

# EXECUTIVE SUMMARY

## Preliminary Statement of Work for Public Utilities Customer Service Office

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### OFFICE OF THE INDEPENDENT BUDGET ANALYST REPORT

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**Date Issued:** June 10, 2011

**IBA Report Number:** 11-38

**City Council Docket Date:** June 13, 2011

**Item Number:** 150

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On June 13, 2011 the City Council will be requested to review and approve the Preliminary Statement of Work (PSOW) for the managed competition process for the Public Utilities Customer Service Office (CSO). Current services include:

- Water/Sewer Utility Billing
- Utility Call Center and Customer Care Services
- Water/Sewer Emergency Repair Call Response Services
- First Level Delinquent Account Collections
- Payment/Remittance Processing
- CSO Administration Services

This item was reviewed by the Rules Committee on April 27, 2011 and was approved to move forward to the City Council with no recommendation. Numerous issues were raised and follow up information was requested. This report provides information on the managed competition process as well as further information on issues raised by members of the Rules Committee at the April 27 meeting, the Independent Rates Oversight Committee (IROC), the IBA and other stakeholders.

Issues include:

- Implementation and Timing of Customer Care Solutions (CCS)
- Procurement Sensitive Issues
- Management of City Policies
- Service Level Agreements (SLAs)
- Water and Sewer Emergency Repair Services
- Customer Service Locations and Hours of Operations

Based upon our review of the Preliminary Statement of Work for the Public Utilities Customer Service Office, including reviewing service level data and performance measures, the IBA recommends Council approval once any remaining issues have been addressed to the Council's satisfaction.

Furthermore, maintaining service levels for in-person bill payment and issue resolution is clearly tethered to physical locations and service hours available to customers. There should be some discussion and understanding of how this will be addressed in the RFP to assure Council that a similar level of citizen access for in-person bill payment and resolution of issues will be available as a result of managed competition.