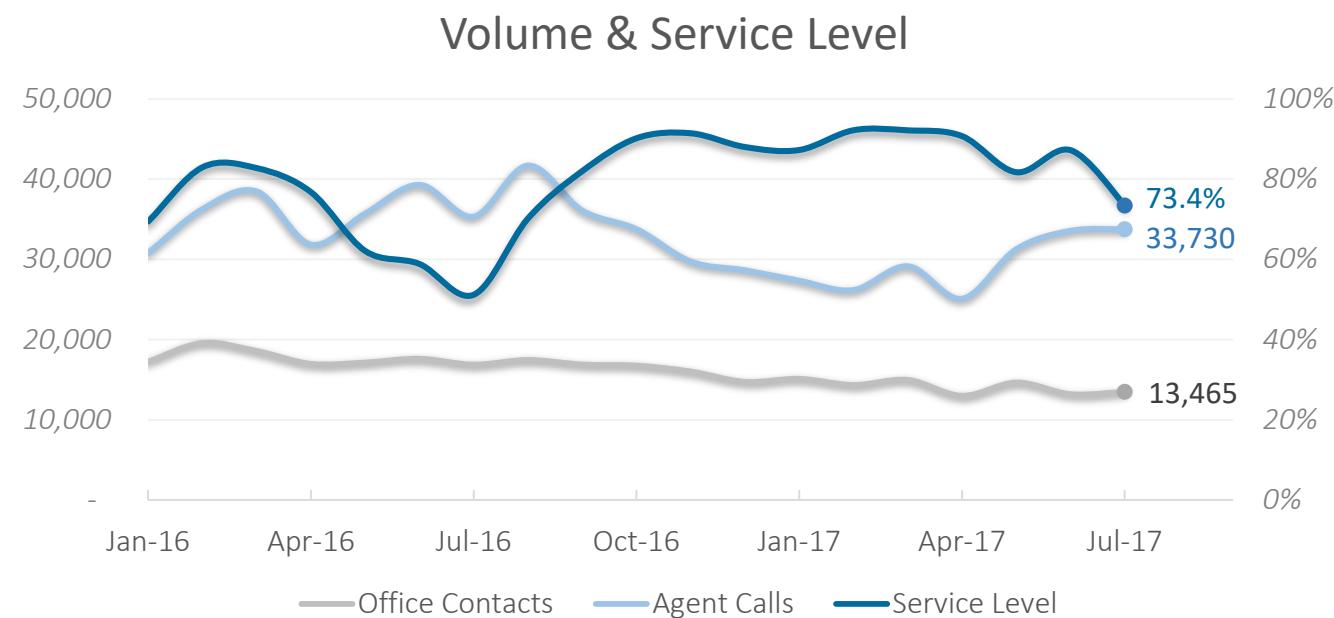




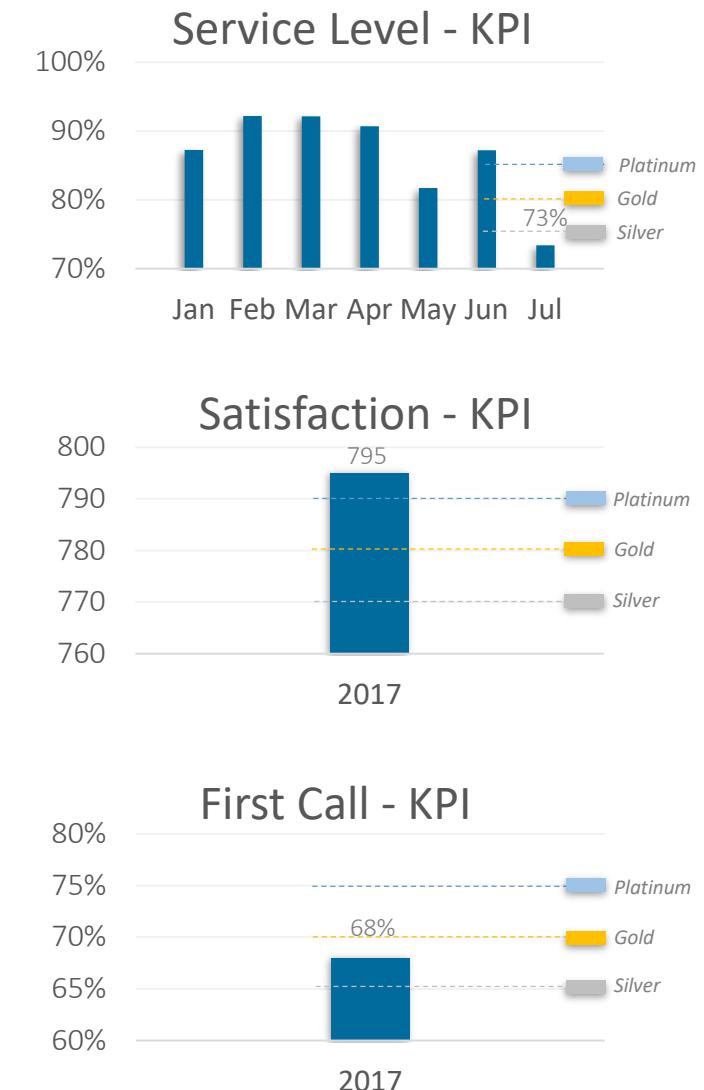
# MEMBER SERVICES

Eddie Dauterive

# 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*

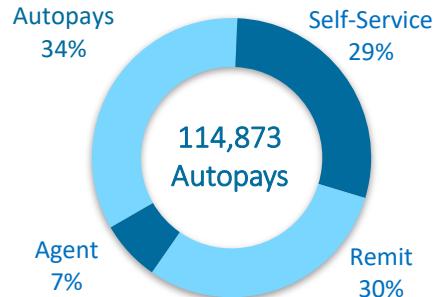


# Billing & Payments

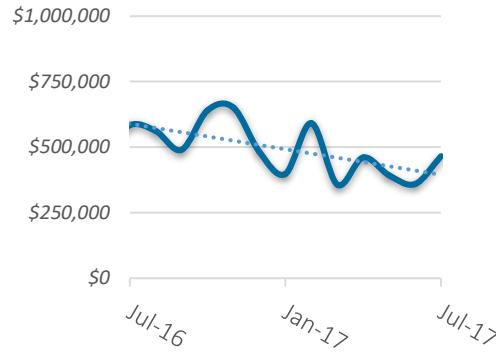
## Alternate Rates



## Payment Types

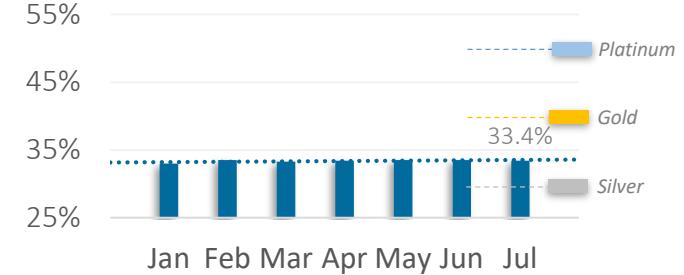


## Aged Balances

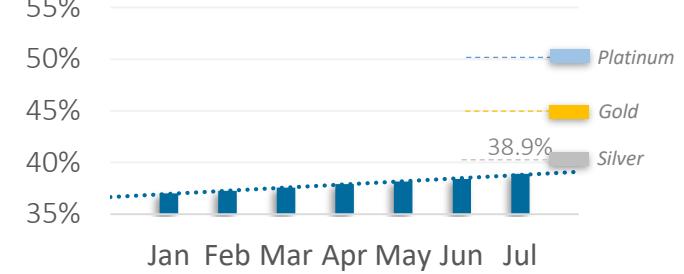


- Alternate rate options discount member billing **\$141K** monthly
- Cost-effective autopays and self-service payments account for **63%** of all payments
- In July, MSFRs set **726** remote meters and **873** accounts were disconnected for delinquency with **11** days of restricted activity
- Aged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

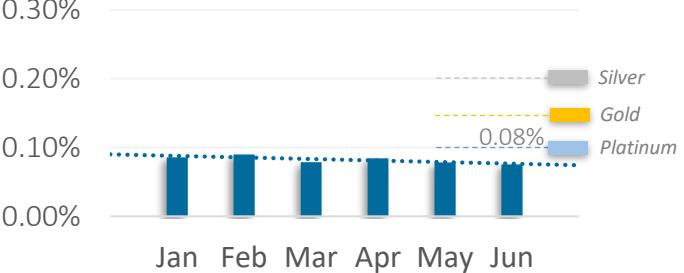
## Alternate Rate - KPI



## 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





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