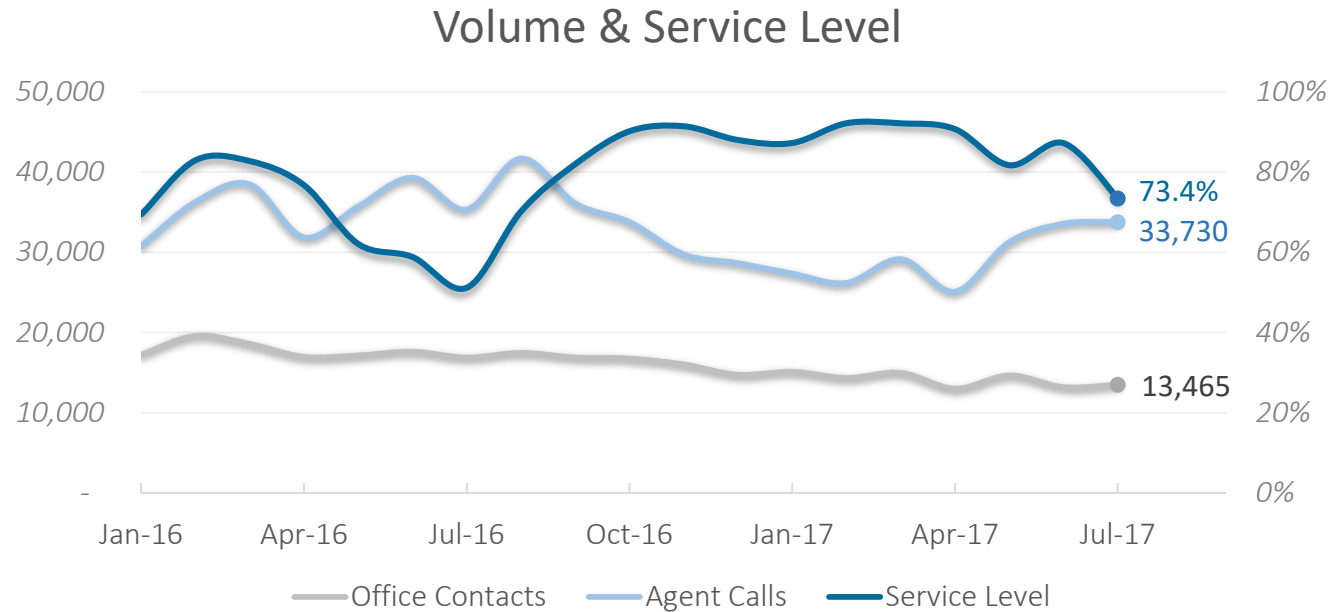


MEMBER SERVICES

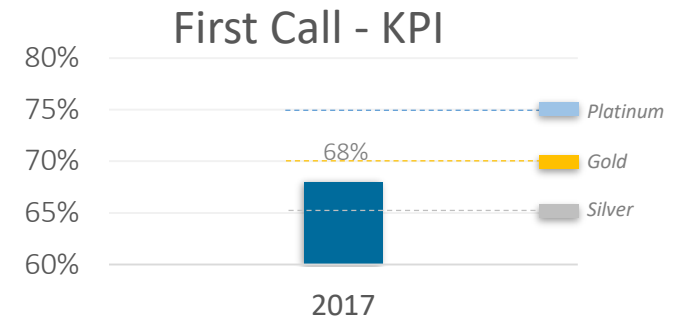
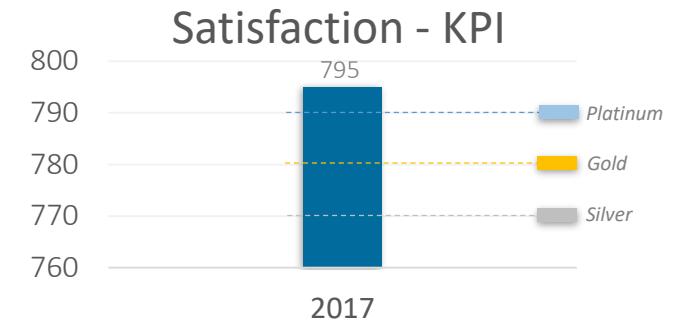
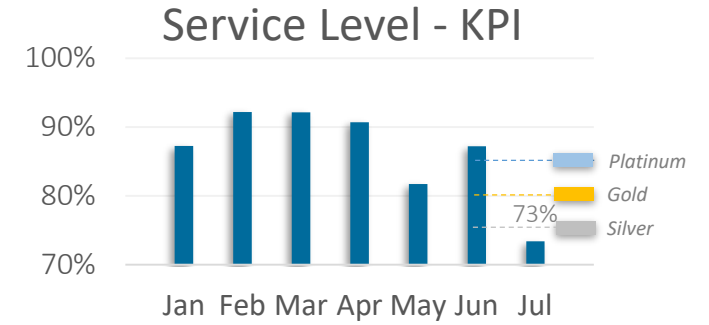
Eddie Dauterive

Aug 21, 2017

Contact Summary

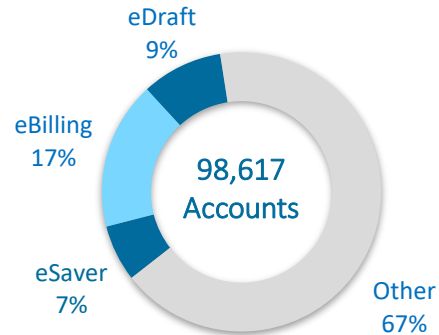


- Service Level typically dips in July due to seasonal activities affecting both call volumes and coverage
- July recorded highest contact volume of the year, attributed to: *Capital credit allocations, high usage inquiries, seasonal applications*
- Staffing events impacting coverage: *Multiple Coop Connect events and summer vacation requests by staff*

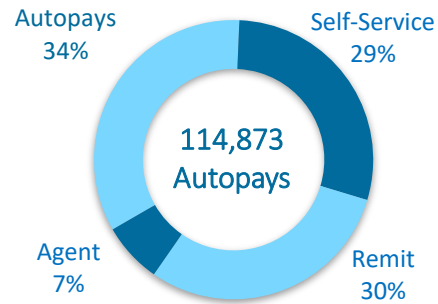


Billing & Payments

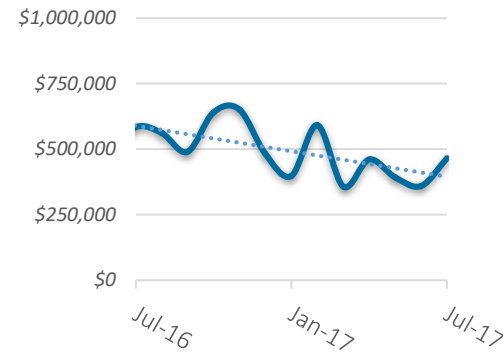
Alternate Rates



Payment Types

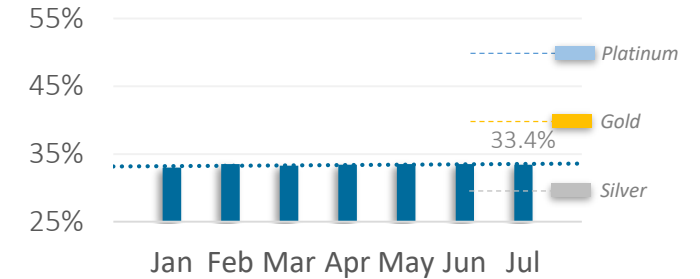


Aged Balances

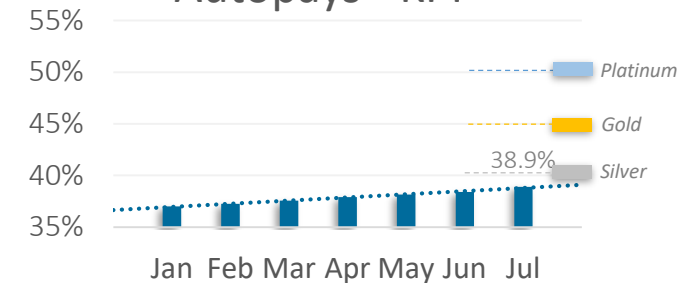


- Alternate rate options discount member billing **\$141K** monthly
- Cost-effective autopays and self-service payments account for **63%** of all payments
- In July, MSFRs set **726** remote meters and **873** accounts were disconnected for delinquency with **11** days of restricted activity
- Aged balances typically trend upward in late summer months, July total remains near yearly average and performing well

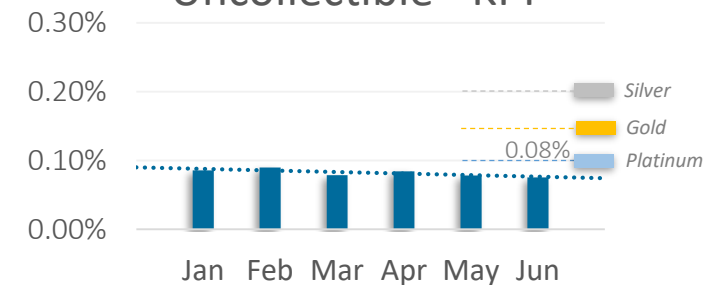
Alternate Rate - KPI



Autopays - KPI



Uncollectible - KPI



Executive Summary

July 2017 Review

- Staff are performing well with a balanced effort while facing seasonal challenges in managing contact volumes
- Many activities occurred in July impacting front office and back office functions:
 - New rate option available – Large Interconnect
 - Capital Credit Allocations posted and Special Retirement postcards issued
 - HQ Lobby closing for remodeling
 - Continued member transition from Manchaca and Blanco office closings
 - Staffing office coverage for employee events
- Collection activity has been efficient in managing summer balances with restrictions

Going Forward

- Member Services is working with the Energy Service team in developing the Solar Farm application process and billing rate
- Creating a proposal to join the Utilities United Against Scams, a new organization sharing best practices in combatting utility scamming tactics
- Drafting minor changes to the Tariff and Business Rules, including specific language for teaming up with Habitat for Humanity and the Wounded Warrior Project
- Completion of agent soft-skill training
- 2018 budget preparations





pec.coop