



# Customer Billing Cycles and Dunning Practices

Item #150173

August 6<sup>th</sup> 2015

# Agenda

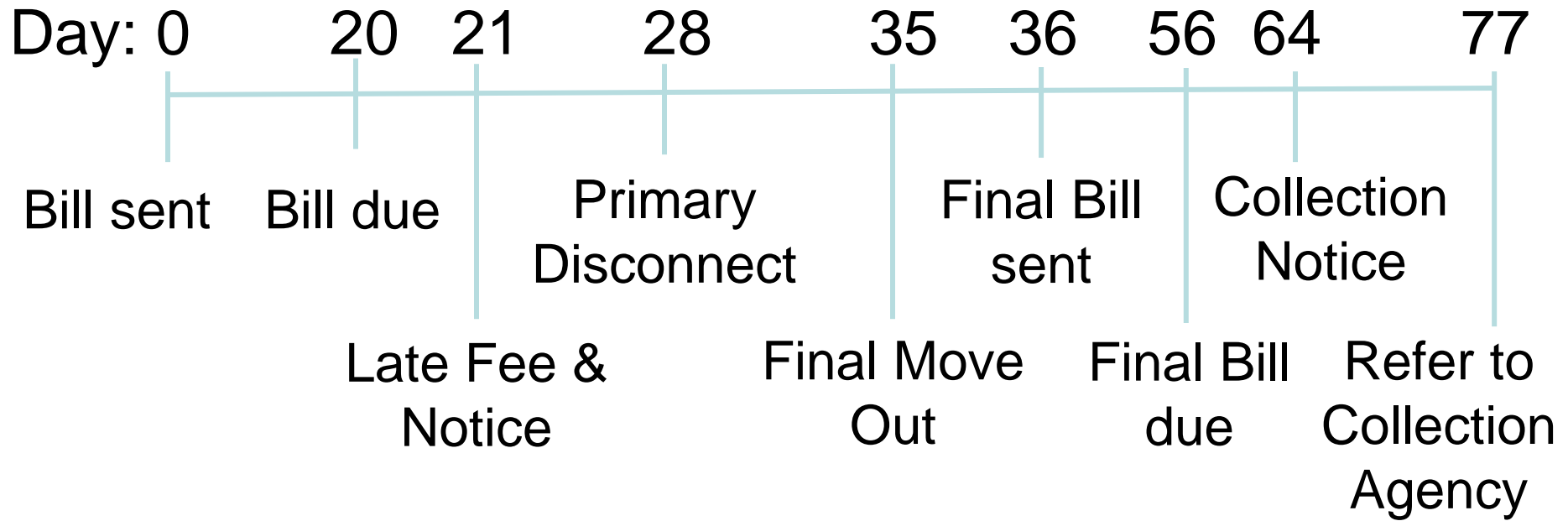
- Background
- Billing cycle and actions
- Interactive Voice Response (IVR) Services
- Payment Arrangements (PA)
- Other Customer Assistance
  - Long Term Installments
  - Project SHARE
  - Social Service Agencies
- Low-income Energy Efficiency Program (LEEP)
- Disconnections
- Upcoming ordinance changes
- Future opportunities

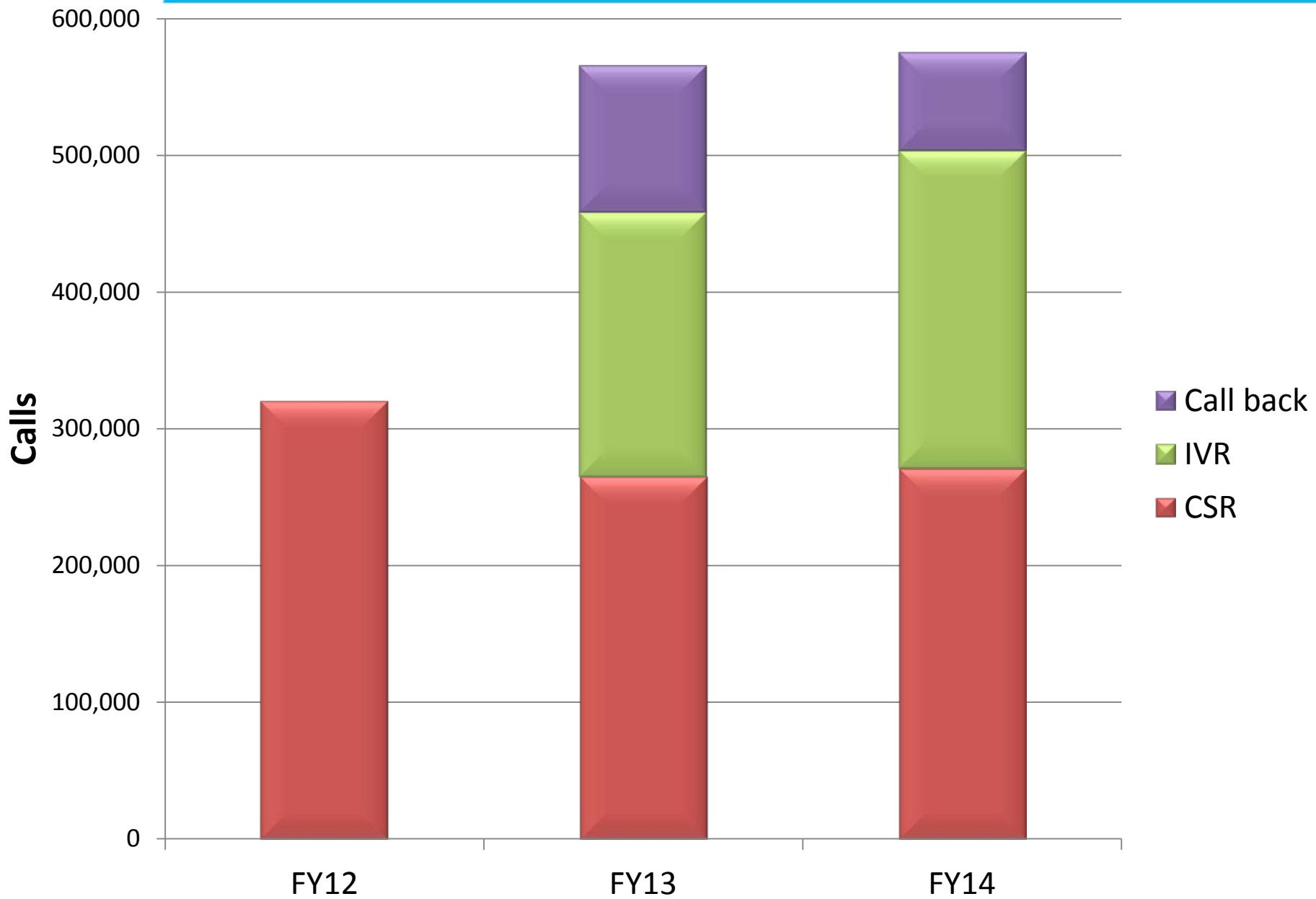
# Background

- Delicate balance between customer needs, business needs and customer abilities
- Social Service Agencies were stretched thin with longer billing cycles and asked us not to allow customers to get so far behind
- The majority of our customers pay by their due date
- Our delinquent practice is consistent with many other utilities

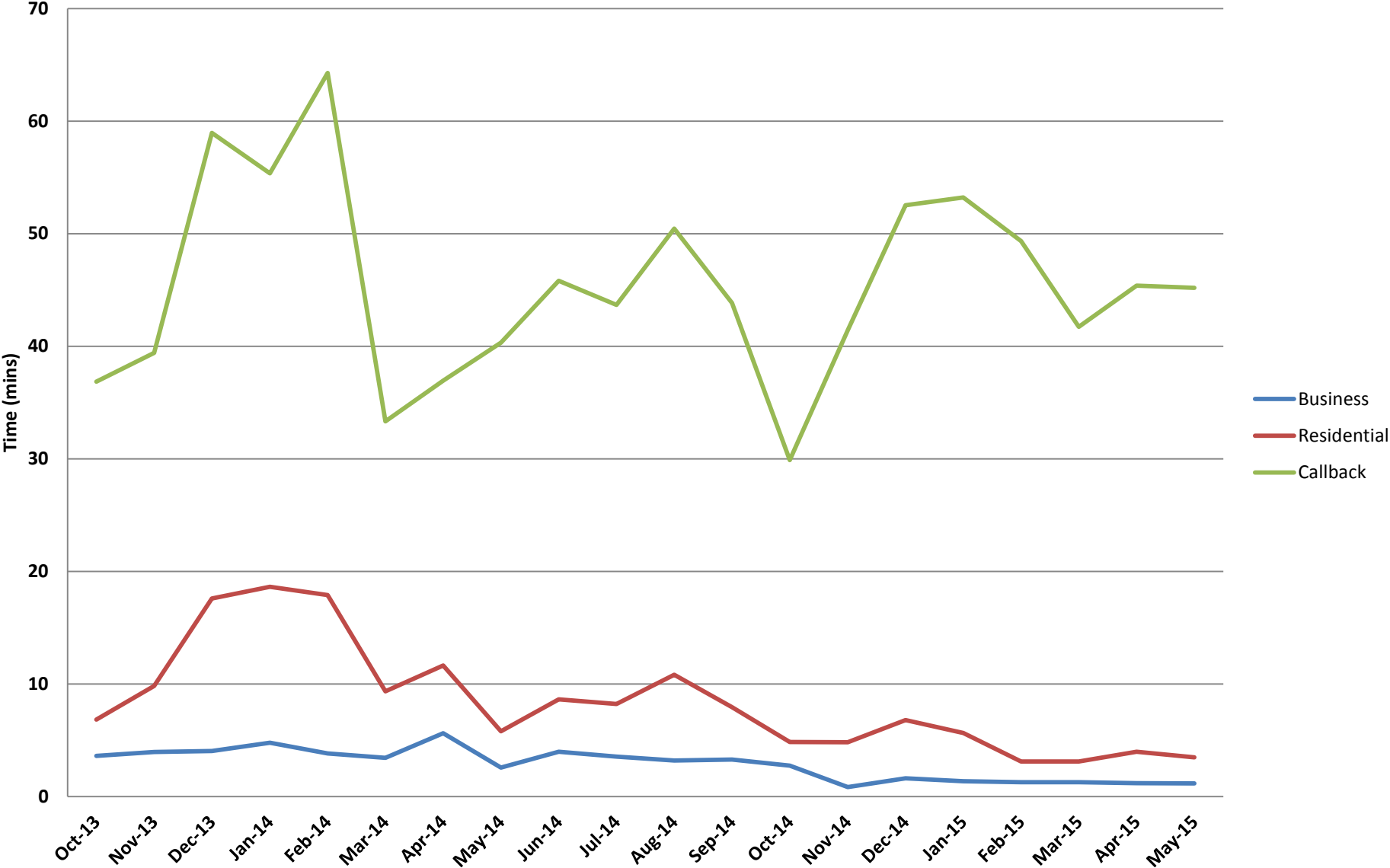
# Billing Cycle & Actions

- Residential





# ASA (Avg Speed of Answer)/Avg Wait Times

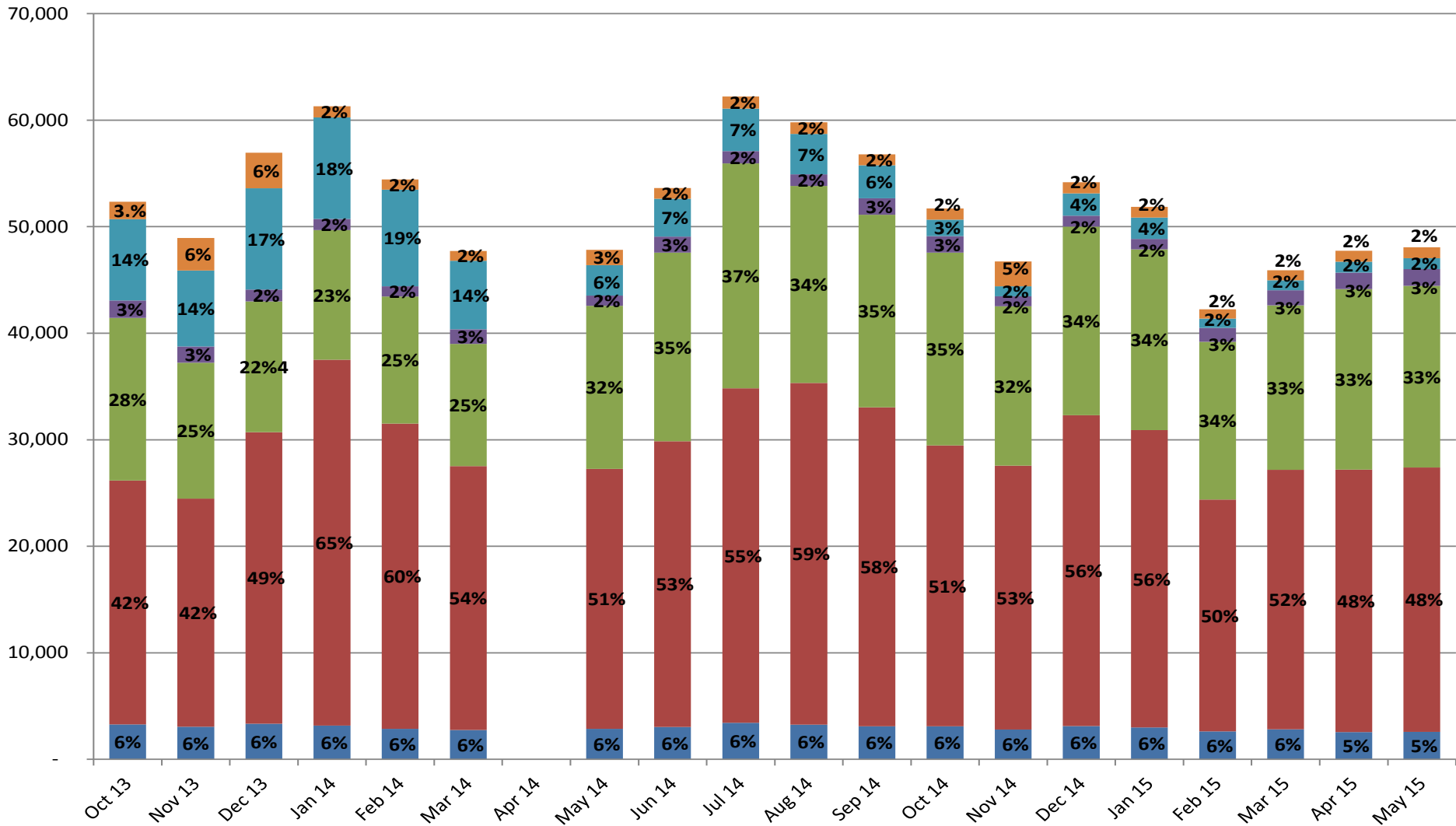


# IVR Services

- Services offered:
  - Outage reporting
  - Payments
  - Balance inquiry
  - Disconnect eligibility
  - Payment arrangements
- Future improvements desired:
  - Skill based routing
  - Post-call survey
  - Speech analytics
  - More intuitive for customers with more services

# IVR Main Menu Volume Breakdown (CS 3434)

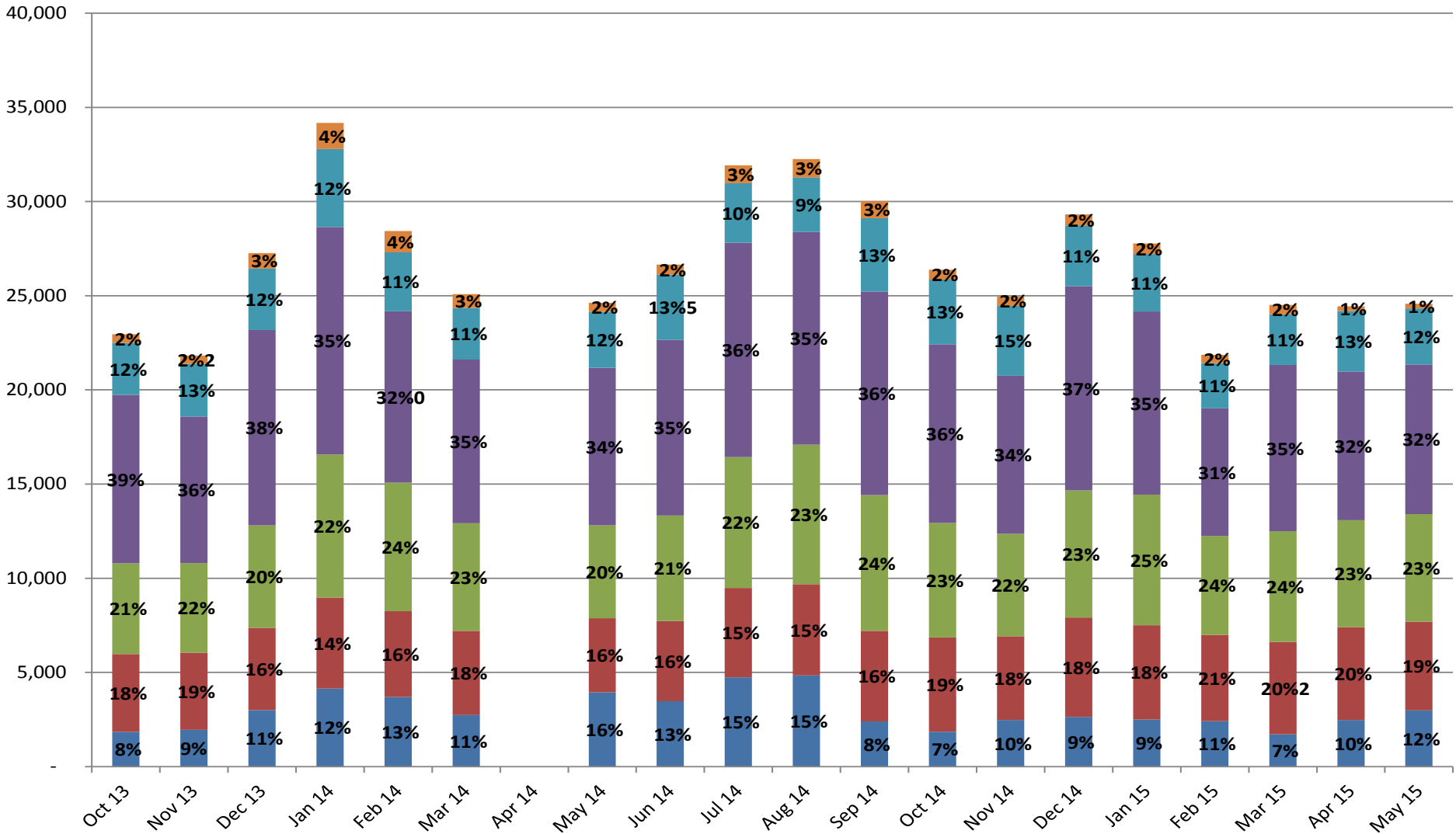
Abandoned IVR SS Res Q Bus Q Call Back Other





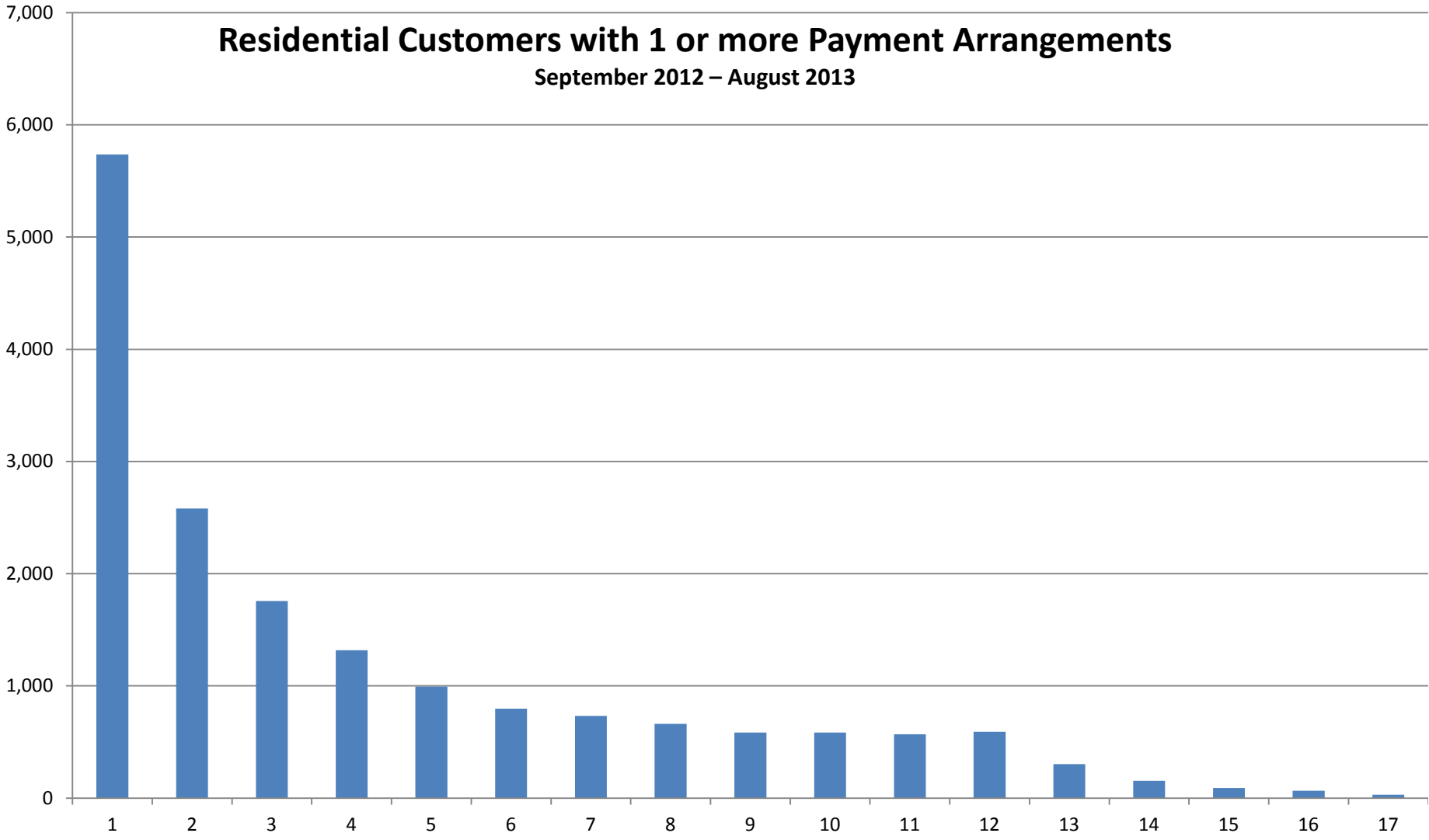
# IVR Self Service Volume By Channel

OUTAGE CCPAY ACCTBAL PAYEXT DDISCO HOOP



# Residential Customers with 1 or more Payment Arrangements

September 2012 – August 2013



Annual Frequency



# Other Customer Assistance

- Long-term installment plans
- Project SHARE
- Social Service Agencies

# Project SHARE

- Oct 2014:
  - 1,433 contributors
  - \$4.39 average
  - Total: \$6,294/Monthly
- May 2015:
  - 1,473 contributors
  - \$4.28 average
  - Total: \$6,300/Monthly

# Social Service Agencies

- Project Share Partners
  - Community Ministries
  - Salvation Army
  - Catholic Charities
    - Collectively help over 325 customers per year
- Community Action Agency
- Eldercare of Alachua County
- Alachua County Social Services



# Low-income **E**nergy **E**fficiency **P**rogram<sup>plus</sup>

Tara Thomas



# Objective

- Increase energy-efficiency in low-income homes
- Improvements:
  - AC & heating systems
  - Insulation
  - Duct repair
  - Water heaters
  - Programmable thermostats
  - Room air conditioners
  - Weather stripping/caulking of doors and windows
  - 10 compact fluorescent lights (CFLs)
- FY 15 Goal to Upgrade 123 homes
- Average cost of \$3,800 per home

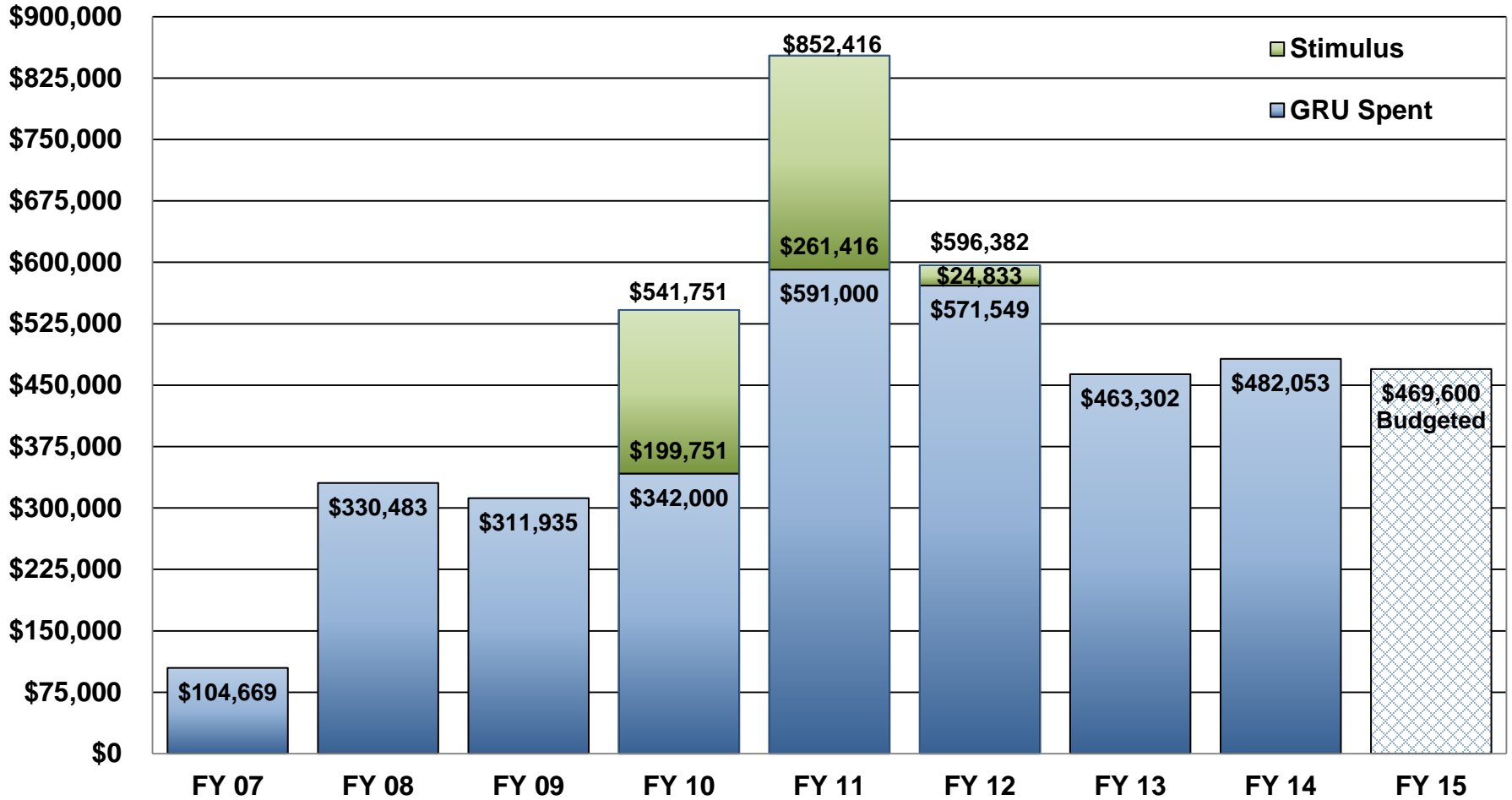
# Eligibility

- GRU residential electric customer
- Own and live in the home
- Homes built in or prior to 1997 or mobile homes
- Customers may participate one time only
- Meet HUD Low-income Guidelines

Household size	1	2	3	4	5	6	7	8
Income Max	\$35,750	\$40,850	\$45,950	\$51,050	\$55,150	\$59,250	\$63,350	\$67,400



# Dollars Invested



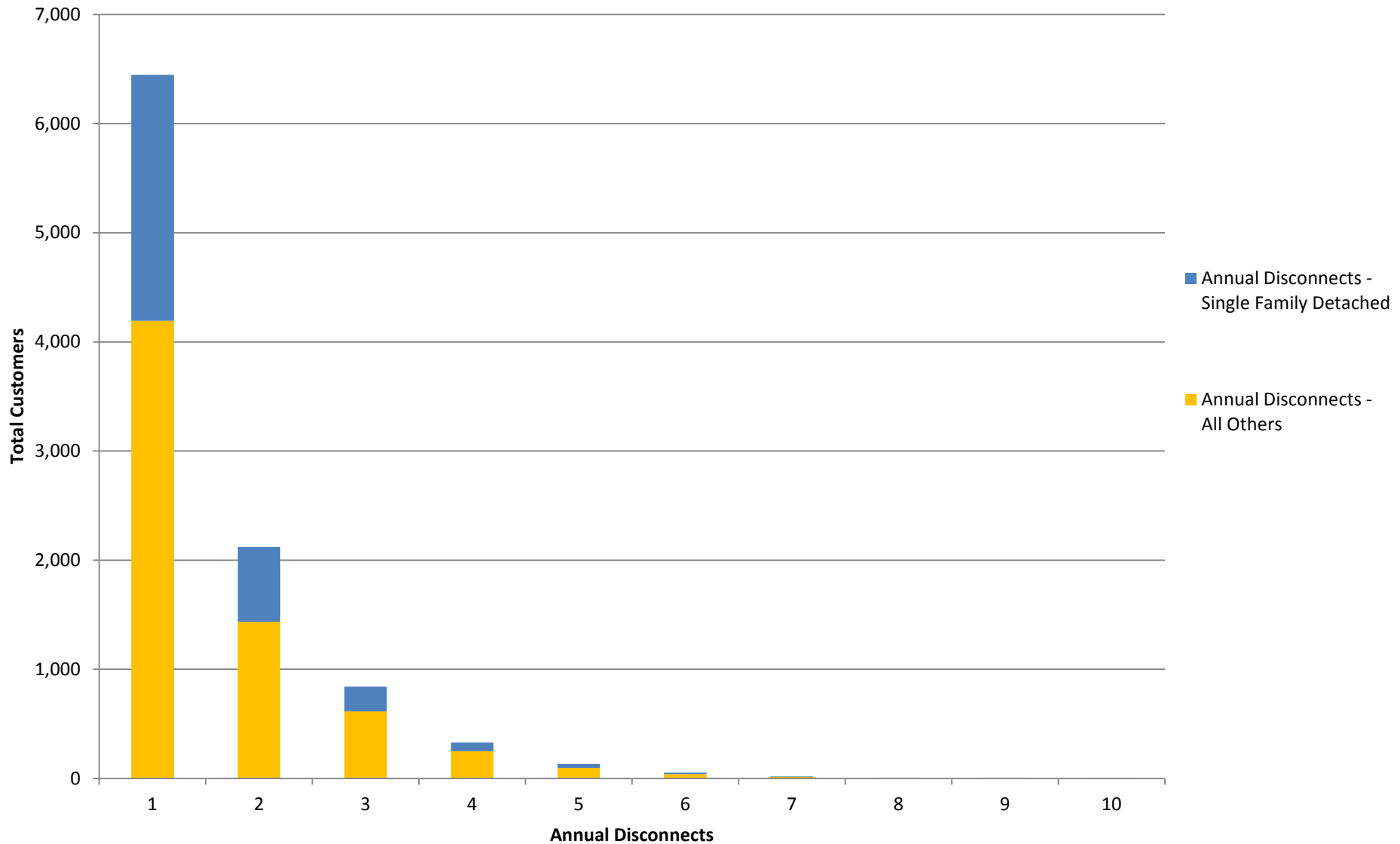
# Overall Program Results

- 2014 Florida Municipal Electric Association Community Service Award
- 1243 homes upgraded since 2007
- Overall average savings of 14.5% or 1752 kWh per customer per year
- Average utility bill reduction of \$24 per month
- Total program customer savings of around \$30,000 per month
- Estimated total savings of 2,163,720 kWh per year

# Disconnection Data

# Residential Customers with 1 or more Disconnects

GRU Fiscal Year 2014



# Breakdown

- 9,018 Customers
  - 3,104 Single Family
  - 5,914 Multi Family
- 15,303 Disconnects
  - 4,838 Single Family
  - 10,471 Multi Family
- \$201.74 Average Bill
  - \$265.38 Single Family
  - \$182.71 Multi Family

# History

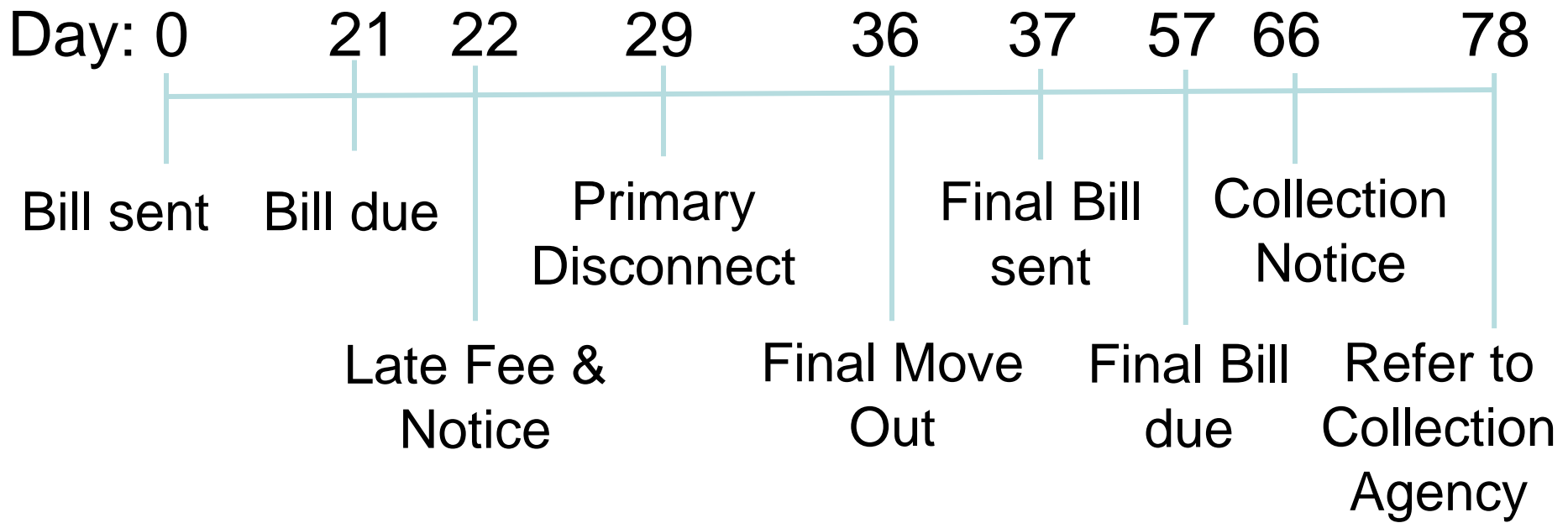
- RUC November 2013:
  - Informational: PAs, Dunning, Late fees, Disconnects, Deposits, Collections
- RUC March 2014:
  - Recommendations: Satisfactory payment history, Deposits
- City Commission March & April 2014

# Changes

- Satisfactory payment history = 2 years of service with no more than 3 late payments in the last 12 months
- Non-res deposits will refund after demonstrating satisfactory payment history
- Return check fees
- Non-res dunning shortened 14 days
- Bills due in 21 days, late on day 22 (avoids Sunday due dates)

# Billing Cycle & Dunning Changes

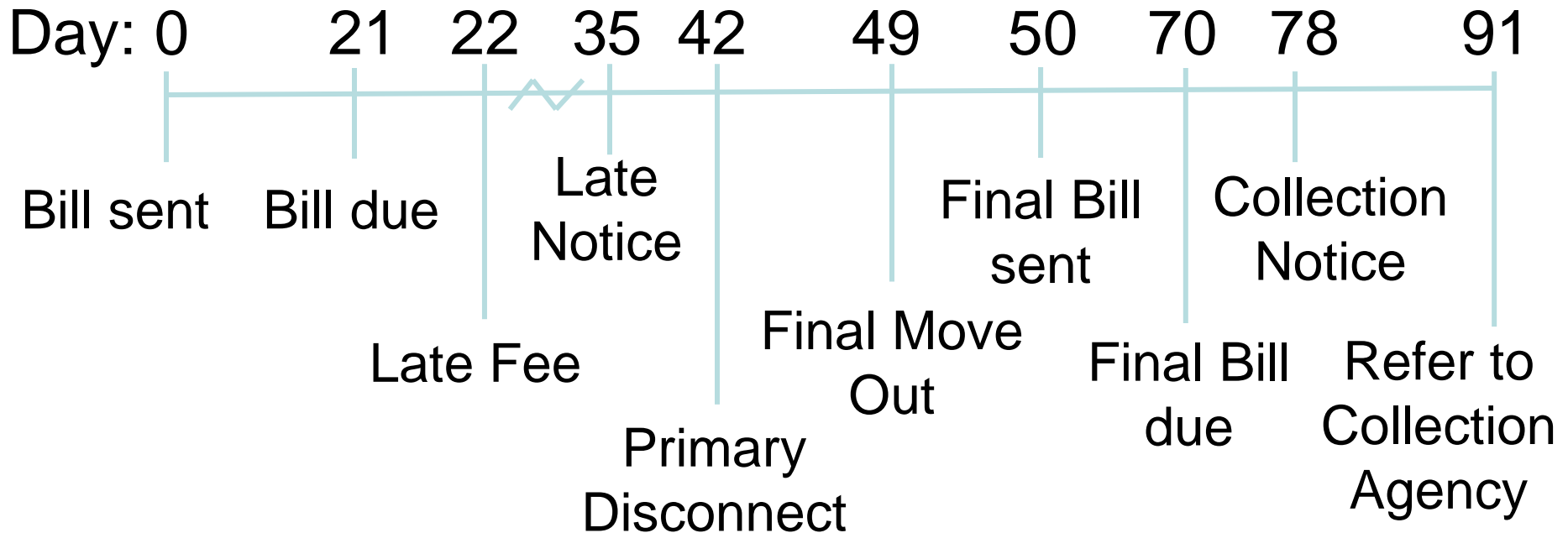
- Residential





# Billing Cycle & Dunning Changes

- Non-Residential



# Future

- Address PAs
- IVR enhancements
- Web update
- Customer engagement
  - Text messaging
  - Chat
  - E-mail notifications

Thank You

Questions?

