

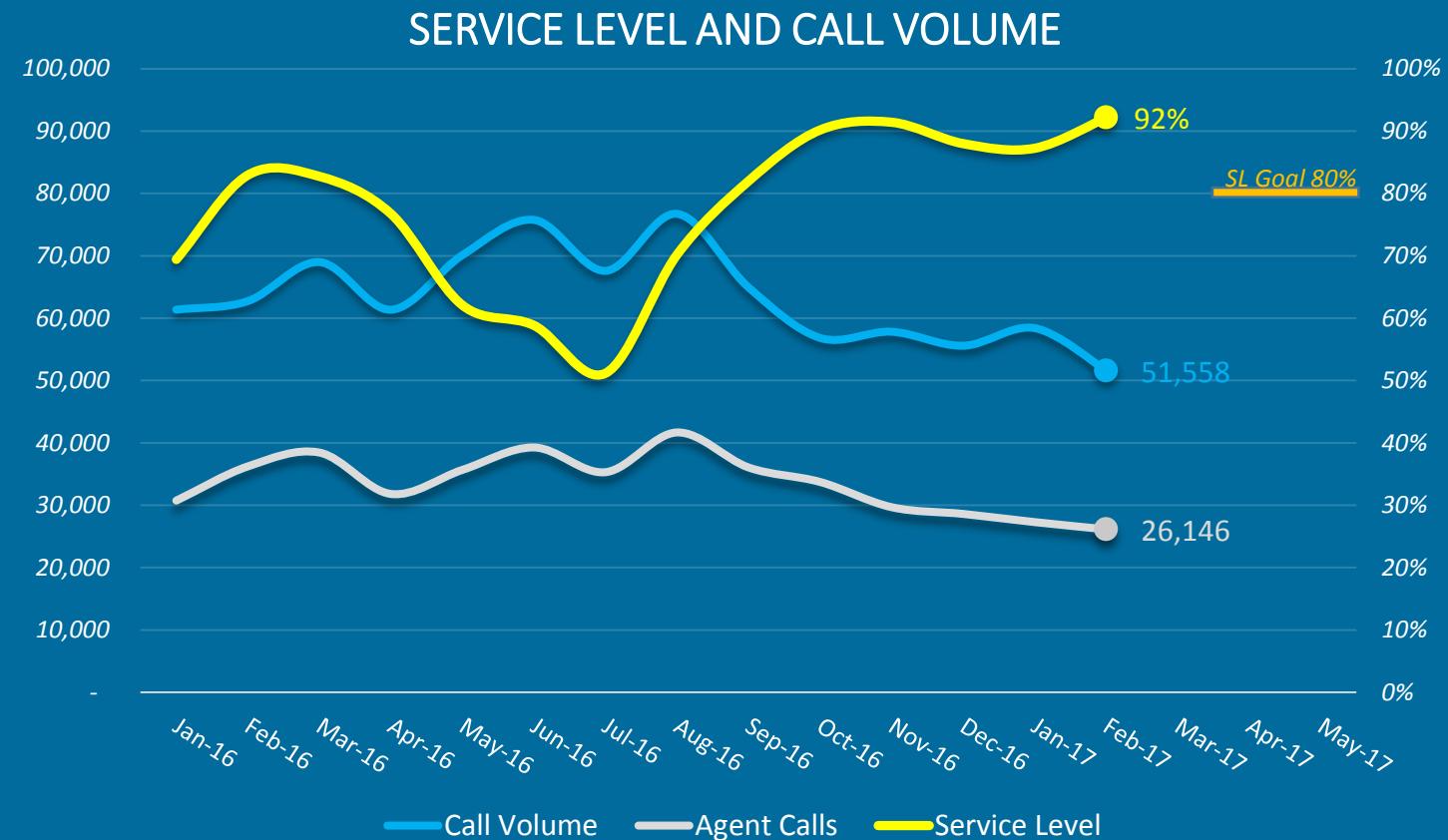


MEMBER SERVICES

Eddie Dauterive

March 20,. 2017

CONTACT RESPONSIVENESS



- Service Level at record high **92%**
- Average wait time of only **11** seconds
- Agents managed **14K** office contacts in addition to the **26K** phone calls



BILLING & PAYMENTS

Billing Rates

eSaver

Discount **\$2.50** Accounts **18,799**

eDraft

Discount **\$1.50** Accounts **26,348**

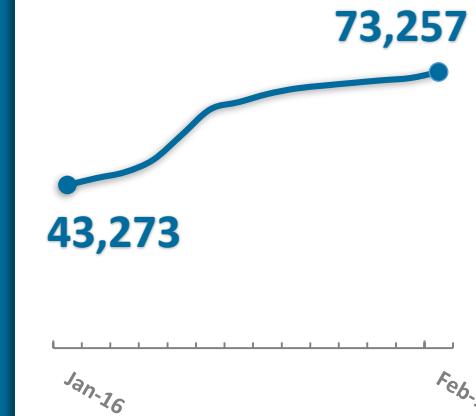
eBilling

Discount **\$1.00** Accounts **50,298**

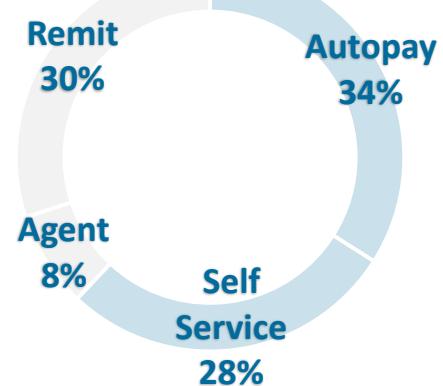
Alternative rate options are growing > 800 accounts per month and reducing monthly billing fees for the membership

\$137K

Paperless Billing



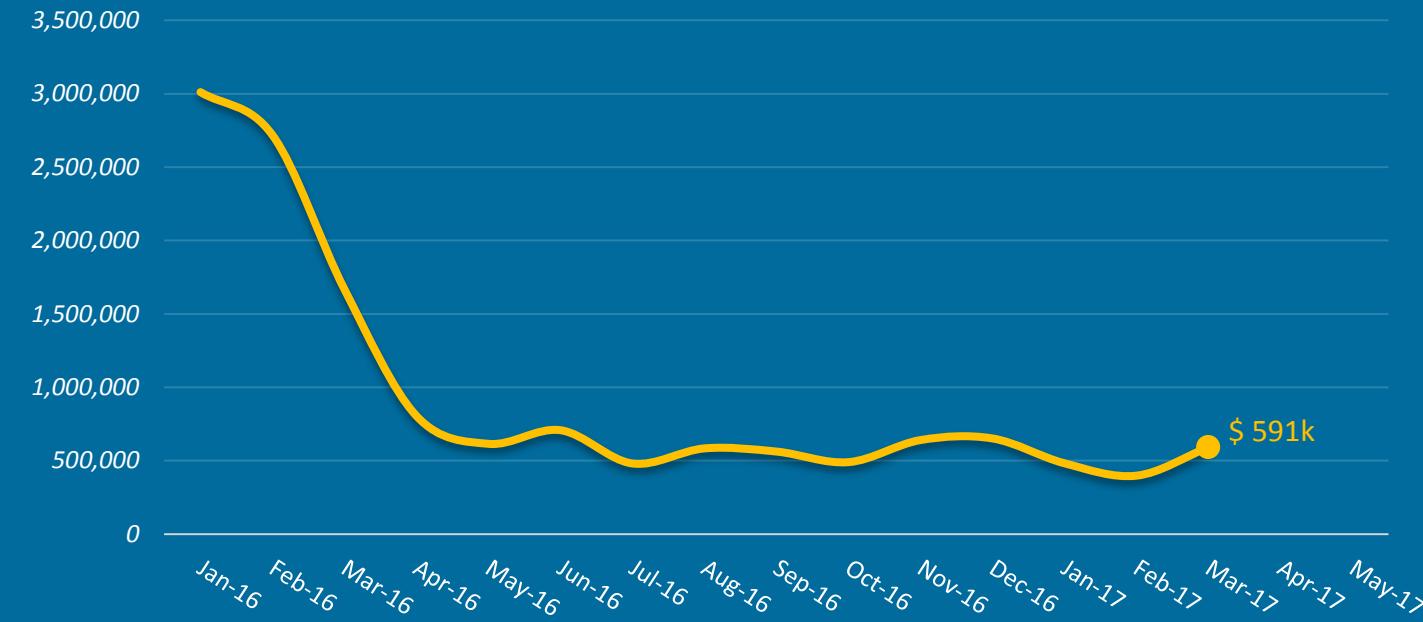
Payments



Cost-efficient autopays and self-service payments account for **62%** of all payments



AGED BALANCES



- MSFR's managed **852** field orders, including:
 - Collecting payments – **57**
 - Placing Door Knob Notices – **615**
 - Setting remote (RCC) meters – **969**
 - Light audit assessments – **179**
- Staff completed **980** remote disconnects requiring no assistance to reconnect
- **1** day of restricted disconnection activity for extreme weather

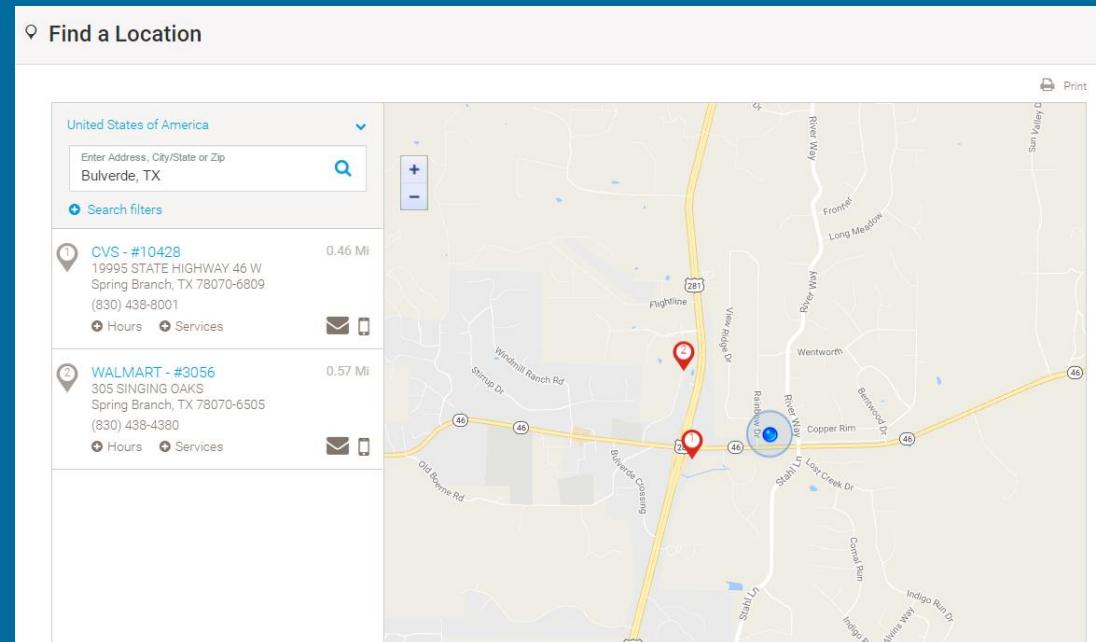
COLLECTIONS



MONEYGRAM

LAUNCH UPDATE:

- Successfully completed testing, including at area locations
- Payment option is available for members
- Official launch date, **April 1, 2017**, messaging will include:
 - Bill insert
 - April Texas Coop Power
 - Pec.coop, with link to MoneyGram locations map



MONEYGRAM

MONEYGRAM FEATURES:

- Offers a cash payment option in areas without a PEC office
- Provides an after-hours payment option, supporting collection and reconnect activity
- Retail stores include Walmart & CVS
- \$1.50 transaction fee added and paid to MoneyGram
- Accepts cash payments only that post in real-time

