

THE NEW DAY PROJECT PUBLIC UPDATE REPORT

June 29, 2017

Michael L. Thurmond, CEO



DeKalb County
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THE NEW DAY PROJECT

PUBLIC UPDATE REPORT

- **Welcome & Introduction**
Michael L. Thurmond, CEO
- **Improving Billing & Customer Service**
Anrameka Knight, Interim Deputy Director,
Utility Customers Operations
- **Technology Modernization Initiatives**
John Matelski,
Chief Innovation and Information Officer
- **Small Water Meter Management Program**
Reginald Wells,
Deputy Director of Operations, Dept. of Watershed Management
- **Questions & Answers**
- **Next Steps**
Michael L. Thurmond, CEO



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Improving Billing & Customer Service

Presented by: Antrameka Knight
Interim Deputy Director
Utility Customer Operations
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- **Exorbitant Bills**
 - **Identified 176 accounts with potential exorbitant bills**
 - **Associated exorbitant bills have been corrected**

- **Performance**
 - **Current billing: No new held bills**
 - **Call center**
 - **Staffing:**
 - **Total: 37**
 - **New training class of 20 starts in July**
 - **Average Wait Time: 20 seconds**
 - **86 percent of calls answered within 60 seconds**
 - **99 percent of calls answered**
 - **Call volume dropped by 43 percent compared to same time last year**

- **8,000 Held Bills**
 - **Subsequent bills sent**
 - **69 percent of customers paid bills**
 - **Only 20 customers disputed bills**

**No customer will be penalized for
DeKalb County errors.**



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Technology Modernization Initiatives

Presented by: John Matelski
Chief Innovation & Information Officer
Department of Innovation & Technology
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- **Successful go-live of new interactive voice response system, June 1**
- **Successful go-live of new call recording system, June 19**
- **Board of Commissioners approved \$5 million for procurement of new billing software system, June 27**

Technology modernization will *enhance customer service, facilitate greater management accountability and oversight, and provide a reliable information system platform* to support a world class 21st Century water system.

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Small Water Meter Management Program

Presented by: Reginald Wells
Deputy Director of Operations
Department of Watershed Management
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- **Staffing**
 - 41 field service technicians
- **Out-of-lifecycle water meters Contract to be advertised end of July 2017**
 - 25,000 meters to be replaced annually over three-year period
- **iPERL meters**
 - 4,000 meters replaced
 - Ongoing

After replacement of meters is completed, systematic maintenance of all meters at a rate of approximately 7 percent per year based on the age of the meter will ensure that we *never have inefficient, out-of-lifecycle water meters, again.*

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Next Steps

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