

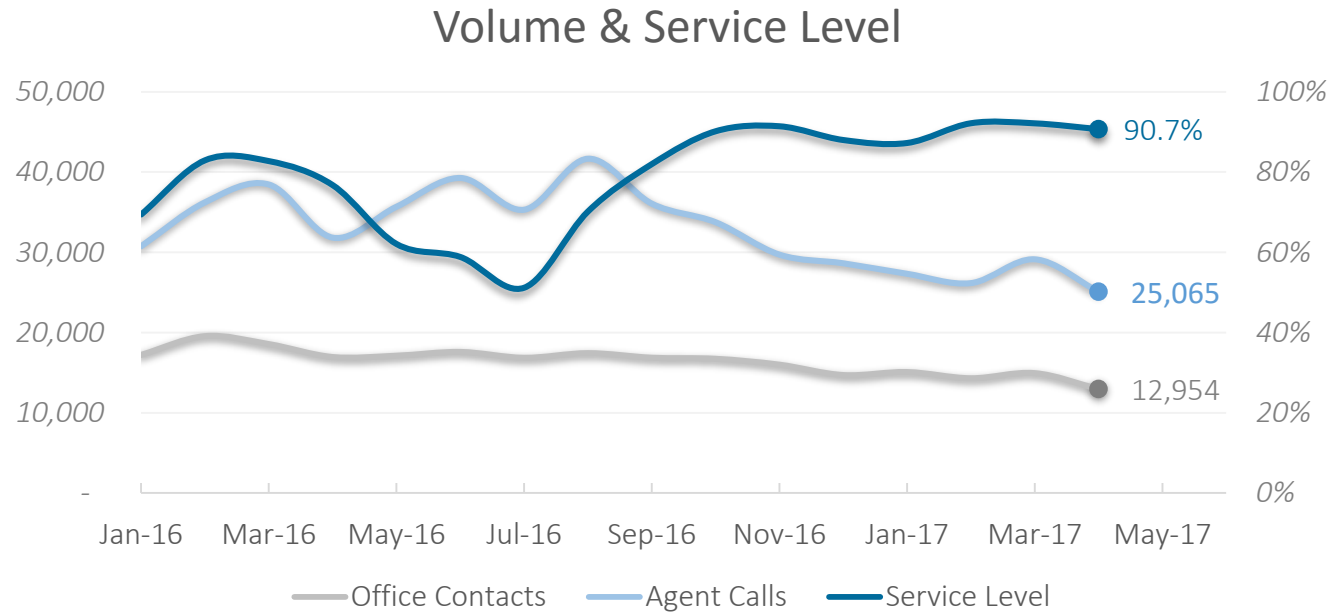


MEMBER SERVICES

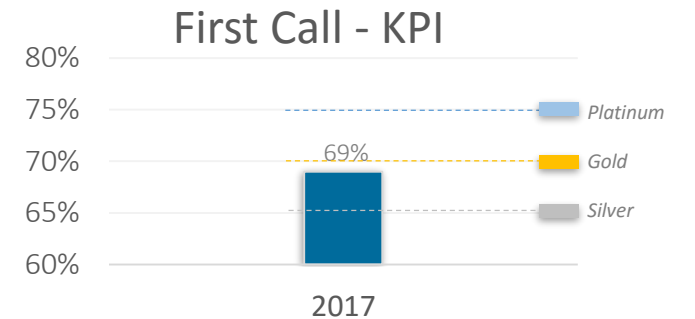
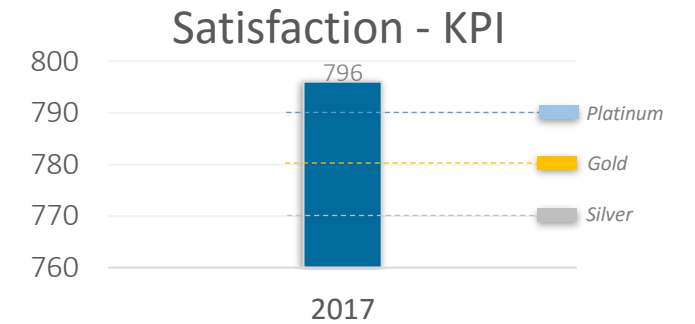
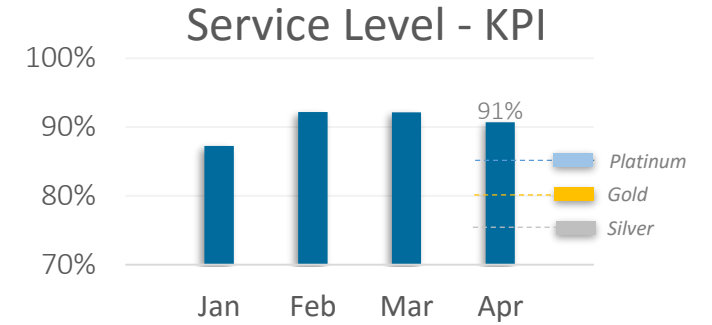
Eddie Dauterive

May 15, 2017

Contact Summary

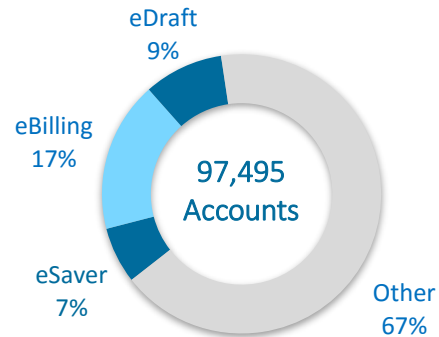


- Self-service features have lowered contact volumes, allowing agents to quickly respond to members
- Member responsiveness is a key component of satisfaction
- Staff are focusing on value-added engagement and improving first call resolution interactions

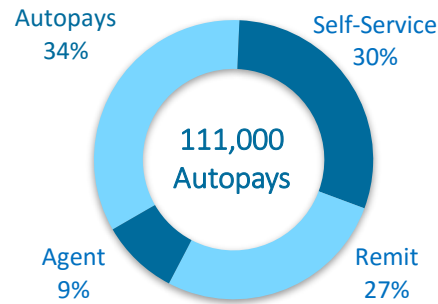


Billing & Payments

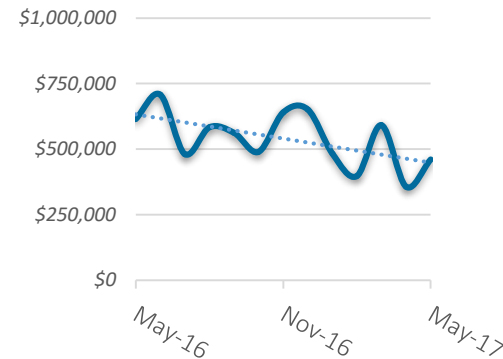
Alternate Rates



Payment Types

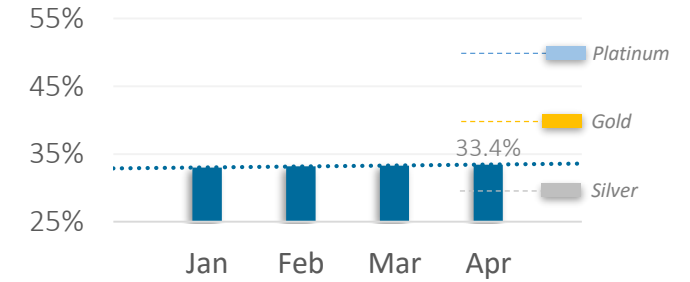


Aged Balances

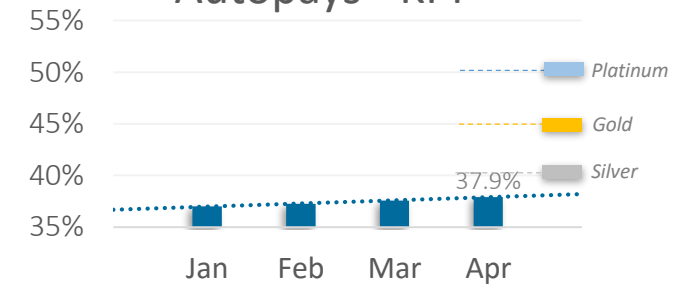


- Alternate rate options discount member billing **\$139K** monthly
- Cost-effective autopays and self-service payments now account for **64%** of all payments
- MSFRs set **514** remote meters and **563** accounts were disconnected for delinquency, **99%** of all disconnects are now completed remotely and require minimal agent interaction
- Aged balance totals are strong heading into summer months

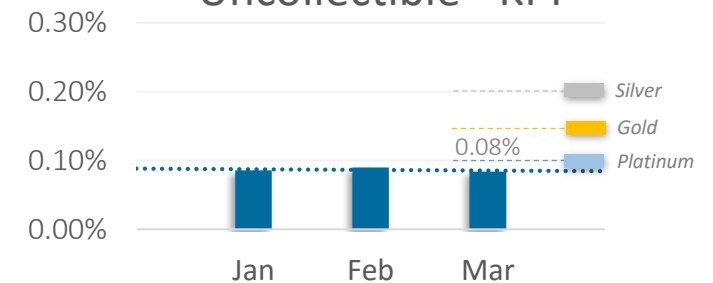
Alternate Rate - KPI



Autopays - KPI



Uncollectible - KPI



Executive Summary

April 2017 Review

- Member Services' performance has maintained several milestones in contact responsiveness, due to:
 - Systems performing smoothly, as designed
 - Pleasant temperatures and lower usage
 - Few seasonal outages
 - Members are migrating to self-service and convenient billing options
- Staff have done an incredible job assisting members to new systems
- The MoneyGram payment option and the Time-of-Use billing option began April 1 without incident, participation will be closely monitored

Going Forward

- Following PEC's facility management plans, the Blanco and Manchaca offices will be closing their doors on June 1:
 - Members are being notified via targeted messaging
 - Staff will remain and transition to nearby offices over the next few months
- PEC is continuing to communicate with NISC to create a partnership with Wells Fargo, offering additional retail payment options
- The Critical Care Registry is being developed and will be available June 1

