

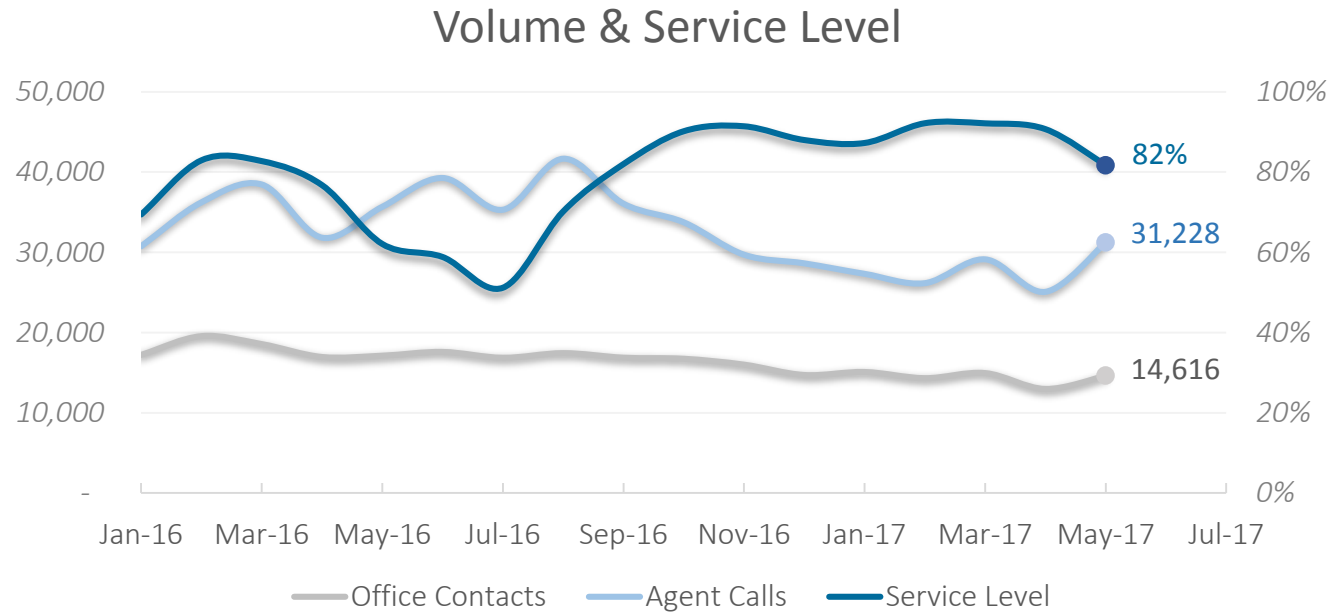


MEMBER SERVICES

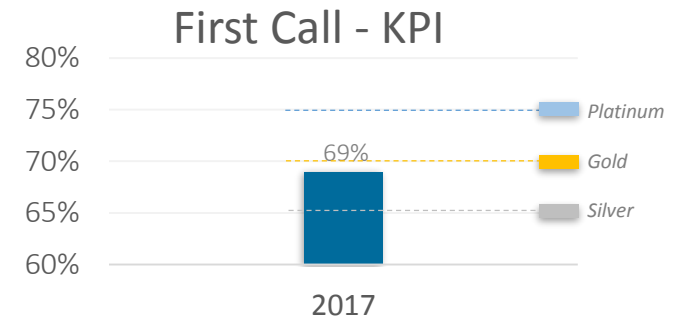
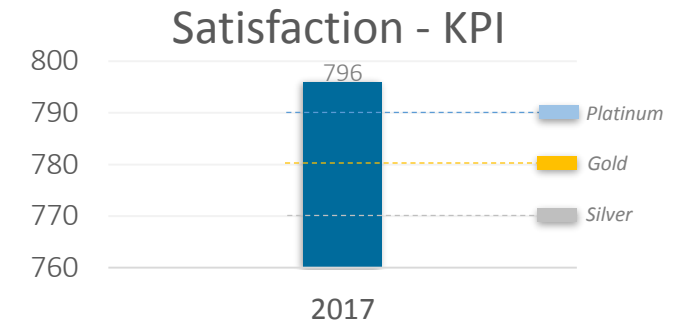
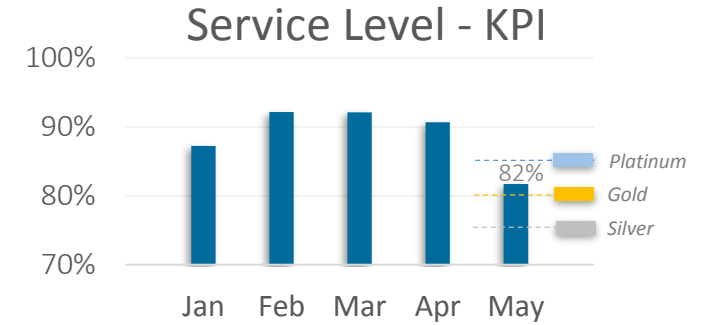
Eddie Dauterive

June 17, 2017

Contact Summary

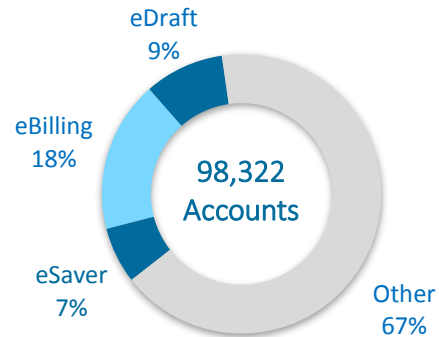


- Higher contact volumes are typical heading into summer months
- Several events occurring in May impacted phone coverage:
 - Coop Connects across district offices
 - Annual Meeting training
- Responsiveness remained above performance goal (80%) despite higher volumes and staffing events

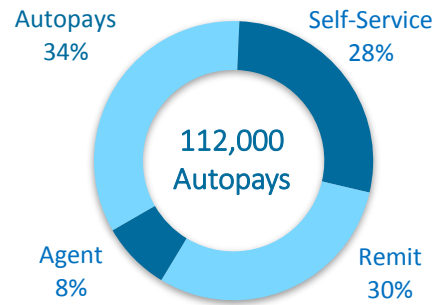


Billing & Payments

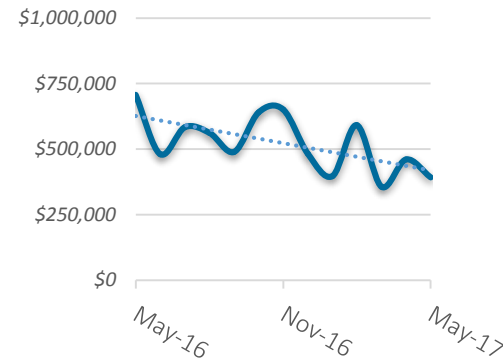
Alternate Rates



Payment Types

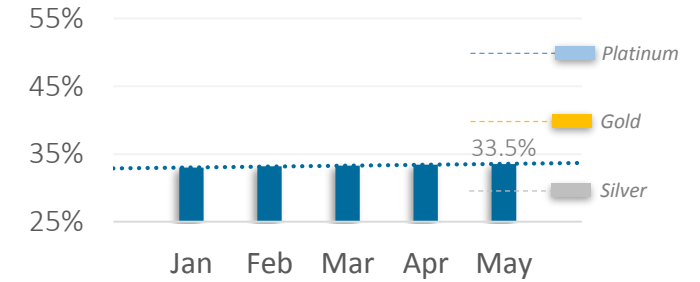


Aged Balances

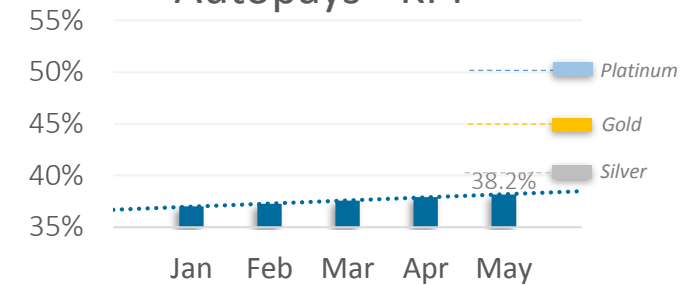


- Alternate rate options discount member billing **\$140K** monthly
- Cost-effective autopays and self-service payments account for **62%** of all payments
- MSFRs set **870** remote meters and **784** accounts were disconnected for delinquency
- Aged balance totals continue trending downward and are strong heading into summer months

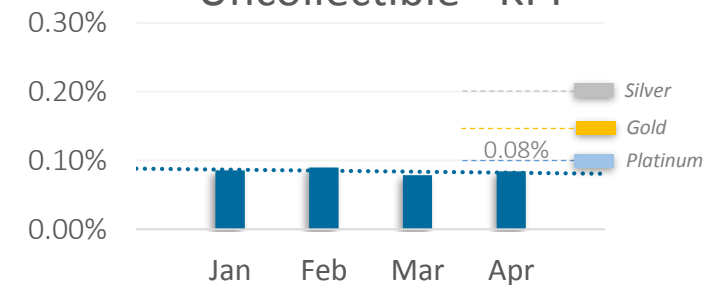
Alternate Rate - KPI



Autopays - KPI



Uncollectible - KPI



Executive Summary

May 2017 Review

- Member Services continues to operate smoothly, hitting performance and KPI goals:
- Warmer temperatures and higher usage are driving up phone and office traffic
- Discussions with members on reducing usage through summer months have begun
- Avg. wait time remains low for callers (19 sec.)
- Collection activity has been effective, aging totals are decreasing and automation has improved efficiency
- Staff have done an incredible job assisting members to new systems, rates and programs

Going Forward

- Blanco and Manchaca offices have closed their doors on June 1:
 - Staff will transition to new locations
 - Recent visitors to the offices have been sent targeted correspondence
 - Member feedback will be monitored and alternative options offered
- The Medical Necessity Program became active on June 1, member response will be presented with upcoming reports
- Staff are preparing for the upcoming capital credit allocation notices



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