



Technologies to Improve Customer Service Processes

Utility Customer Service

TTI Committee – October 17, 2016

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Resource Management Division

**CITY OF HOUSTON
PUBLIC WORKS
& ENGINEERING
UTILITY
CUSTOMER
SERVICE**



Technologies to Improve Customer Service Processes

3 Year Operating Plan (FY16 – FY18)

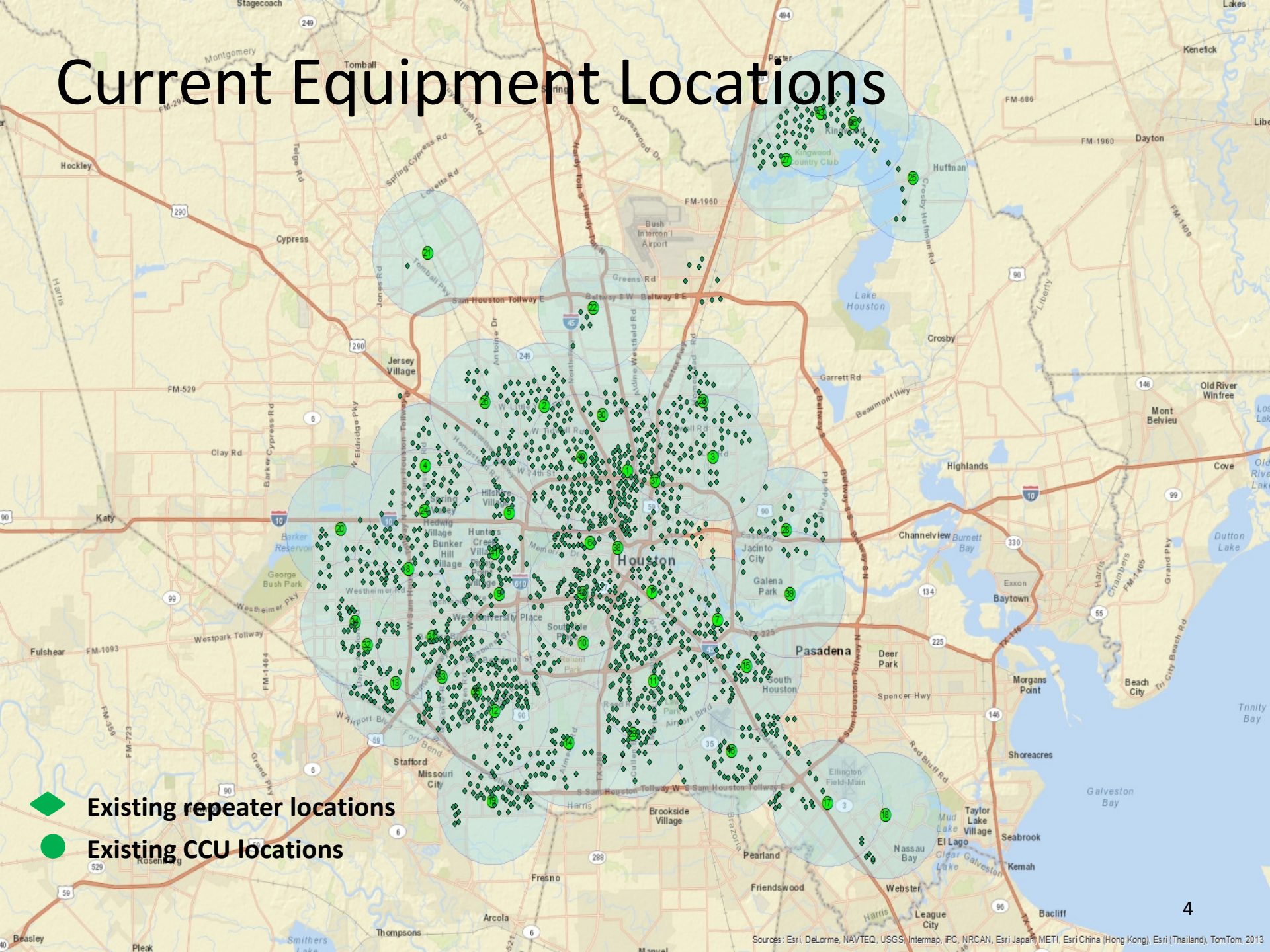
Customer Service Process Improvement			Implementation Plan							
Focus Areas & Initiatives	Begin Date	Target Completion Date	FY16		FY17				FY18 and Beyond	
			Q1	Q2	Q3	Q4	Q1	Q2		Q3
1. Operational Excellence a. Small Meter Maintenance b. Mobile Data Tablet Strategy c. Process Optimization	Apr 1, 2016	Mar 30, 2018								
2. Maximize Employee Performance a. Risk Management	Jul 27, 2015	Dec 31, 2017								
3. Service Excellence a. Implement and stabilize the new Customer Billing System	Mar 9, 2016	Sep 29, 2017								
4. Efficient Business a. Fixed Network Expansion b. IVR platform migration c. Bill Print and Mailing Services d. CenterPoint Pole Attachment Agreement	Jul 27, 2015	June 30, 2021								

Request for Council Action

Approve Spending Authority – Contract with CenterPoint Energy

- Existing contract since 2009
- New contract – 10 year initial term w/3, five year renewal options
- Amount not to exceed \$3,802,281.65
- Planned & Budgeted (PWE Fund 8300) in FY17
- Presented to ITGB on August 18
- Continued attachment & expansion of City-owned equipment onto the vendor's poles
 - WiFi access to library locations
 - Broadband service in underserved areas of the City
 - Remote meter reading for ~ 500,000 water meters

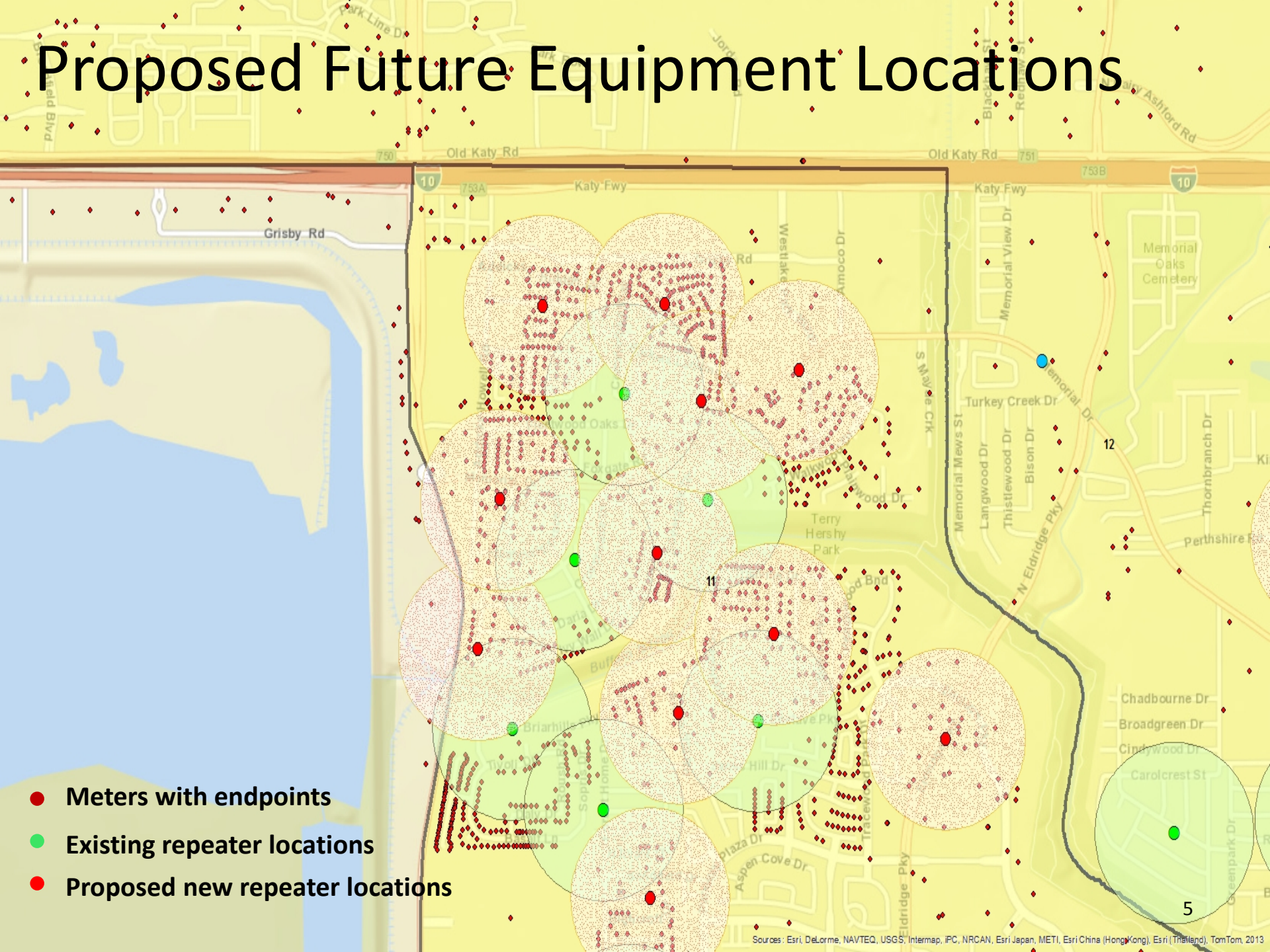
Current Equipment Locations



◆ Existing repeater locations

● Existing CCU locations

Proposed Future Equipment Locations



Request for Council Action

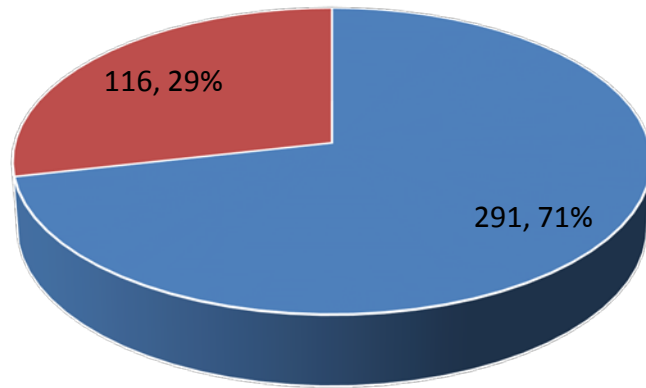
Approve Spending Authority – PO Addendum with Infor

- Addendum for Professional Services:
 1. Process Optimization
 - Bill Print & Mailing Services; Contract expires in Feb. 2017; New contract represents ~ \$1.4M savings over 3 years
 - Web Portal
 - Billing Module to track unbilled accounts & simplification of contract water billing
 2. Risk Management
 - Comprehensive training for UCS personnel
 - Ad Hoc report training
 3. Complete issue resolution activity (all remaining fixes) in the new customer billing system
- Amount not to exceed \$995,000
- Planned & Budgeted in FY17
- Presented to ITGB on August 18

System Issue Resolution

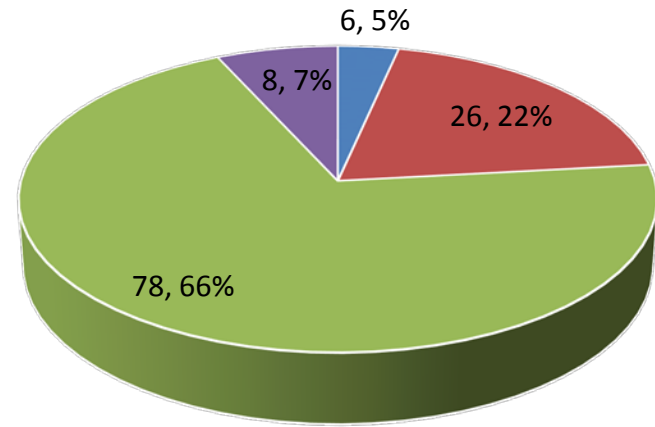
Inception to October 12, 2016

All Issues



■ Closed ■ Open

Open Issues



■ Critical ■ High ■ Medium ■ Low

Questions

