

WHAT WE DO

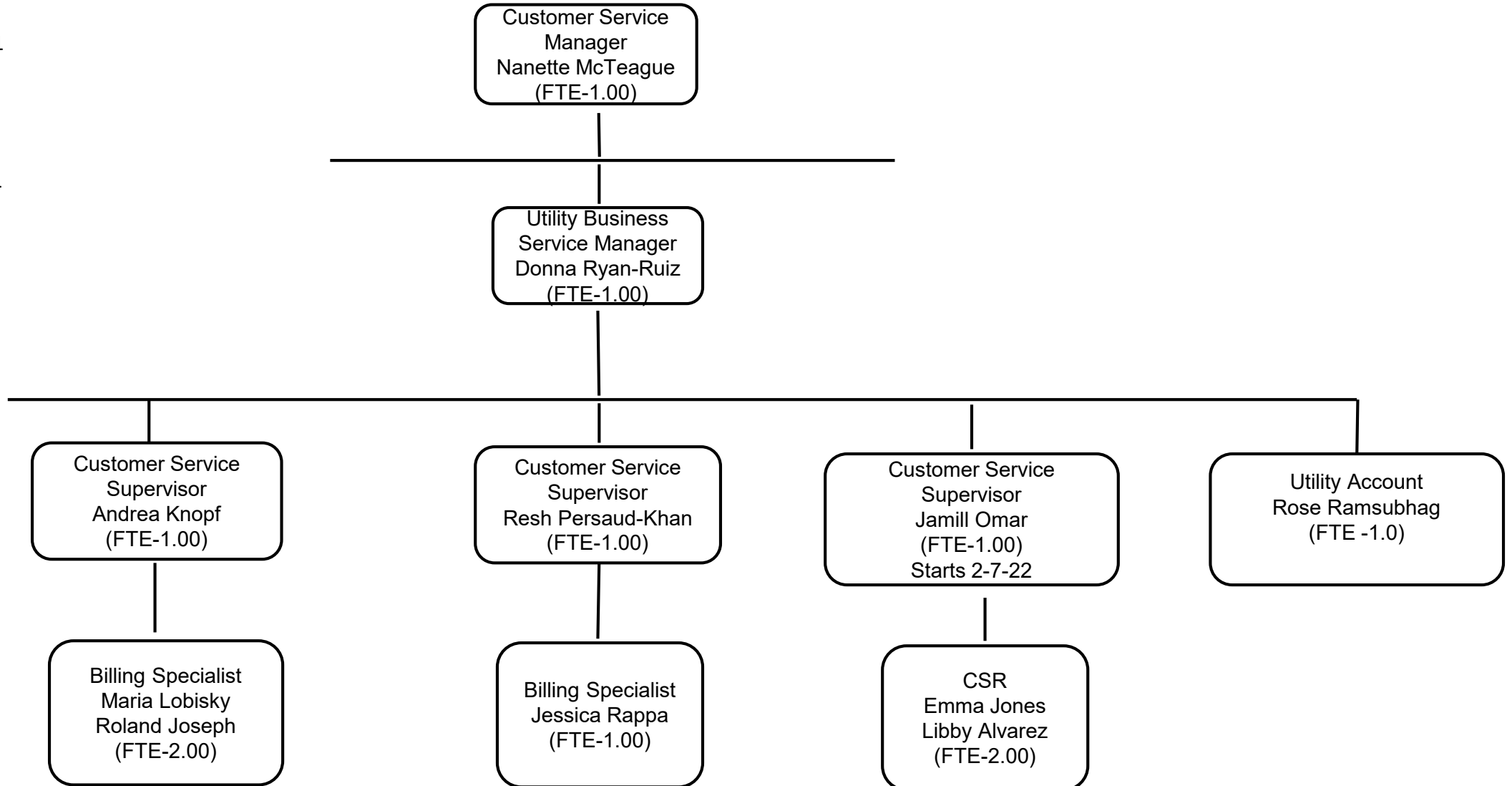
- Service and bill 27,168 electric accounts and 13,997 water accounts monthly
- Answer all incoming calls which average 57 calls a day.
- Answer and reply to all incoming Emails (which include setting up new service).
- Process Utility payments and deposits.
- Set up or terminate accounts
- Handle all customer complaints
- Explain billing charges to customers
- Daily Revenue Report for reconciliation by Finance

Customer Service



Total Headcount – 11
Managers – 2
Supervisors – 3
Billing Specialist – 3
CSR's - 2
Utility Accountant – 1

Open Positions
Supervisor - 1
CSR - 2



ATT IVR and ENCO IVR

ATT IVR First point of contact (December deployment)

- Customer has 7 options (in 3 languages)
 - Power Outage
 - Sewer/Water Emergency
 - Payment
 - Disconnected/Non Payment
 - Billing Questions
 - New Service/Change Service
 - Other

ENCO IVR

Billing Questions/Extensions

- Terminate services/Reconnects
- General Inquiries

English/Spanish/Creole
561-533-7300

Customer Service Type Call

3. Make a Payment
4. Shut Off or Disconnect Service
5. Billing Questions
6. New Service/Stop Service
7. Other

Make a Payment Option 3 Automated Message Instructions

- I. Pay Deposit for N/S press 1
 - I. Pay Deposit for N/S Deposit for New Service customer receives email (click on link in email) pay on line.
 - II. If No Email received, press 1 call is sent to LWB call Center
- II. Hear Balance press 2
- III. Make a billing payment press 3

Bill Questions Option 5 (ENCO)

- I. Billing Questions press 1
- II. Copy of Bill press 2
- III. Bill Amount to High press 3
- IV. Auto Pay press 4
- V. Extension to Pay press 5
- VI. Billed Deposit press 6
- VII. Other press 7

New Service / Stop Service Option 6

- I. Apply on line press 1
- II. Stop/Transfer/Reinstate press 2
- III. Pay Deposit press 3
- IV. All Other press 4

Shut Off or Disconnect Non-Payment Option 4

- I. Pay in Full – Reconnect Charge \$35 1st time, \$90 thereafter
- II. Once Paid turn off circuit breakers, call 561-7300 (ENCO) service restored in 3 hrs.

Other Option 7

- I. All other city departments press 1
 - I. Bldg. Dept press 1
 - II. Code Enforcement press 2
 - III. Trash press 3
 - IV. Roads press 4
 - V. Leisure Services /Special Events press 5
 - VI. Parking press 6
 - VII. City Clerk press 7
 - VIII. Utilities press 8
- II. Gas press 2

English/Spanish/Creole
561-533-7300

IVR Interactive Voice Response

1. Power Outage
2. Sewer Backup/Water Emergency
3. Make a Payment
4. Shut Off or Disconnected
5. Billing Questions
6. New Service/Stop Service
7. All Other

**Customer
Service Type
Call**
Items 3,4,5,6,7

**SYS Ops Type
Call**
Items 1,2

- 1. Power Outage**
- I. No Need to call we are aware service restored within 3 hrs
 - II. After 3 hrs. call 561-586-1695 (ENCO)
 - III. Or Report on Line, no need to call

- 2. Sewer**
- I. Call is transferred to Call Center (ENCO) 561-586-1695

Customer Service



Lake Worth Beach

- Inbound Calls
- Outbound Calls
- Emails
- Word Press (new service applications)
- Web Inquires
- Deposits
- Walk in's

ENCO

- Inbound Calls
- Call Backs

Lake Worth Beach – 2 FTE CSR's

Average Calls Monthly – 1135
Average call per Day per CSR - 28

ENCO – 6 CSR's

Average Calls Monthly – 4539
Average Calls per Day per CSR – 25



Lake Worth Beach Call Center

Average Incoming calls from All Customers - 9601 Monthly

Lake Worth Beach Customer Service Handled in December

- 393 emails
- 307 New Applications
- 225 Web Inquiries
- 1360 Inbound Calls
- 344 Foot Traffic (parking ticket, billing questions, payments)
- LWB handled 13% of Total Calls
- ENCO handled 48% of Total Calls

Lake Worth Beach Customer Service Handled in January

- 614 emails – 56% increase MOM
- 306 New Applications – Flat MOM
- 276 Web Inquiries – 23% increase MOM
- 910 Inbound Calls
- 515 Foot Traffic (parking ticket, billing questions, payments) – 50% increase MOM
- LWB handled 10% of Total Calls
- ENCO handled 46% of Total Calls

Lake Worth Beach Customer Service 2 Month Average

- 503 emails
- 307 New Applications
- 250 Web Inquiries
- 1135 Inbound Calls
- 430 Foot Traffic (parking ticket, billing questions, payments)
- LWB handled 12% of Total Calls
- Enco handled 47% of Total Calls



ENCO Call Center Cost of Doing Business

ENCO Annual Cost

- ENCO Annual 2022 Budget \$400K (Sys Ops/Customer Service)
- ENCO Actual 2021 Paid \$452K
- ENCO Average 2021 Monthly \$38K

Enco Call Charge per call \$5.60

- $9601 \text{ calls} \times \$5.60 = \$53,766$ Average 2 month Fee

Adding (CSR's FTE 6.0) handle 6K calls Monthly in house at the Annex

- With and increase of 6 CSR that would bring us to 10 CSR's
- $10 \text{ CSR's} \times 30 \text{ (calls @ day)} \times 20 \text{ days} = 6000 \text{ Calls}$
- $10 \text{ CSR's Annual Loaded Salary} = \$436K$

Average Salary by city for CSR

Boynton Beach	\$17.18
West Palm Beach	\$16.30
Lake Worth	\$15.58

ENCO 6 CSR's down 2 CSR's December/January (COVID)

- Enco Average Wait time prior to December was 2 minutes. Average Wait time December & January 7 minutes
- Longest wait time in January 1 hour 40 minutes (by adding additional CSR's the goal is to drive down calls, thus reducing wait time. Once we are staffed appropriately we can use ENCO for overflow and afterhours.)