

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 collection services by collecting past due receivables and disconnecting services for nonpayment when necessary. The Customer Accounting section is responsible for calculating and preparation 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> 2001/02	<i>Actual</i> 2002/03	<i>Budget</i> 2003/04	<i>Budget</i> 2004/05	<i>%</i> <i>Change</i>
Personnel	1,559,627	1,660,025	1,892,510	1,976,730	4.5%
Operating	410,121	480,746	548,130	551,950	0.7%
Internal Services	395,779	435,453	437,400	437,230	0.0%
Capital	-	15,000	-	-	n/a
Debt	48,187	25,252	290,740	3,330	-98.9%
Transfers	-	-	-	130,000	100.0%
Total	2,413,714	2,616,477	3,168,780	3,099,240	-2.2%
Department Full-Time Equivalent Positions	44.0	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 staffing level as in the 2003/04 budget.
- ❖ Personnel costs support all Customer Service functions, including billing, collection, accounting, meter reading, administration and customer service, for approximately 48,000 billable accounts each month. For fiscal year 2002/03, Clearwater Customer Service billed revenues of over \$96 million.
- ❖ Debt expenditures decrease substantially in 2004/05 from previous years now that the purchase costs associated with the 1999/2000 acquisition of the Customer Information System (CIS) computer system have been retired.
- ❖ Transfers include \$130,000 to a new Capital Improvement project, Customer Information System (CIS) Upgrades and Replacements, to provide funding for future enhancements and maintenance of the computer resources.
- ❖ There have been no other significant changes to the Clearwater Customer Service program in this fiscal year. The 2004/05 budget for this program reflects a decrease of 2.2% over the previous year's budget due to lower debt service costs.