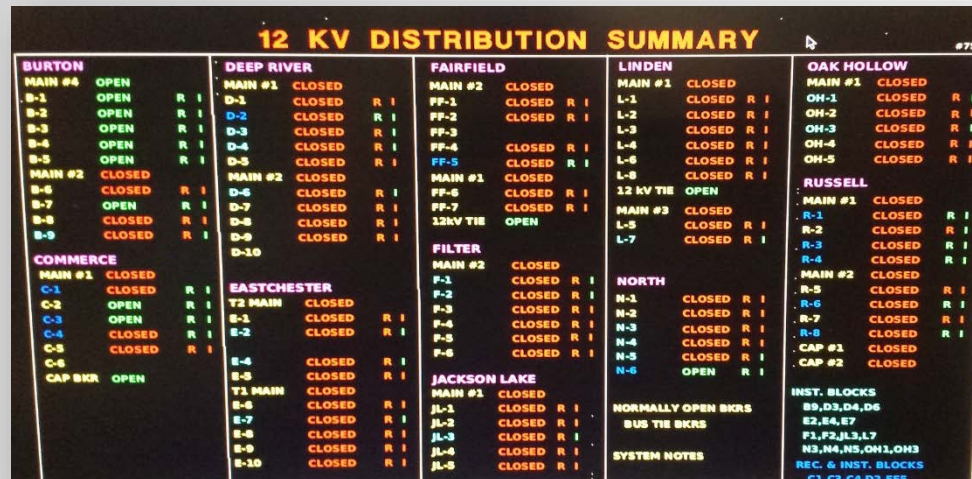
\$60.00 After Hours Fee

\$100.00 Tampering Fee

Same Day Service Before 3 p.m.

After Hours Dispatch

- Dispatch 24/7
- Monitor Power Outages and Sewer Back up
- Process Nightly Job Templates, Billing and Printing
- Monitor all Electric Circuits (SCADA)



Billing

- 45,300 City of High Point Accounts
- 16 Billing Cycles
- Each cycle is reviewed for high/low readings
- Credits may be applied to concealed water leaks.
(plumbers statement)
- 2019/2020 Projected Revenue of \$202,500,00.00

Billing/Collections

- Meter is read
- Day 1 – Bill generated and mailed
- Day 21 – First Due Date and Reminder Notice is mailed
- Day 35 – Final Due Date/Courtesy Call
- Day 36 – Account is Pending Cutoff, \$5.00 late fee assessed
- Day 50 – Account is force final closed if no contact
- Once closed further collection efforts may involve Collection Agency and 5 Star Debt Setoff

Write-Off

DATE:	FISCAL YEAR:	WRITE OFF	PERCENTAGE:	BILLINGS:
6/30/2013	2009-2010	\$619,747.81	.412	\$150,487,134.99
6/30/2014	2010-2011	\$713,557.63	.440	\$163,525,999.00
6/30/2015	2011-2012	\$618,098.00	.380	\$163,930,969.00
6/30/2016	2012-2013	\$667,077.20	.390	\$169,080,501.52
6/30/2017	2013-2014	\$1,308,652.73	.74	\$176,675,391.00
6/30/2018	2014-2015	\$959,440.75	.53	\$181,107,729.01

Collection

NC Debt Setoff Dollars Recoverd by Year

Dollar represents
hundred thousand



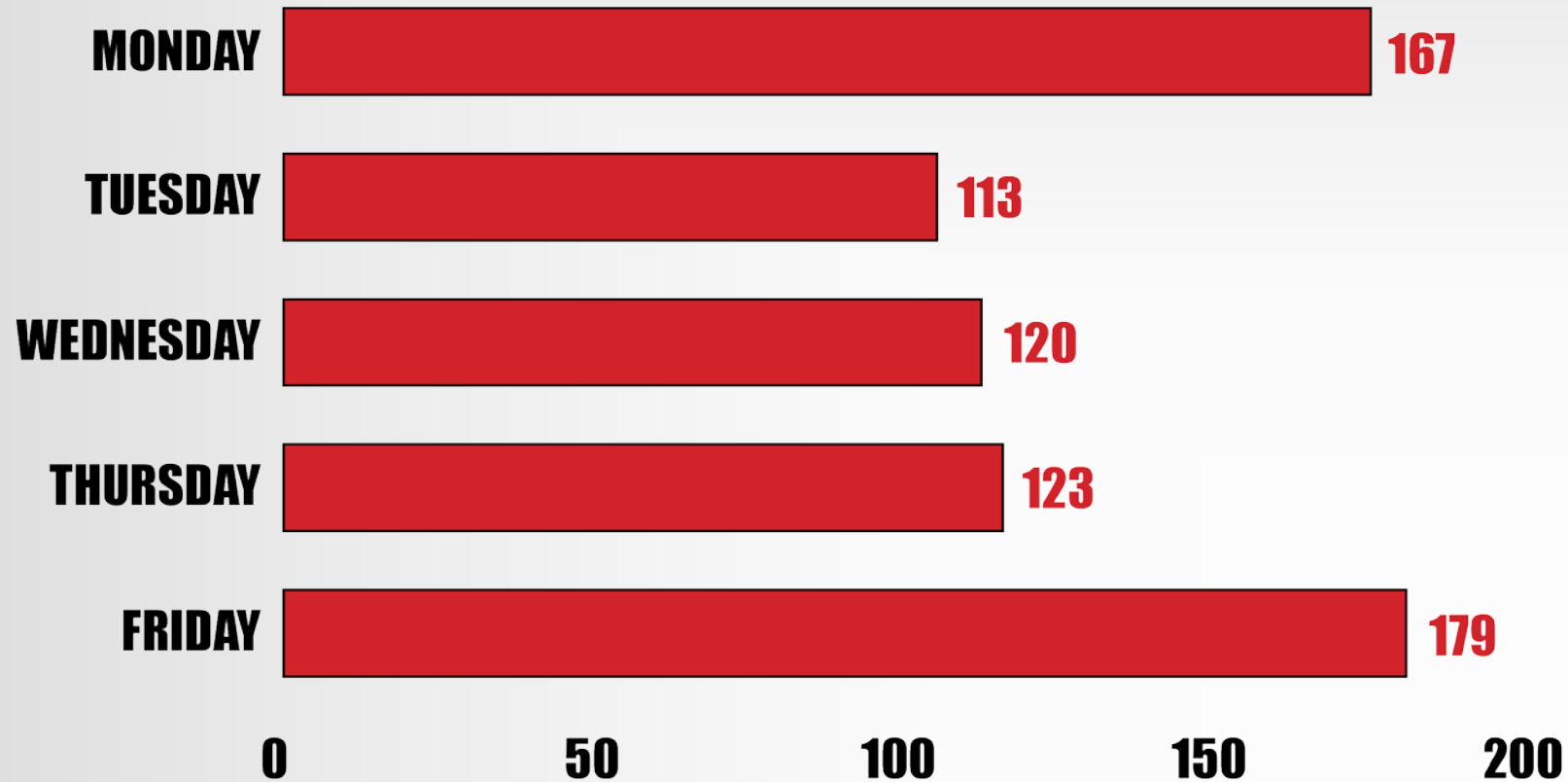
2015 decrease is a result of the North Carolina State Tax Table adjustments. This adjustment resulted in individuals receiving an increase in take-home pay, decreasing state tax refunds.

Contact/Collections Center



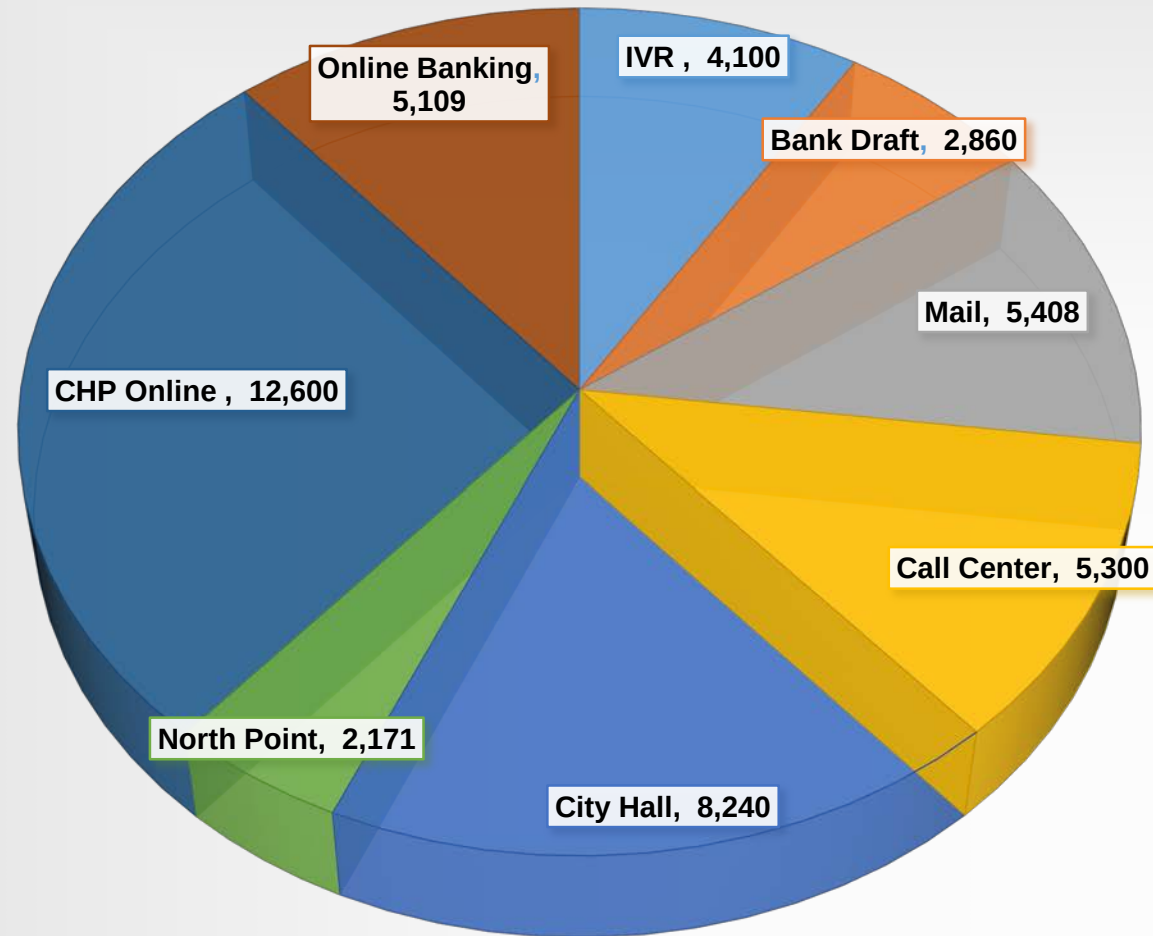
Contact/Collections Center

Average Customers Assisted Per Day



Payments

Average Monthly Payment Transactions



Collections

North Point

2,200 Walk in Payments per month



City Hall

8,200 Walk in Payments per month



Community Assistance

- City of High Point directly contributes yearly to the Community Resource Network (CRN)
- Funds are allocated to members of the CRN for Emergency Utility Assistance
- Each member of the Customer Service Team has an established relationship with the core members of CRN
- Customer Service Representatives must create extensions that meet our policies while providing ample time to the agency with no service interruptions



Call Center



Call Center

93363027723
00:00:05 Conversation

A row of call center interface icons including: a green phone handset, a grid of dots, a red phone handset, a pause button, a call transfer icon, a call hold icon, a call transfer icon, a call hold icon, a clock icon, a clock with a plus icon, a hash icon, and a speaker icon.

Agent	Call/Hr	Avg Tlk	Prod Time
Corine	21	0:01:12	0:22:25
Mari	28	0:01:55	0:12:46
Elizabeth	22	0:02:13	0:24:58
Renee	8	0:06:59	0:22:22
Carolyn	15	0:03:15	0:43:00
Erika	18	0:02:11	0:23:37

Queue



0

Answd

202

Aband

6

ACD Agts

12

Agts Avail

1

Job Code

2

Wrap up

0

Break

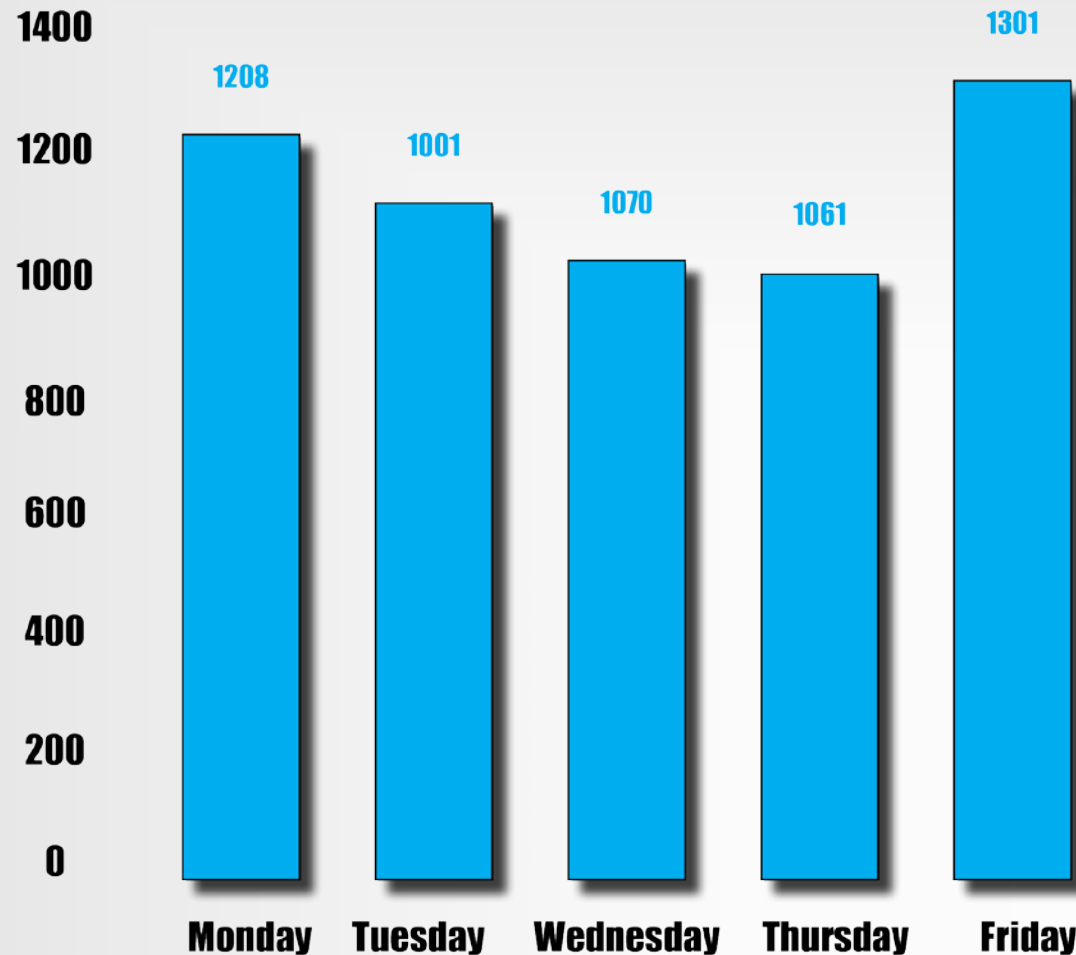
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NORTH CAROLINA'S INTERNATIONAL CITY™

Call Center

Average Calls Answered by Weekday



Call Center

7:30 a.m. – 5:30 p.m. | Monday - Friday

Incoming Calls

Monthly Average

Account/Bill Inquiries

4,500

Payments

5,300

Move In/Out

1350

Street Light

150

Garbage

300

Other Calls include sewer back up, dead animal pickup, overgrown lots, etc.

Projects

- Cayenta Upgrade
 - Complete new design and functionality
- Paymentus Implementation
 - New features include text to pay Credit Card Draft
- Avaya Phase II
 - New features include Call Back Request
 - Customer email request
- Other
 - Customer Self Service
 - Cashier Security

Business Partners

Bank of America



Merchant Services
Credit Cards
City Wide – 11
merchant accounts

Paymentus

Online Bill Pay
Automated Phone Pay
Call Center Bill Pay
Text to Pay
Credit Card Draft



IVR
Outage
Management



Online energy
audits



Credit Checks
SSN Verification



Administration

- Website Maintenance
- Merchant Services City Wide
- Rebate program
 - Water Heater - \$150
 - Heat Pump - \$300/\$400 (15 SEER and above)
- Software Projects
- Online Energy Audit & Conservation Kits
- Staff Support, Payroll/Benefits

Showroom Tax

- 166 Showrooms
 - 99% Collection Rate
 - 5 of the largest showrooms total 58% of the total revenue
- Rate of \$0.15 Per sf billed annually in July
- Tax Liens

City of
HIGH POINT
NORTH CAROLINA

Visit Us:

HighPointNC.gov/CustomerService

 @CityofHighPoint

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