Technologies to Improve Customer Service Processes
Utility Customer Service
TTI Committee – October 17, 2016

Presented by: Sherri L. Winslow
Sr. Assistant Director
Resource Management Division
Technologies to Improve Customer Service Processes
3 Year Operating Plan (FY16 – FY18)

<table>
<thead>
<tr>
<th>Focus Areas &amp; Initiatives</th>
<th>Begin Date</th>
<th>Target Completion Date</th>
<th>Implementation Plan</th>
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<tbody>
<tr>
<td><strong>1. Operational Excellence</strong></td>
<td>Apr 1, 2016</td>
<td>Mar 30, 2018</td>
<td>FY16 FY17 FY18 and Beyond</td>
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<tr>
<td>a. Small Meter Maintenance</td>
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<td>Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4</td>
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<td>b. Mobile Data Tablet Strategy</td>
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<td>c. Process Optimization</td>
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<tr>
<td>a. Risk Management</td>
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<td><strong>3. Service Excellence</strong></td>
<td>Mar 9, 2016</td>
<td>Sep 29, 2017</td>
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<td>a. Implement and stabilize the new Customer Billing System</td>
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<td>a. Fixed Network Expansion</td>
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<td>b. IVR platform migration</td>
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<td>c. Bill Print and Mailing Services</td>
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<td>d. CenterPoint Pole Attachment Agreement</td>
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TTI Discussion
Request for Council Action
Approve Spending Authority – Contract with CenterPoint Energy

- Existing contract since 2009
- New contract – 10 year initial term w/3, five year renewal options
- Amount not to exceed $3,802,281.65
- Planned & Budgeted (PWE Fund 8300) in FY17
- Presented to ITGB on August 18
- Continued attachment & expansion of City-owned equipment onto the vendor’s poles
  - WiFi access to library locations
  - Broadband service in underserved areas of the City
  - Remote meter reading for ~ 500,000 water meters
Current Equipment Locations

- Existing repeater locations
- Existing CCU locations
 Proposed Future Equipment Locations 

- Meters with endpoints
- Existing repeater locations
- Proposed new repeater locations
Request for Council Action

Approve Spending Authority – PO Addendum with Infor

• Addendum for Professional Services:
  1. Process Optimization
     – Bill Print & Mailing Services; Contract expires in Feb. 2017; New contract represents ~ $1.4M savings over 3 years
     – Web Portal
     – Billing Module to track unbilled accounts & simplification of contract water billing
  2. Risk Management
     – Comprehensive training for UCS personnel
     – Ad Hoc report training
  3. Complete issue resolution activity (all remaining fixes) in the new customer billing system

• Amount not to exceed $995,000
• Planned & Budgeted in FY17
• Presented to ITGB on August 18
System Issue Resolution
Inception to October 12, 2016

All Issues

- Closed: 291, 71%
- Open: 116, 29%

Open Issues

- Critical: 6, 5%
- High: 8, 7%
- Medium: 26, 22%
- Low: 78, 66%
Questions