

CLEARWATER CUSTOMER SERVICE

Mission

Realizing that Customer Service is an Attitude, rather than a department, Clearwater Customer Service provides courteous, understanding, efficient service to our customers and to the internal departments that we are privileged to serve.

Department Description

Clearwater Customer Service (CCS) is responsible for providing centralized customer service functions to customers of the seven (7) city utilities: Gas, Water, Sewer, Solid Waste, Recycling, Reclaimed Water, and Stormwater. The major areas associated with this responsibility include Field Services, Customer Accounting and Customer Care. Field Service representatives are responsible for securing accurate meter readings on a monthly basis, which initiates the billing process for Gas, Water, and Sewer utilities. The Field Service section also performs special readings, leak notifications, and initiates service orders based on field observations. Additionally, the Field Services Section provides credit and collection services by collecting past due receivables and disconnecting services for nonpayment when necessary. The Customer Accounting section is responsible for the calculating and printing of customer bills, resolving billing exceptions, processing service orders and special/final bill requests, and generating reports. The Customer Care section is responsible for receiving and processing payments on a daily basis, responding in a timely, courteous, and professional manner to customer requests received via telephones, mail or from walk-in customers. Accounts are opened or closed, requests for information are responded to, and inquires are researched and resolved.

Department Summary							
	<i>Actual</i> 2000/01	<i>Actual</i> 2001/02	%	<i>Budget</i> 2002/03	%	<i>Budget</i> 2003/04	%
Personnel	1,620,064	1,559,627	-3.7%	1,814,210	16.3%	1,892,510	4.3%
Operating	399,793	410,121	2.6%	517,860	26.3%	548,130	5.8%
Internal Services	388,389	395,779	1.9%	455,650	15.1%	437,400	-4.0%
Capital	12,600	-	-100.0%	-	n/a	-	n/a
Debt	<u>86,576</u>	<u>48,187</u>	-44.3%	<u>367,430</u>	662.5%	<u>290,740</u>	-20.9%
Total	2,507,422	2,413,714	-3.7%	3,155,150	30.7%	3,168,780	0.4%
Department Full-Time Equivalent Positions	45.0	44.0		44.0		44.0	

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Program Highlights

- ❖ The Clearwater Customer Service program is an internal service function supporting all City utility functions. All costs of operation are passed back to the City Utility Departments based upon services provided.
- ❖ The Clearwater Customer Service program is supported by 44 full-time equivalent positions, the same as the 2002/03 budget.
- ❖ Personnel costs supporting all Customer Service functions of including billing, collection, accounting, meter reading, administration and customer service for approximately 47,000 billable accounts each month. For fiscal year 2001/02, Clearwater Customer Service billed revenues of approximately \$89 million.
- ❖ There have been no significant changes to the Clearwater Customer Service program in this fiscal year. The 2003/04 budget for this program reflects an increase of less than 1% over the previous year's budget.