

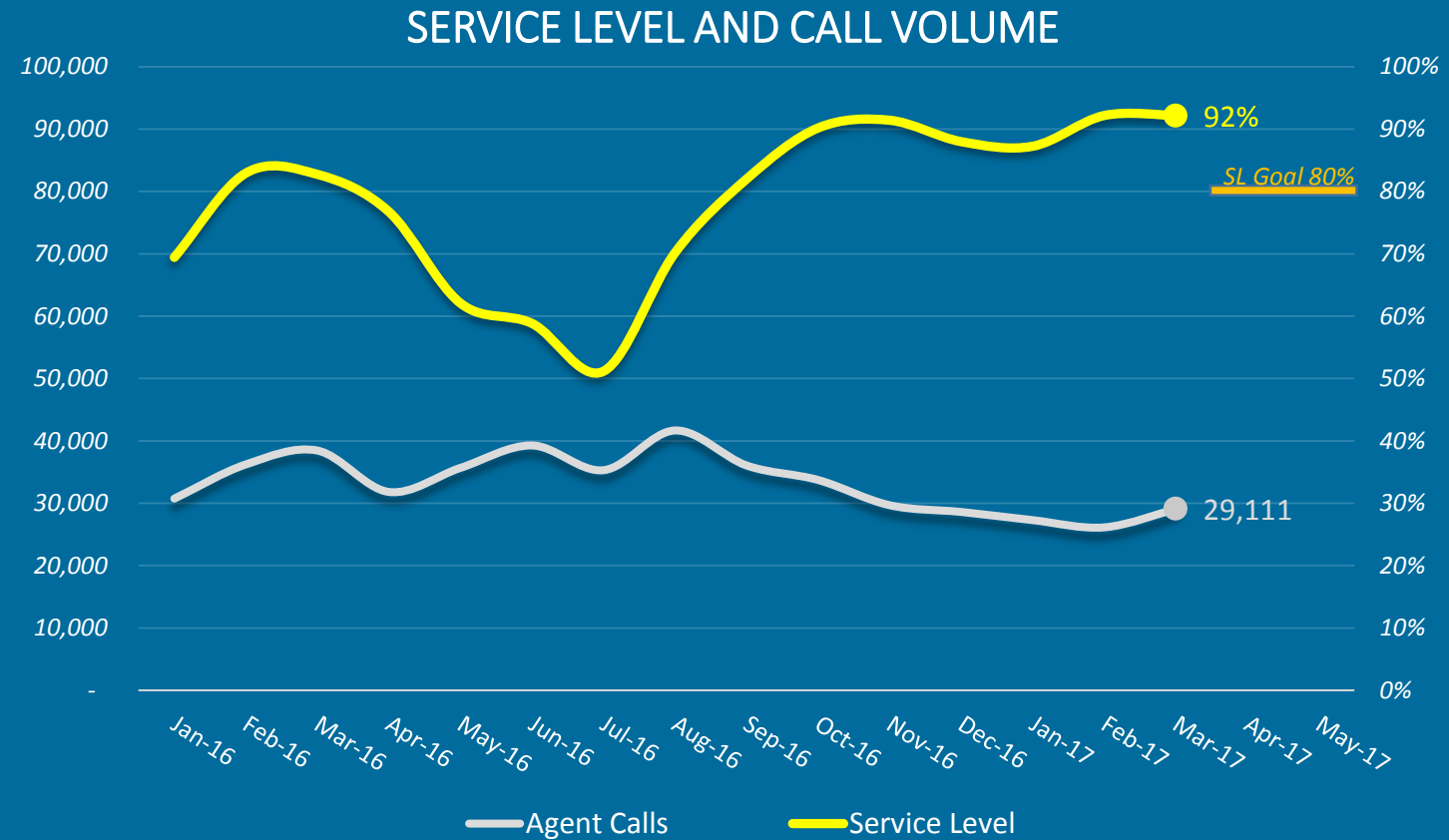


MEMBER SERVICES

Eddie Dauterive

April 17, 2017

CONTACT RESPONSIVENESS



- Service Level remained at record level **92%**
- Average wait time of only **12** seconds
- Agents managed **15K** office contacts in addition to the **29K** phone calls



BILLING & PAYMENTS

Billing Rates

eSaver

Discount	Accounts
\$2.50	18,919

eDraft

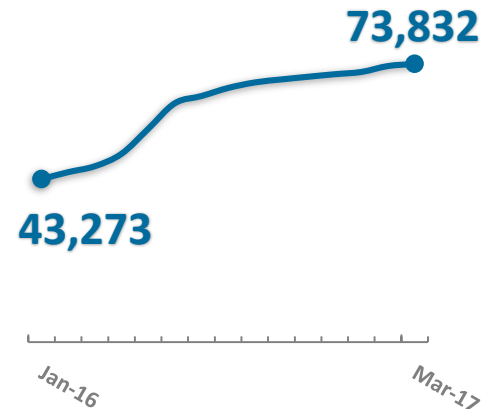
Discount	Accounts
\$1.50	26,550

eBilling

Discount	Accounts
\$1.00	50,735

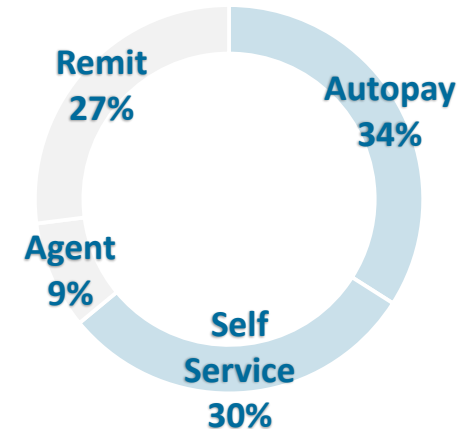
Alternative rate options
are growing > 800
accounts per month and
reducing monthly billing
fees for the membership
\$138K

Paperless Billing



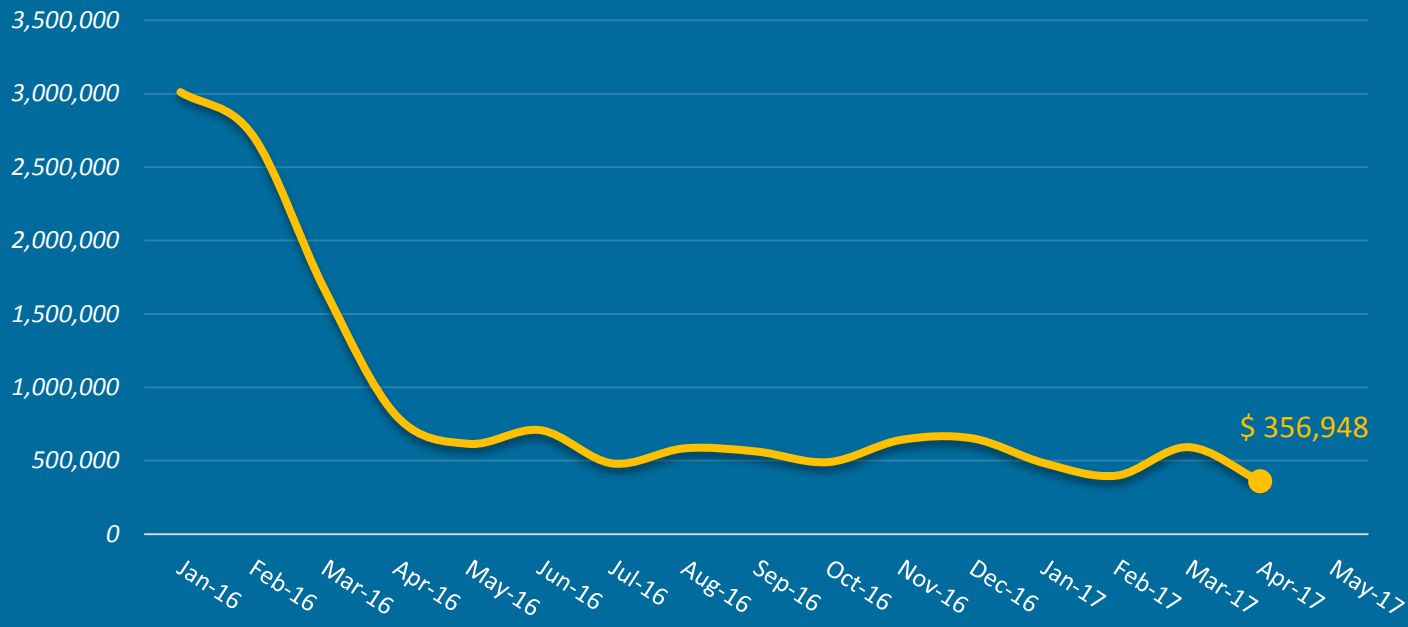
Paperless enrollments
continue to rise, saving
over **\$44K** monthly in
billing costs for the Coop

Payments



Cost-efficient autopays
and self-service payments
up to **64%** of all
payments
(62% in Feb.)

AGED BALANCES



- MSFR's managed **899** field orders, including:
 - Collecting payments – **70**
 - Setting remote (RCC) meters – **928**
 - Placing Door Knob Notices – **725**
 - Light audit assessments – **111**
- Staff completed **995** remote disconnects requiring no assistance to reconnect
- **6** days of restricted disconnection activity in March
- Collection status is strong heading into summer months

COLLECTIONS

