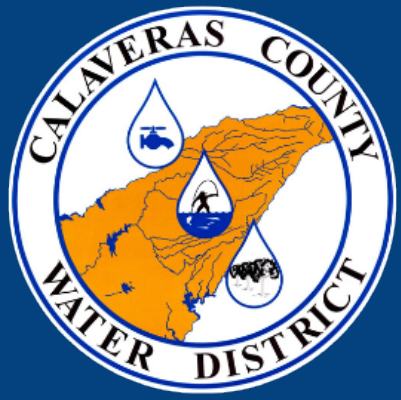


CUSTOMER SERVICE

SERVICE

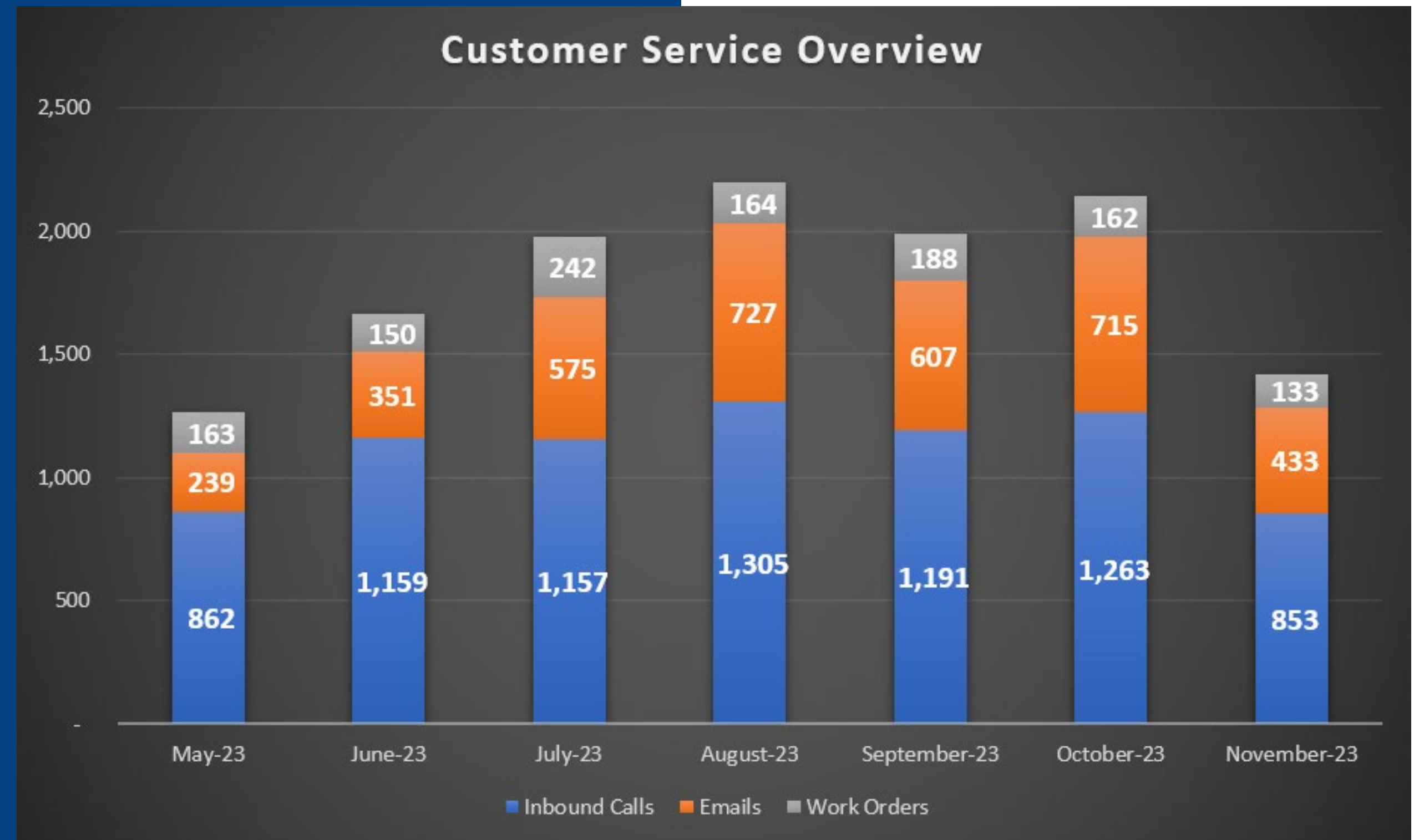




CALL QUEUES, EMAILS & WORK ORDERS

Common Inquiries for October - November:

- CCWD-side & customer-side leaks/concerns
- Water pressure
- Sewer concern/odor
- Water usage/billing questions
- Rate Study/Cost of Service Inquiries
- Move-in/move-out

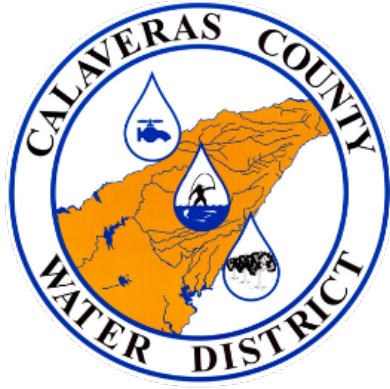


Call Analytics for October - November:

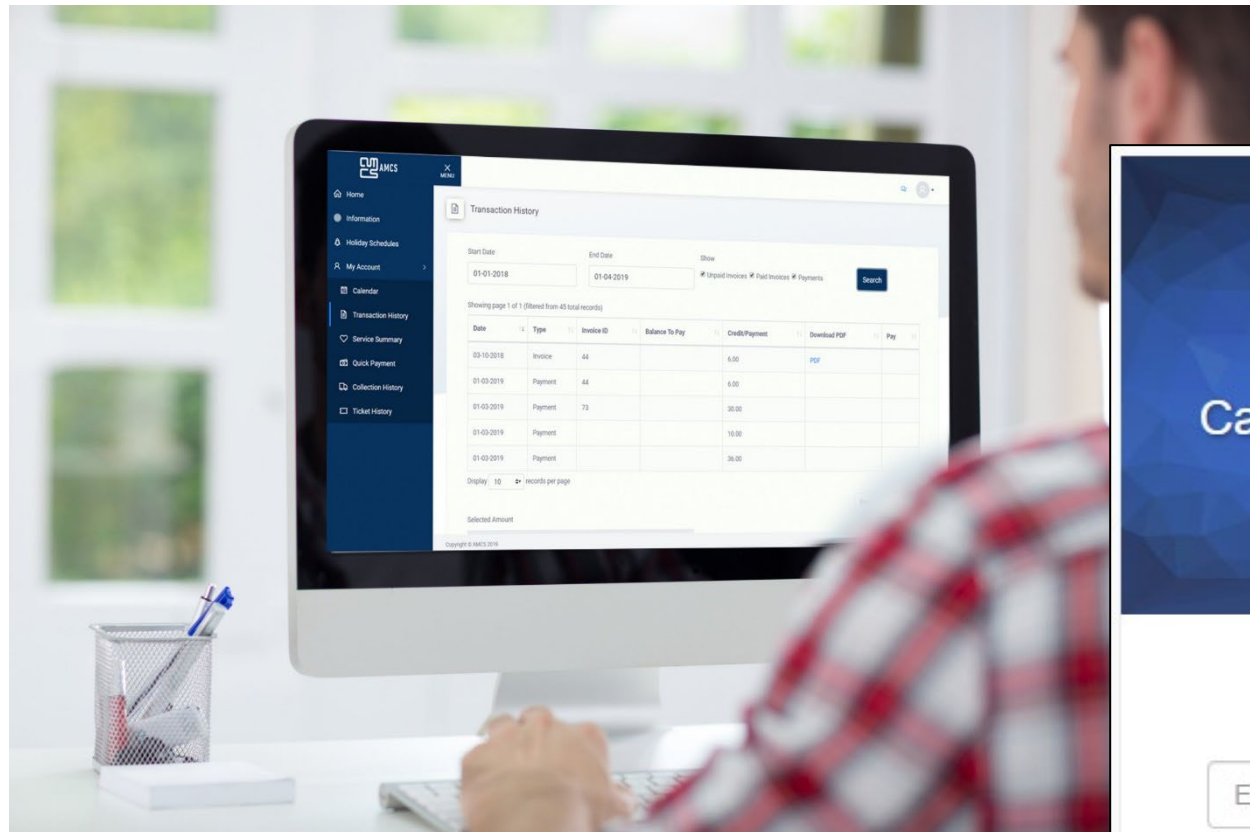

- Avg. Calls Handled/Day: 51
- Avg. Handle Time: 3:06 minutes
- Total % Employee Hours on Calls: 10%

Recruitment Update!

The vacant Customer Service Representative position is anticipated to be filled by the end of the year.



CUSTOMER PORTAL UPDATE

Calaveras County Water District

Login

[Forgot password?](#)

[Don't have an account? Register](#)



MEMBERS – OCTOBER/NOVEMBER

Total Members	8,611
Total Administrators	4
Total Current Online	4



MEMBERS - SEPTEMBER

Total Members	8,509
Total Administrators	4
Total Current Online	5



102

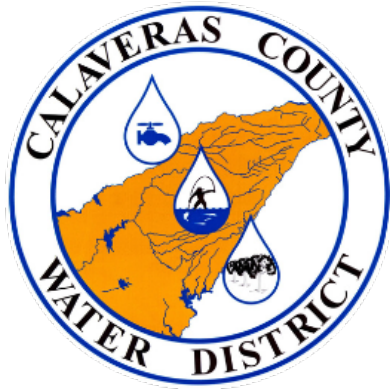


SMART METER PORTAL

Final Implementation Stage

Outreach Efforts

Go Live Anticipated for January 2024



CUSTOMER ASSISTANCE

AVAILABLE NOW!

CCWD Customer Assistance Program (CAP)

- \$20/billing cycle for water
- \$30/billing cycle for wastewater
- Funded through non-rate payer revenues
 - Requirements:

account in good standing, PG&E CARE program enrollment or 200% below poverty level per Resource Connection

ATCAA Low Income Housing Water Assistance Program (LIHWAP)

- Program extended in Calaveras County through March 2024 or as long as funding exists
 - Federally funded
- State program facilitated by ATCAA, application information on their website
- Hundreds to thousands of dollars in assistance to customers with past due or current bills

CLOSED



GENERAL STATS - CAP

Water
183 of 237 filled
****54 open spots**

Wastewater
103 of 175 filled
****72 open spots**



GENERAL STATS – LIHWAP (closed)

\$52,242
worth of assistance to CCWD customers
64 accounts assisted

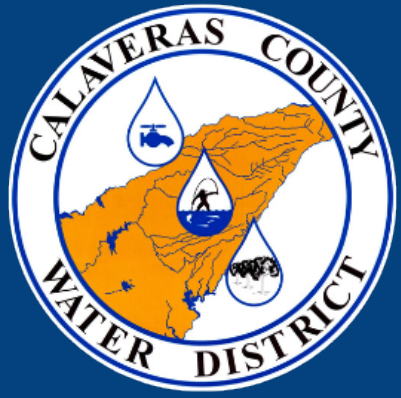


EXPANDING CUSTOMER ASSISTANCE

Alternative Funding Sources

Program Success at Other Agencies

Partnerships & Collaboration with Local Agencies, Non-Profits and Foundations for Various Assistance Options Not Limited to Water/Wastewater



Next External Relations Committee Customer Service Report to include...

The Inner-workings of Customer Service

Smart Meter Element of Customer Portal

Update on Customer Assistance

Thank You

