

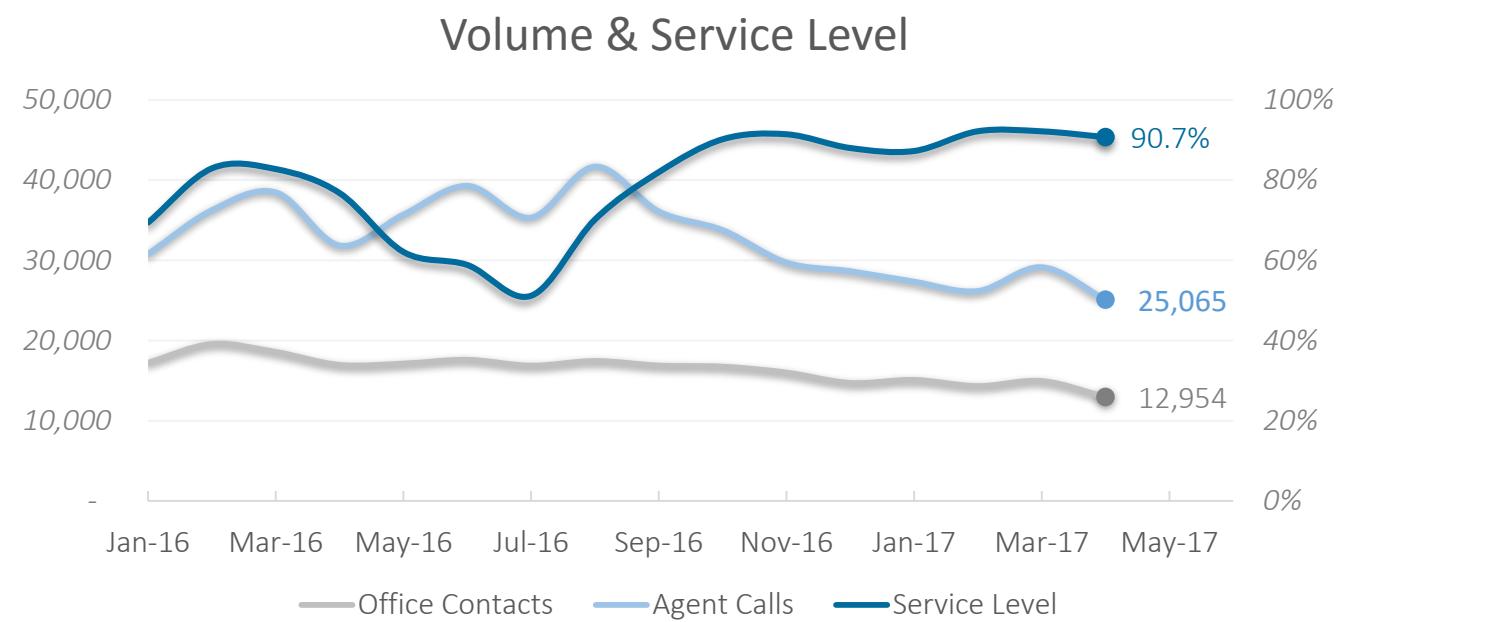


# MEMBER SERVICES

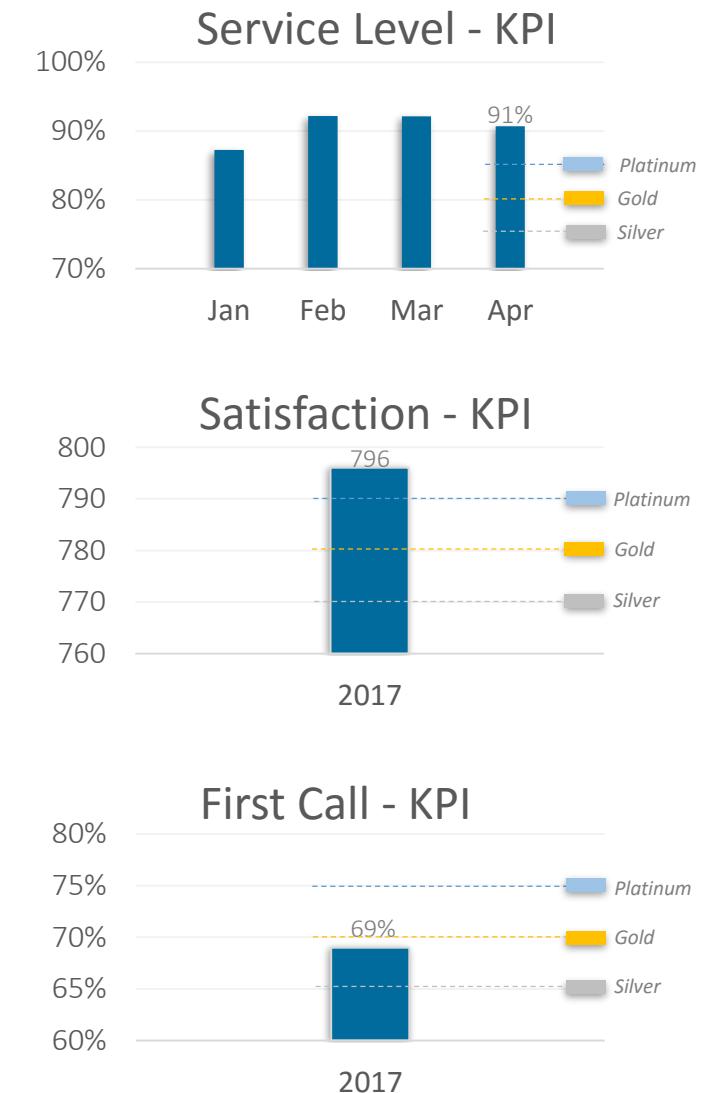
Eddie Dauterive

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

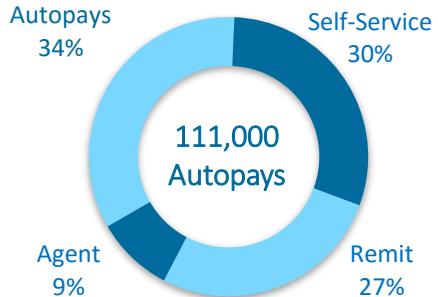


# Billing & Payments

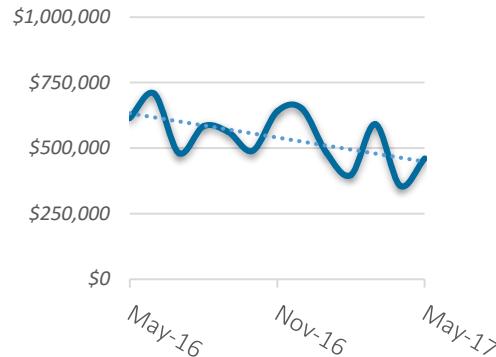
## Alternate Rates



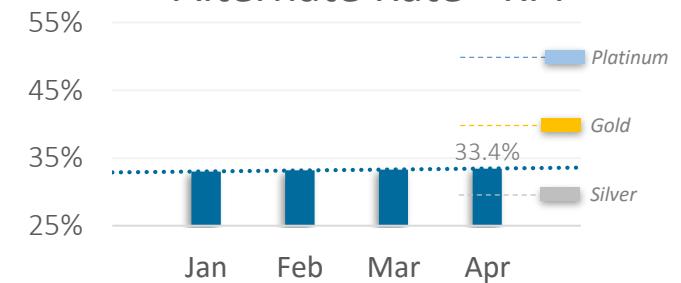
## Payment Types



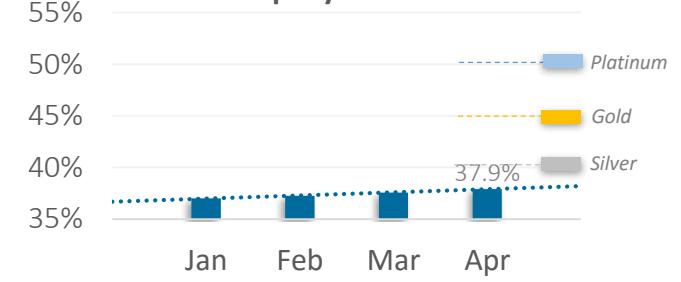
## Aged Balances



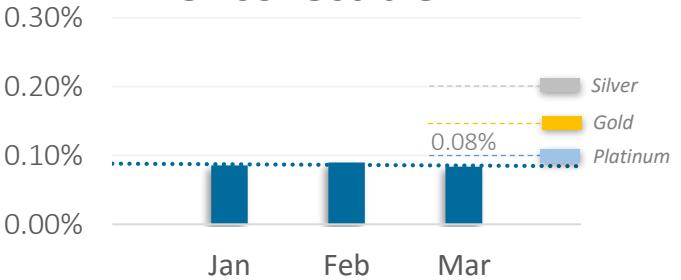
## Alternate Rate - KPI



## Autopays - KPI



## Uncollectible - KPI



- 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

# 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

