

Customer Service

Pennichuck Corporation

Presented by: Tara King

Customer Service Manager

August 24, 2012



Tara King

- Education
 - BA in Marketing, Rivier College
 - AS – Paralegal Studies- New Hampshire Technical College
- Experience
 - Pennichuck Water
 - 2001 to present: Customer Service Manager
 - 1998 to 2000: Billing Supervisor
 - 1997 to 1998: Temporary Staff member
 - Empire Net, Inc.
 - 1996 to 1997: Office Manager
 - Executive Computer Services, Inc.
 - 1995 to 1996: Executive Assistant
 - Plaza Executive Suites
 - 1994 to 1995: Secretary/Receptionist
 - McDonald's Restaurant
 - 1989 to 1994: Assistant Store Manager



Outline

Department Overview

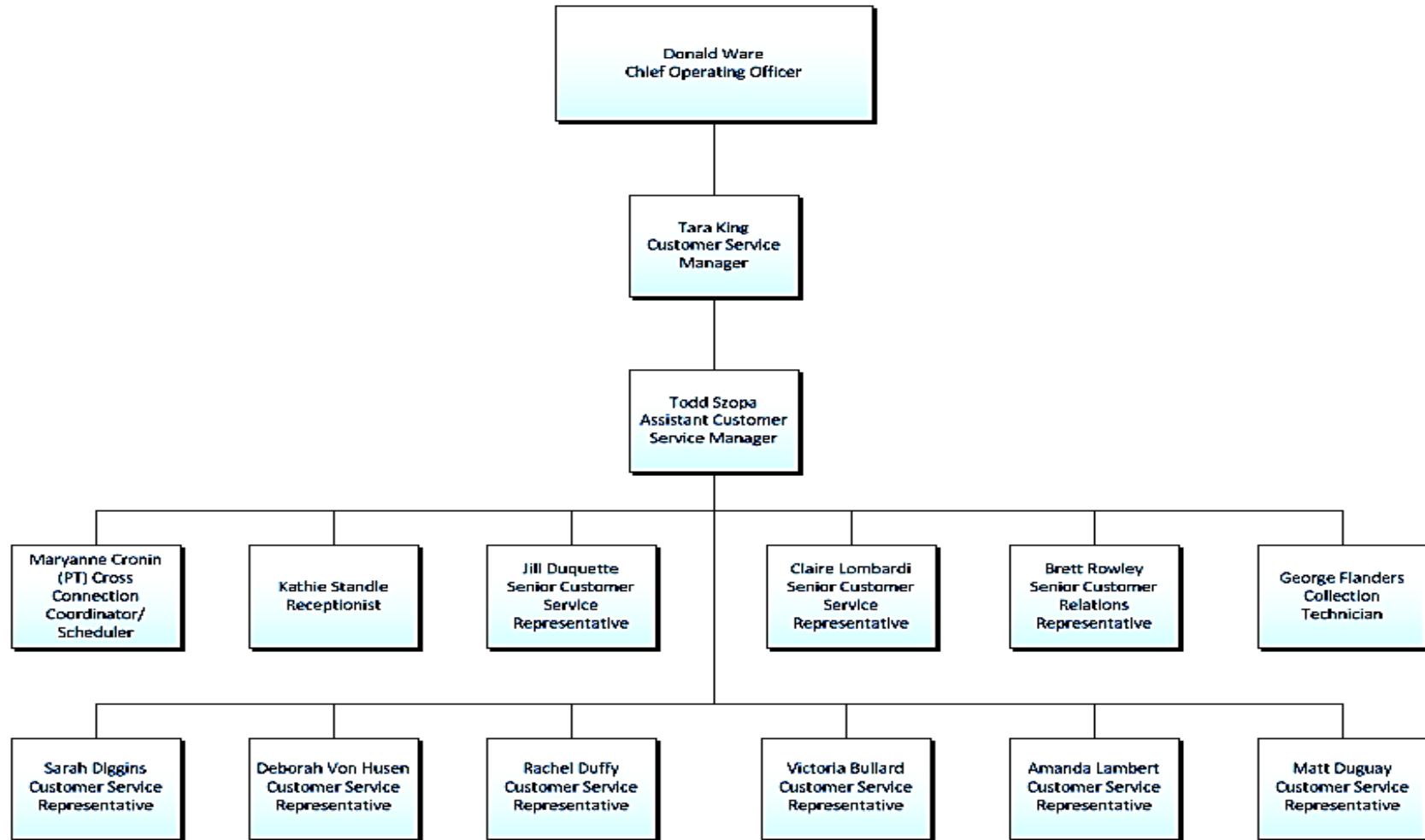
- Staff
- Responsibilities
- Contract Operations

Statistics

Strategic Plan

S.W.O.T.

Customer Service Staff





Department Responsibilities

- Customer Relations
- Billing
- Cash Processing
- Disconnect Notices and field collections
- Coordination, scheduling, input and reporting of Cross Connection testing
- Coordination, scheduling, input and reporting of Periodic Meter Testing
- Maintain customer records



Contract Operations Support

- Salisbury, MA
 - Billing, Cash Processing, Customer Service, Cross Connection Program coordination and Consumer Confidence Reports
- Amesbury, MA
 - Billing, Cash Processing and Customer Service
- Hudson, NH
 - Cross Connection Program coordination, scheduling of appointments and Consumer Confidence Reports
- Distribution of Consumer Confidence Reports for about 40 entities



Statistics

- 42,178 customers
- 474,000 bills per year
 - \$41.6 million annually
- 490,000 payments per year
 - Less than 2% over 90 days in the regulated utilities
- 35,000 notices per year
 - About 50% go to shut off order
- 42,000 calls per year
 - Billing – 5,029
 - Payments – 14,334
 - Disconnect/Collections – 1,430
 - Property Transfer/Address changes – 2,990
 - Appointments – 5,197
 - Water Quality/Quantity- 945



Supporting our Strategic Plan



Strategy # 1

Protect and Sustain our Water Resources

Promote Water Conservation

- Provide educational materials to our customers
- Student education
 - tours of the treatment plant
 - provide educational materials to schools



Strategy # 4

Maintain Customer Confidence and Support

Maintain 100% compliance with all New Hampshire Public Utilities Commission rules and regulations.

Maintain service level of less than 1% of customer complaints resolved without interventions from the New Hampshire Public Utilities Commission.

Communicate customer service initiatives and promote customer education through our website, customer mailings and community meetings.

Maintain skilled analysis of customer meter reading and fees to ensure timely and accurate billings.

- Software Applications
 - Custom coding
- Trained staff
- Strict department processes to ensure accurate billing and cash management
- Customer electronic access to bill information
 - to be expanded



Strategy # 5

Provide Highly Responsive Customer Service

Respond to all customer inquiries in a timely manner.

Provide effective 24 hour emergency response.

Empower employees with the knowledge and tools enabling them to provide a dedicated response with accountability to customers.

Communicate effectively with customer regarding all aspects of water service.

- Provide extensive training in all facets of the business to enable the staff to address most customer inquiries accurately, quickly and thoroughly.
- Emergency procedures in place to ensure 24 hour telephone coverage.
 - Outbound Dialer
 - Remote Phone Forwarding
- Website
- Possible Social Media



Strategy # 8

Maintain and Expand the Non-Regulated Portion of the Business

Provide billing, collection and customer service to communities having water and/or wastewater operations.

- Training of customer service staff to ensure knowledge of rules, regulations, rates and processes for each company.
- Accurate billing and cash processing to ensure continued satisfaction.
- Continue to review new technology and perform regular upgrades to software to ensure support.



S.W.O.T. Analysis



S.W.O.T.

Strengths

- Customer focus
- Trained staff
- Cross training of all department functions
- Specialized software and hardware
- Proven billing and cash management processes
- Knowledge of industry
- Support contracts for equipment

Weaknesses

- Length of training time
- Staff turnover
- Management level cross training limited in some areas
- External training
- Limited staff for report writing

Opportunities

- Increase customer Education
- Expansion of E-Bill Program
- Expansion of billing and customer service to other communities
- Implementation of MUNIS Customer Dashboard
- Cross Connection device tracking and reporting services for Pennichuck Water Service

Threats

- Loss of Technology/Communications
- Loss of current bill print vendor out of business
- Failure of cash process imager requiring manual processing



Questions?