

THE NEW DAY PROJECT PUBLIC UPDATE REPORT

September 25, 2017

Michael L. Thurmond, CEO



DeKalb County
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THE NEW DAY PROJECT

PUBLIC UPDATE REPORT

- **Welcome & Introduction**
Michael L. Thurmond, CEO
- **Released Bills & Improved Customer Service**
Antrameka Knight, Interim Deputy Director,
Utility Customers Operations
- **Technology Modernization Initiatives**
John Matelski,
Chief Innovation and Information Officer
- **Small Water Meter Management Program**
Alia Johnson,
Engineer Principal, Dept. of Watershed Management
- **Questions & Answers**
- **Next Steps**
Michael L. Thurmond, CEO



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Released Bills & Improved Customer Service

Presented by: Antrameka Knight
Interim Deputy Director
Utility Customer Operations
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- **Release One (April 2017): approx. 8,000**
 - **Payments: 81 Percent**
 - **Unpaid: 1,461 customers**
 - **Disputed: 20**

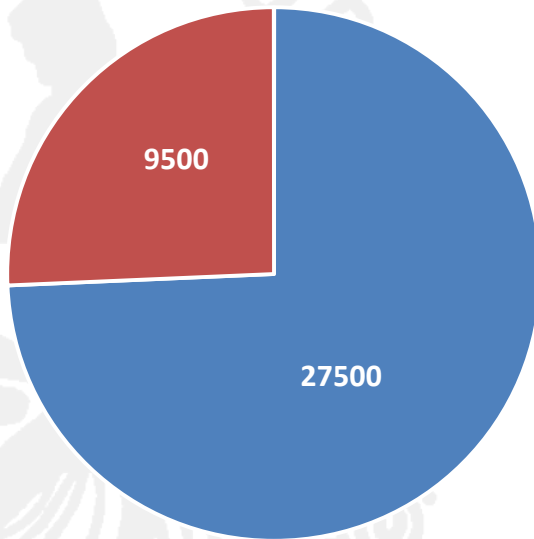
- **Release Two (August 2017): approx. 10,000**
 - **Payments: 48 Percent**
 - **Unpaid: 5,273 customers**
 - **Disputed: 85**



- **Release Three (Sept. 2017): approx. 7,500**
 - **Payments: 8 Percent**
 - **Unpaid: 6,900 customers**
 - **Disputed: 0**

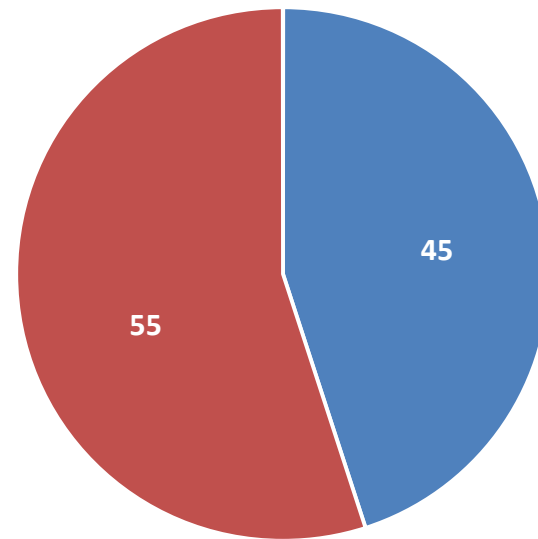


Overall Bills Released



■ Bills Released ■ Remaining Held

Overall Payments Received



■ Received ■ Outstanding

- **Call center**
 - **Staffing:**
 - **Current: 33**
 - **Training class: 17**
 - **Average Wait Time: 40 seconds**
 - **75 percent of calls answered within 60 seconds**
 - **97 percent of calls answered**
 - **Call volume dropped by 40 percent compared to same time last year**

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



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Public Update Report

Building the 21st Century Water System Technology Modernization Initiatives

Presented by: John Matelski
Chief Innovation & Information Officer
Department of Innovation & Technology
September 25, 2017

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Building the 21st Century Water System Modernization Initiatives

- **Meter Change Outs**
 - Reduced the number of exceptions created due to mismatched meters
- **Field Validation Form**
 - Created a form enabling field service reps to investigate/document findings while doing meter validation in the field
- **Re-Export Unread Readings**
 - Reduce the number of exceptions caused by no-reads by focusing on ONLY unread meters
- **Streamlined Change Management Processes**
 - Centralized all system change requests through CIO
 - Implemented an IT driven specification development review process

Status and Timeline Update

- **Contract Negotiations with Systems & Software concluding**
- **Project Planning Sessions Started**
 - Executive Steering Committee
 - Project Team (Subject Matter Experts)
- **System Implementation (15-18 months)**

- **Cost-Effective & Modernized Functionality**
- **Integrations With Other County Applications**
- **Flexible N-tier Architecture**
- **System Upgrades & Enhancements**
- **Enhanced Customer Engagement**

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: Alia Johnson
Engineer Principal

Department of Watershed Management
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- **Staffing**
 - 42 field service technicians
 - Plan to add 10 more positions
- **102,000 out-of-lifecycles small water meters at risk of failure**
 - Contract to be advertised end of October 2017
 - 25,000 meters to be replaced annually over four-year period
- **40,000 potentially pre-2014 iPERL meters**
 - 6,000 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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