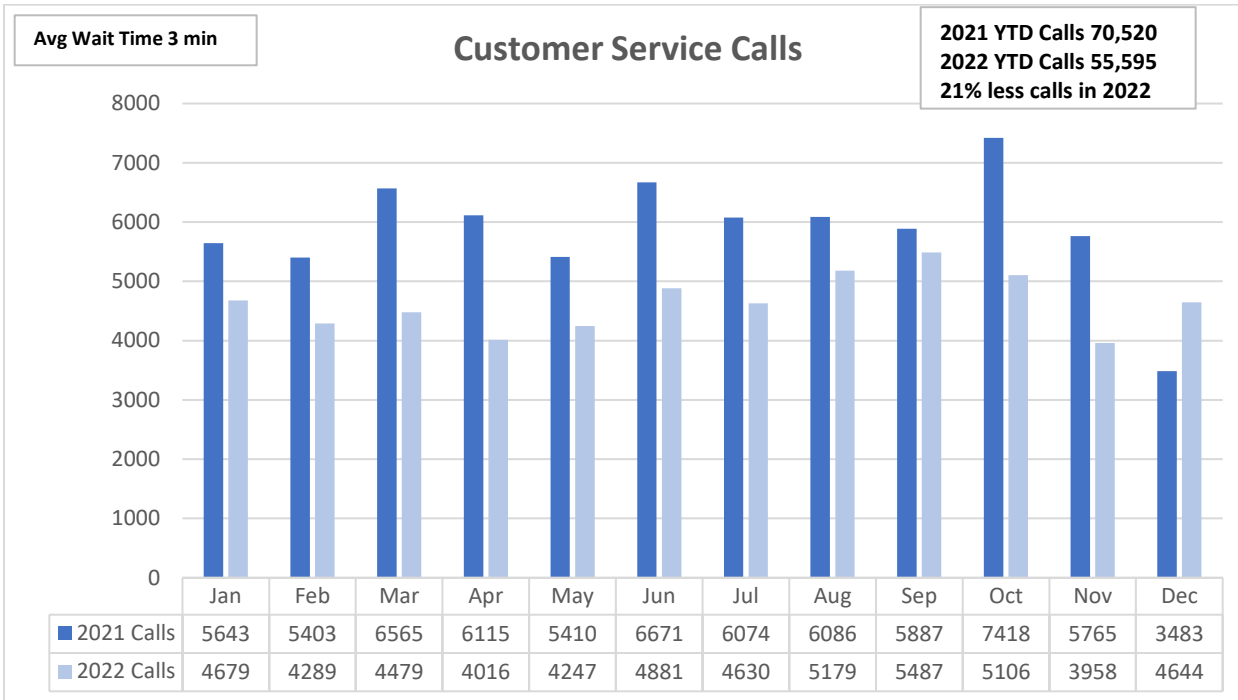
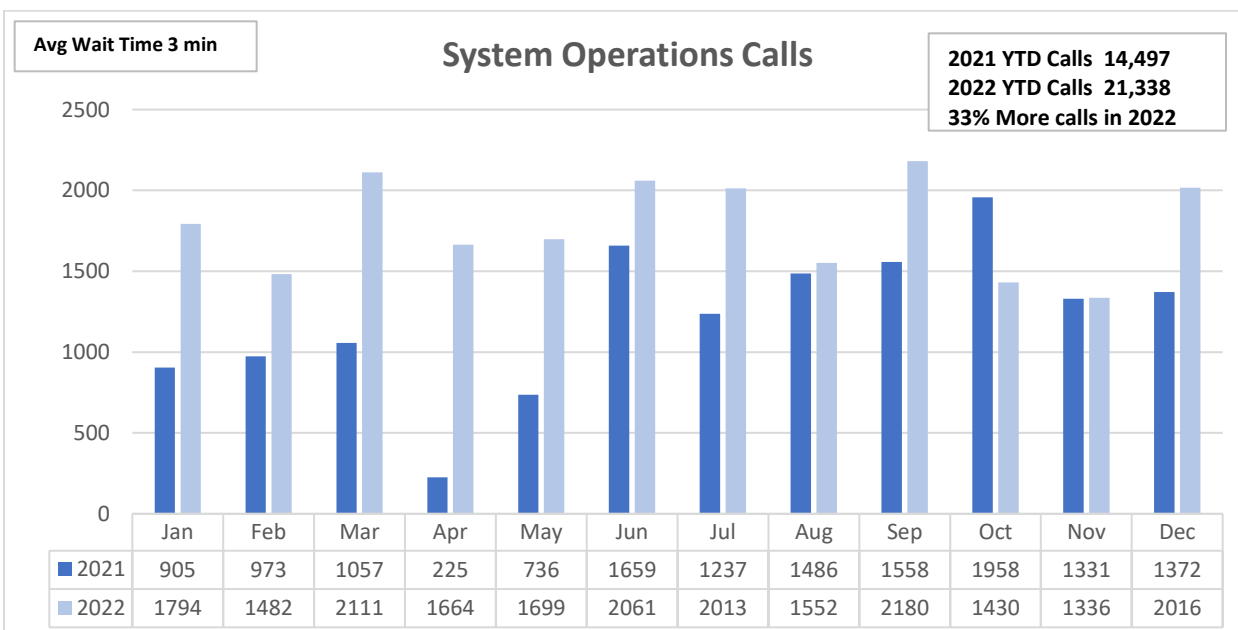


Customer Service



*Reduced Cost by \$83,580 over 2021

*93% Of Customer Service calls are billing related with higher calls in Jan, Jun and Sept due to PCA increases



Communication to customers

- 2/2022 & 3/2022 alerted customers in Spanish/English the March 2022 ballot will have 4 Commission questions
- PCA increases customers were sent multiple notices titled “Why Is My Bill So High”. At the end of each communication the following link was added ...The Electric Utility page on Lake Worth Beach’s City web site has a useful link to a self-service, easy to use, energy audit tool. (Just click on the “Free Home Energy & Water Conservation Audit” button or go directly to <https://www.myutilityplanner.com/us/lakeworthbeach/>) And, as a Lake Worth Beach electric utility customer, this service to help find ways to reduce your bills is absolutely free.
- 4/2022 new bill format company Dataprose, Bill Insert detailing how to read your bill along with tag line offering Free Home Energy Audits with web address
- 5/2022 Hurricane alerts and TIPS to safely endure storms
- 6/2022 Hurricane/ Why Is My Bill So High/What’s Mine What’s yours
- 7/2022 Why is My Bill so High/What's Mine What's Yours/tag line end of communication offering Free Home Energy Audits
- 8/2022 PCA Rate Increase/ tag line end of communication offering Free Home Energy Audits
- 9/2022 Hurricane alerts/Citizen Owned Energy with web site. The Annual Drinking Water Quality report available at lakeworthbeachfl.gov/2021 water quality report. For a translated report or to speak to someone call 561-586-1710. An increase is proposed for the city’s local sewer rates of 7.5%. The proposed increase will be presented at the City of Lake Worth Beach Commission meeting 10/18/2022 6 pm City Hall
- 10/2022 Solar information
- 11/2022 COE – Citizen Owned Energy
- 12/2022 Alerting Customers that Customer Service is moving effective 12/1/2022 from the Annex to 120 N. Federal Hwy. Get low interest rate home improvement loans for new high efficiency air conditioners, fortified roofing impact windows, solar panels referring customers to Solar Energy Loan Fund
- Customer’s are advised by ENCO and our local Customer Service of agencies that may be able to assist with financial assistance when customers are having difficulty paying bills.
- Customer’s are offered Auto Pay and Budget Billing when they call into center.

Collections

COLLECTIONS - (Monthly files sent to agency, accounts are disconnected)													
Year	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
2022	\$ 11,795	\$ 9,174	\$17,901	\$ 8,268	\$11,606	\$13,571	\$16,423	\$11,606	\$ 13,571	\$ 23,548	\$ 13,887	\$13,509	\$164,859
2021	\$ 43,225	\$ 19,827	\$21,291	\$12,467	\$14,950	\$34,155	\$22,775	\$29,927	\$ 16,423	\$ 27,274	\$ 19,709	\$13,220	\$275,243
2020	\$ 10,702	\$ 16,419	\$ 6,961	\$ 4,694	\$14,840	\$29,212	\$22,303	\$33,762	\$ 36,389	\$ 67,804	\$ 72,564	\$51,874	\$367,524
2019	\$ 13,615	\$ 8,532	\$ 8,236	\$10,523	\$ 9,985	\$12,911	\$21,058	\$25,435	\$ 22,649	\$ 47,700	\$ 29,752	\$14,114	\$224,510

- 8-2021 changed our policy to no longer return deposits to residential customers; this reduced the amount of monies sent to collection agency.
- **8-31-2021** RESOLUTION NO. 56-2021 OF THE CITY OF LAKE WORTH BEACH, FLORIDA, AMENDING CITY RESOLUTION NO. 702013 TO ELIMINATE THE RETURN OF UTILITY DEPOSITS TO RESIDENTIAL CUSTOMERS WHO ARE NOT THE PROPERTY OWNER; PROVIDING THAT CONFLICTING RESOLUTIONS ARE REPEALED.
- 2022 we sent \$164,859 to Collection Agency, by changing our deposit policy it reduced the money sent to the collection agency by 59% over 2021
- 2022 we collected 37% of monies sent to collection agency

Collection Agency Collected on Disconnect Accounts													
Year	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
2022	\$ 3,714	\$ 4,325	\$ 7,143	\$ 2,643	\$ 7,506	\$ 3,861	\$ 3,143	\$ 3,045	\$ 8,044	\$ 4,824	\$ 6,990	\$ 3,047	\$ 60,307
2021	\$ 13,791	\$12,260	\$ 13,014	\$ 9,383	\$ 9,999	\$ 6,956	\$ 5,687	\$ 7,832	\$ 7,347	\$14,585	\$ 9,147	\$ 2,511	\$ 114,533

COVID PAYMENT PLANS

- 7/2020 established COVID Payment plans for Residential & Commercial accounts.
 - 1193 accounts were identified owing \$986,996
 - EOY 2022 a single active commercial account owes \$24
 - EOY 2022 180 accounts (170 res/10 commercial) that were terminated for non- payment amounted to \$81,791. 92% of plans were paid.