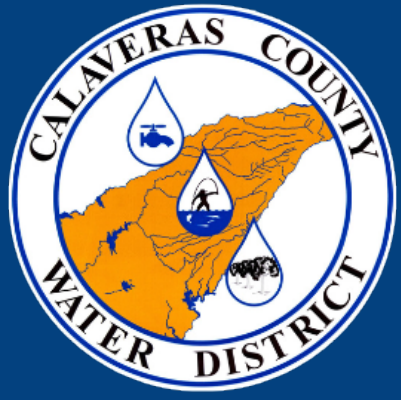


# CUSTOMER SERVICE

Updates on customer assistance data, projects, and programs

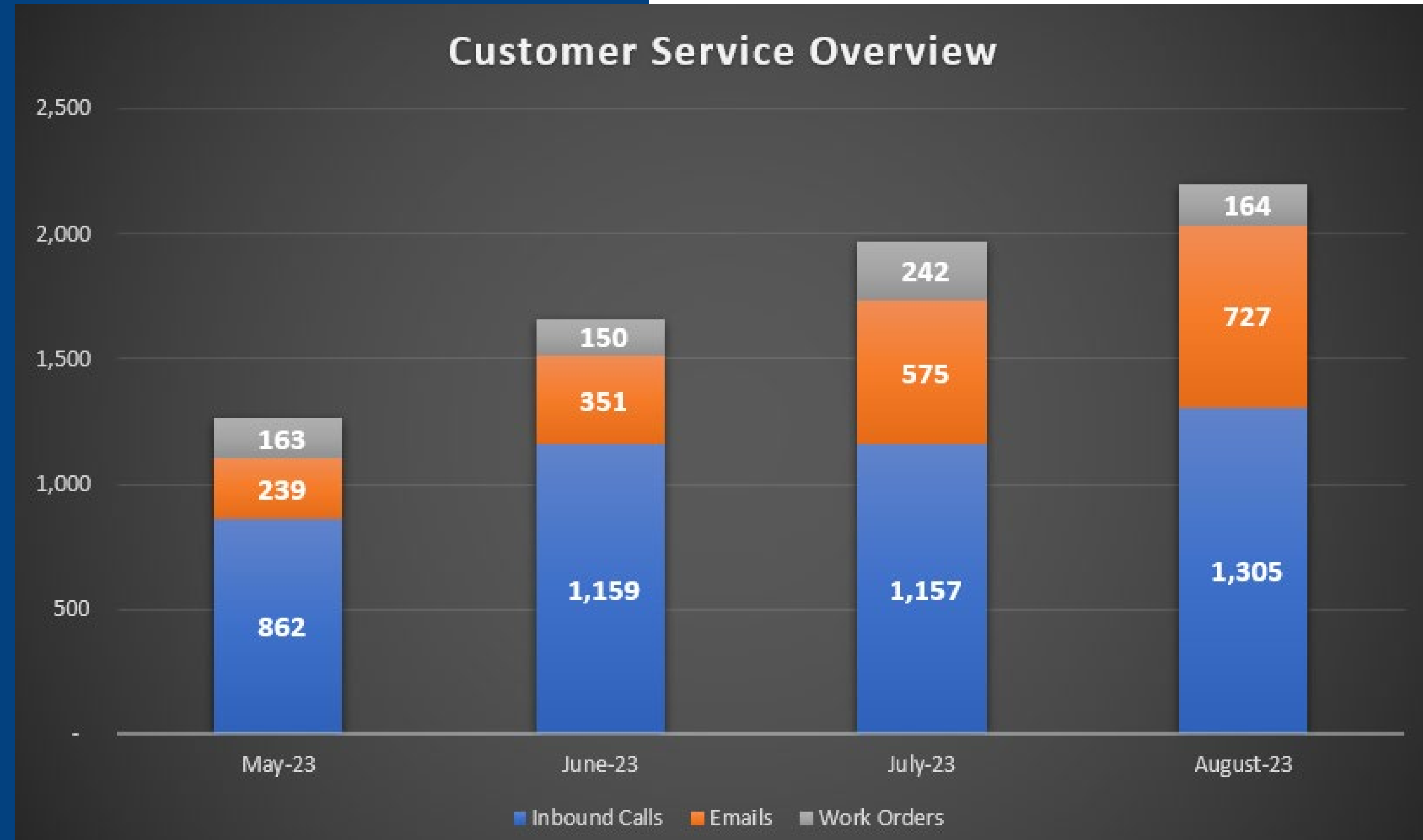




# CALL QUEUES, EMAILS & WORK ORDERS

## Common calls & inquiries for May - August:

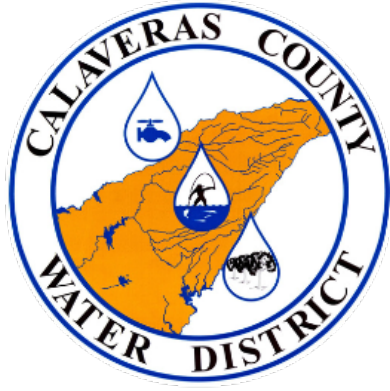
- CCWD-side & customer-side leaks/concerns
- Move-ins & move outs
- Customer Portal enrollment/inquiries
- Usage/billing questions
- Payments
- Rate Study/Cost of Service Inquiries



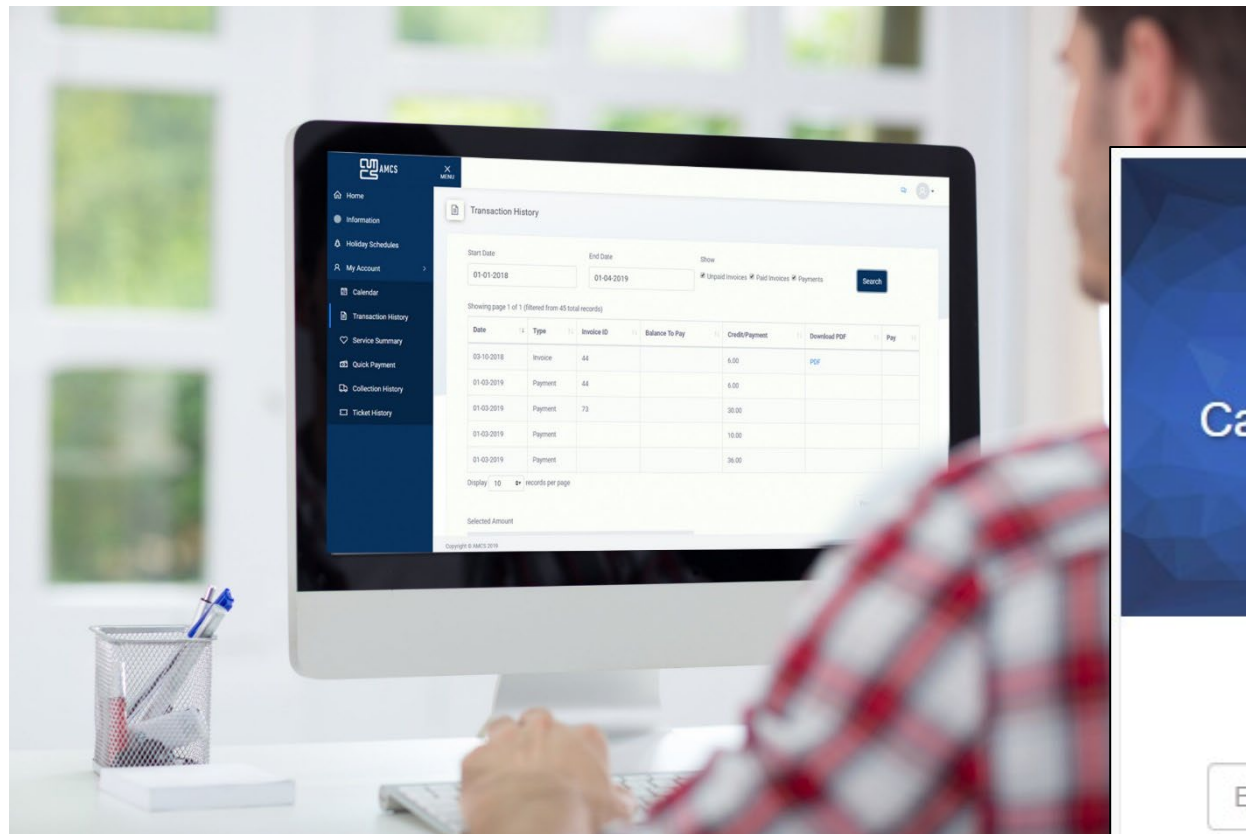

## Call Analytics for May - August:

- Avg. Calls Handled/Day: 51
- Avg. Handle Time: 3:17 minutes
- Total % Employee Hours on Calls: 11%

Summer is the **BUSIEST** season for Customer Service! We experience the most customer interaction when school is out.



# CUSTOMER PORTAL UPDATE

Calaveras County Water District

### Login

[Forgot password?](#)

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



## GENERAL STATS

<b>Total Members</b>	8,401
<b>Total Administrators</b>	4
<b>Total Current Online</b>	3



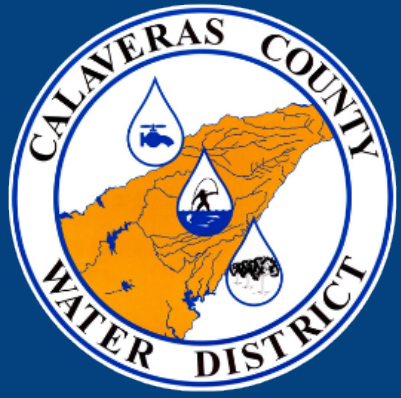
## NEW MEMBERS

<b>This Month</b>	69
<b>Last Month</b>	86
<b>This Year</b>	761



## SMART METER PORTAL

Customer Service and Operations staff are working together in the final stages of data validation and quality control for the Smart Meter element of the Customer Portal. Beta testing is occurring along with ensuring all thresholds for customer engagement are set within the back end.



# PROJECTS & PROGRAMS UPDATE

## MUELLER AMI & TYLER INCODE

The Mueller AMI Project is nearing completion and staff has been diligently working to ensure network quality, data reliability, and effective staff training to maximize the value of the system.

Staff has been in continuous talks with Tyler Support to ensure the Utility Billing system is set up for optimal use and efficiencies.

## PAST DUE REMINDERS & REMINDER FEES

The District will be reimplementing past due reminder notices and fees in January 2024. This allows staff enough time to effectively message this to customers using several different communication methods.



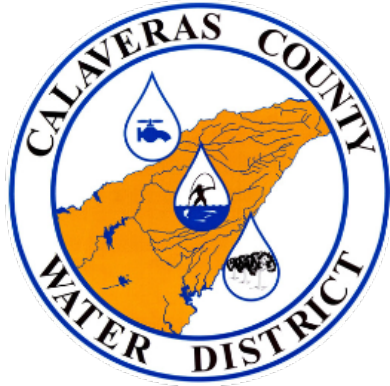
## MANAGER UPDATE:

As of May, the Business Services Manager oversight broadened to include IT staff, which joins together Administrative & IT efforts District-wide.



INVOICE  
PAST DUE

PAST DUE



# 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



### GENERAL STATS - CAP

**Water**  
169 of 237 filled  
**\*\*68 open spots**

**Wastewater**  
93 of 175 filled  
**\*\*82 open spots**



### GENERAL STATS - LIHWAP

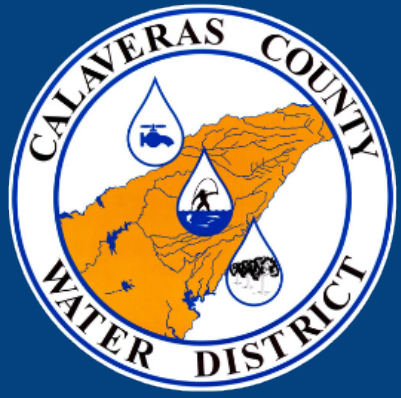
**\$45,950 worth of assistance to CCWD customers**  
53 accounts assisted

**\$14,500 worth of funding still available for Calaveras County**  
Contact ATCAA for details



### EXPANDING CUSTOMER ASSISTANCE

Customer Service staff is committed to exploring and evaluating all methods of customer assistance, including flexible payment options and a Helping Hands program that functions to assist customers through donations. More information on possible options for CCWD will be coming soon...



THANK YOU

