

Customer Operations Metrics Summary November 2016

Active Accounts	Nov-16	YTD Gain/Loss	FY16
<i>Residential Contract Accounts</i>			
Total	89,069	204	88,865
Electric	82,834	160	82,674
Gas	32,911	112	32,799
Water	62,260	91	62,169
Wastewater	58,242	91	58,151
Telecomm	146	(7)	153

New Installations	Nov-16	FY17 To Date	FY16
Electric	85	197	1,638
Gas	39	91	589
Water	32	77	756
Wastewater	39	82	485
Telecomm	14	29	248

Call Center Volume	Nov-16	FY17 To Date	FY16
Average Speed of Answer	0:04:42	0:07:43	0:07:04
CSR Calls	13,045	23,050	251,522
IVR Self Service	21,896	46,382	318,483
Total	34,941	69,432	570,005
IVR/Total	63%	67%	56%

Bills Generated	Nov-16	FY17 To Date	FY16
Paper Bills	104,603	206,495	1,300,894
eBills	12,698	29,401	179,960
Total	117,301	235,896	1,480,854
eBill/Total	11%	12%	12%

Payment Arrangements	Nov-16	FY17 To Date	FY16
Total	8,649	16,793	97,287

Active Accounts	Nov-16	YTD Gain/Loss	FY16
<i>Nonresidential Contract Accounts</i>			
Total	13,643	50	13,593
Electric	11,088	54	11,034
Gas	1,630	10	1,620
Water	5,848	(5)	5,853
Wastewater	4,597	(7)	4,604
Telecomm	320	6	314

Residential Disconnects	Nov-16	FY17 To Date	FY16
Volume	1,448	2,730	14,593
Average Balance	\$252.03	\$267.60	\$247.00

Revenue Assurance	Nov-16	FY17 To Date	FY16
Referred to Collections	\$215,644.29	\$483,318.58	\$1,461,488.40
Recovered	\$24,987.76	\$65,811.42	\$361,420.79

Service Orders	Nov-16	FY17 To Date	FY16
Move Ins	6,383	12,861	137,265
Move Outs	6,182	12,868	132,836

Average Res Bill Amounts	Nov-16	FY17 To Date	FY16
Electric (kWh)	641	776	840
Electric (\$)	\$97.18	\$115.60	\$126.96
Gas (Therms)	12	11	18
Gas (\$)	\$23.98	\$22.96	\$29.61
Water (kGals)	5	5	4
Water (\$)	\$31.87	\$31.54	\$27.47
Wastewater (kGals)	5	5	6
Wastewater(\$)	\$36.34	\$36.34	\$41.13