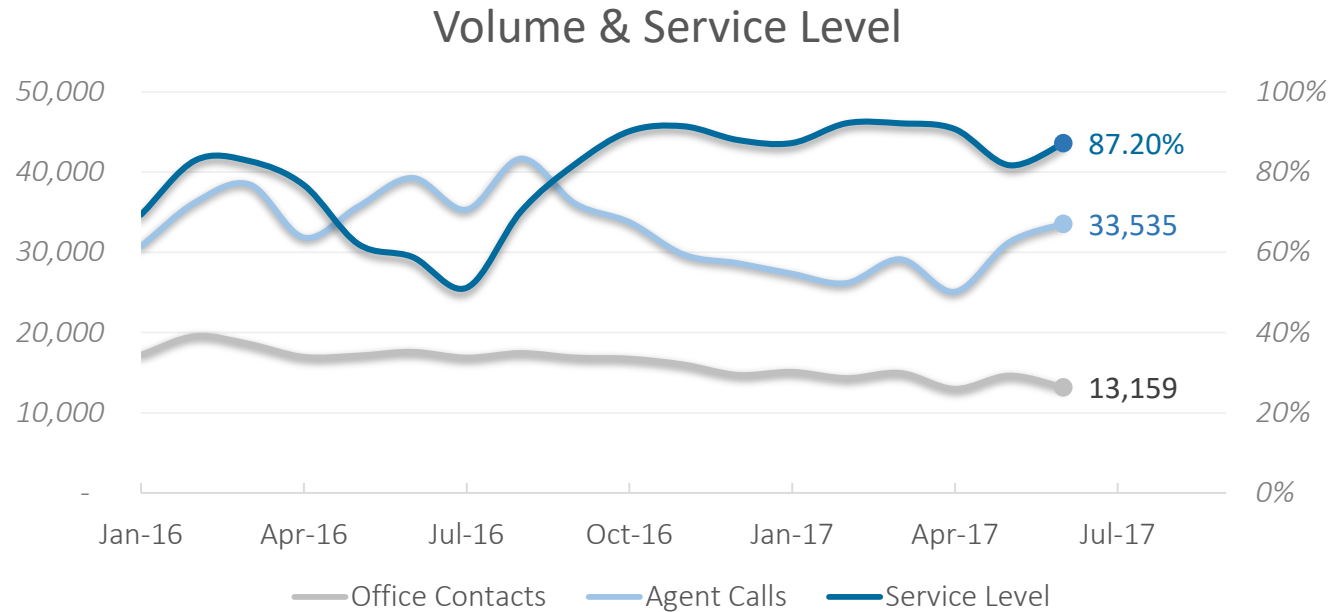


# MEMBER SERVICES

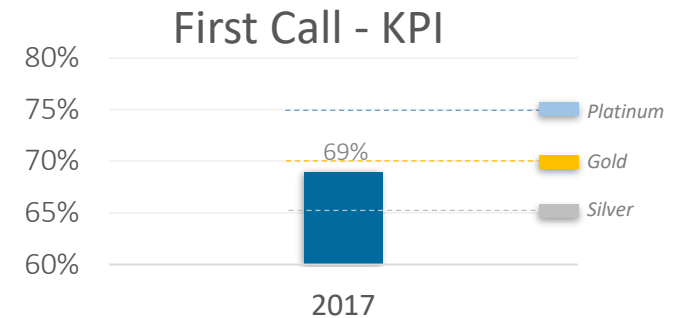
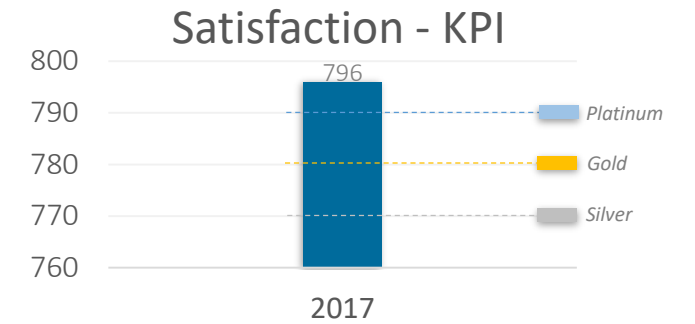
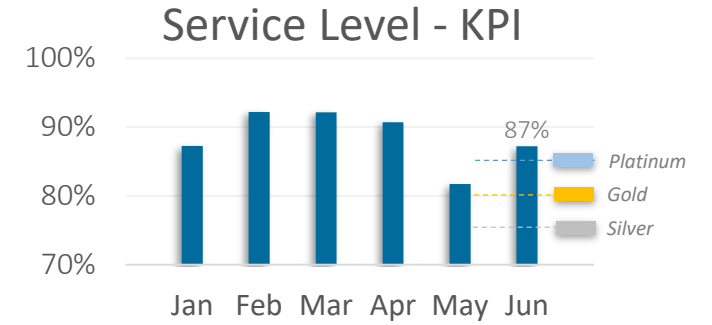
Eddie Dauterive

July 17, 2017

# Contact Summary

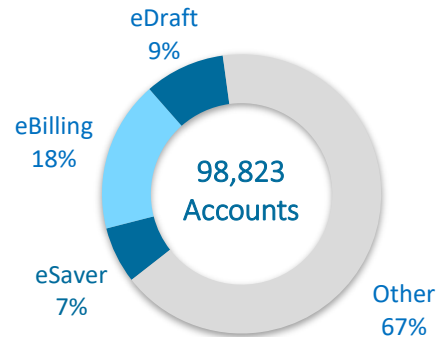


- Higher contact volumes with longer interaction times are typical during high-use summer months
- Staff have performed well, responsiveness remains above goal
- While maintaining responsiveness, staff are focusing on value-added engagement and improving first-call-resolutions

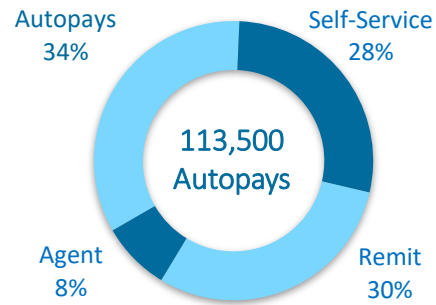


# Billing & Payments

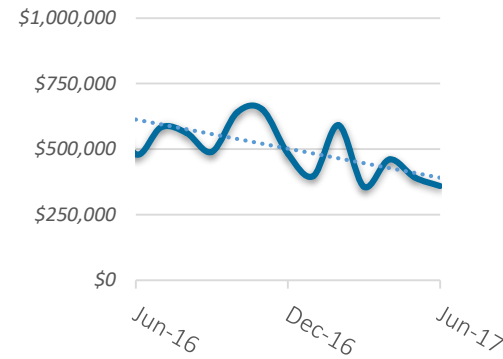
## Alternate Rates



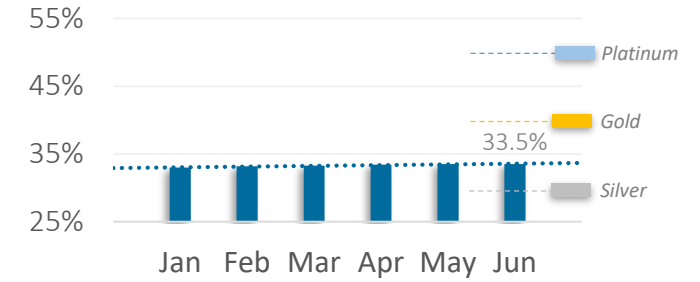
## Payment Types



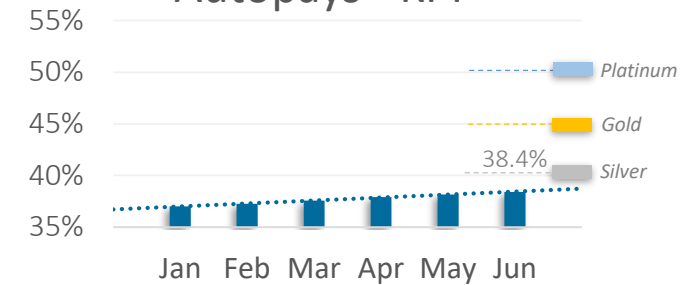
## Aged Balances



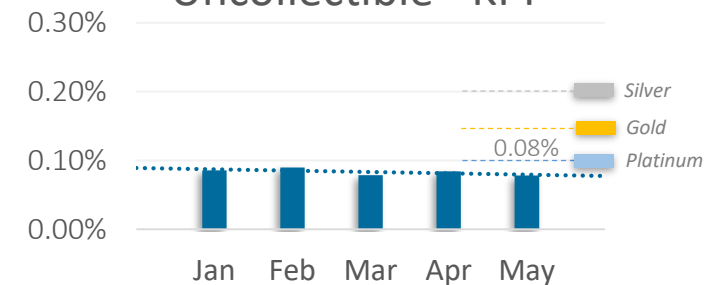
## Alternate Rate - KPI



## Autopays - KPI



## Uncollectible - KPI



- Alternate rate options discount member billing **\$141K** monthly
- Cost-effective autopays and self-service payments account for **62%** of all payments
- In June, MSFRs set **751** remote meters and **1,064** accounts were disconnected for delinquency
- Aged balance totals have been decreasing into high-use summer months, a very positive sign for managing bad debt

# Executive Summary

## June 2017 Review

- The growth of self-service features are mitigating the impact of seasonal contact volumes
- Collection activity has been effective, aging totals continue to decrease
- The closure of the Blanco and Manchaca offices have received little member feedback, staff have begun transitioning to new locations
- The Medical Necessity Program received its first and only entry during the month of June
- Staff have done an incredible job assisting members with new rates, programs and high-use billing concerns

## Going Forward

- New Large Interconnect Rate begins in July
- JC Lobby closing July 18 for construction
  - Targeted correspondence sent to members
  - Drop boxes will remain to collect payments
- New phone system is being tested for improved routing options and messaging
- Agent soft-skill training will be completed by August, focusing on effective customer communications
- Two specialty committees have been formed to analyze and improve processes and member engagement, goal is increase staff involvement in idea generation and decision making for the department





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