

# Customer Satisfaction Survey Next Steps

FY2025



May, 2024

# ADDRESSING TAKE AWAYS

- **Importance of Issue Resolution/First Contact Resolution**
  - Customer Experience Team (Core Team in Place, Project Kick Off July 2025)
  - Real Time Survey, August 2024
  - SilverBlaze, Customer Payment Portal, August 2024
  - Enhancement to our website
- **Expand Programs that Help Customers Reduce Bills/Low Cost Utility**
  - Conservation and Customer Solutions:
    - Enhance Rebate Options (FY 2025)
      - Home and Commercial Irrigation Assessments with Rebates
      - Water Wise Landscape Rebate
    - Community Stakeholder initiatives:
      - Engage local officials and community stakeholders
      - Establish water conservation partnerships with local trade organizations

# ADDRESSING TAKE AWAYS CONTINUED

- Communications:
  - Comprehensive Communication Plan Developed (Implementation Next 3 Years)
    - Water Conservation and outreach plan (FY 2025)
  - Community Outreach Coordinator position created in FY 2023 to spearhead all Community Events / Involvement
  - SafeHaven campaign revival
  - McKenna Children's Museum remodeling of NBU exhibit
  - Continuous consumption alert improvements
  - Expansion and completion of AMI readability (FY 2025 - FY 2026)

QUESTIONS?