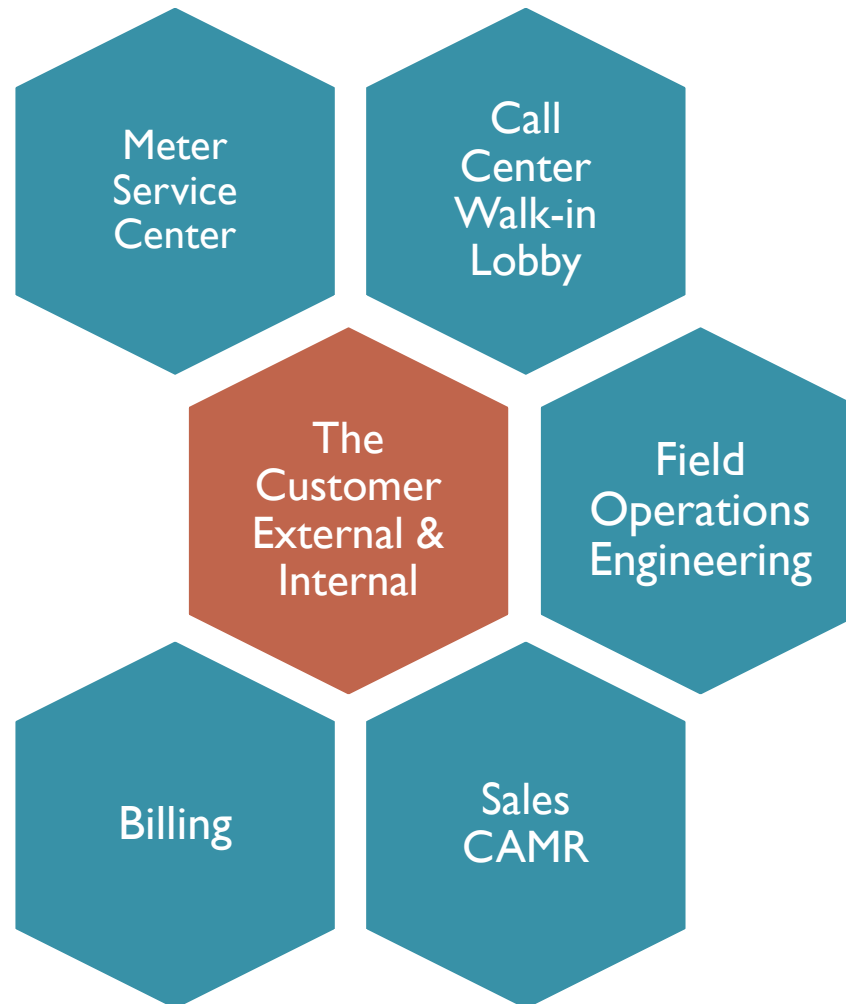


# Customer Service - Care Operations



## Cleveland Public Power's Core Philosophy

- CPP is small enough to **Care** but big enough to **Compete In**:
  - Product – Clean Electricity
  - Service – Reliability
  - Human Interaction – Employees are accessible
- Customer satisfaction is critical to the of any business, and as such, the customer function of an organization is the most important.
- CPP understands customer satisfaction is evolutionary

# Service Value

- **Meter Service Center**

- Completes – 39,097 Service Orders Annually
- 366 Remote Connect/ Disconnect
- Re-established orange hanging tags notification
- Meters Disconnect Delinquent Accounts
- Meter Reading (99.8% reading)
- Industrial Meter Installation
- Install Meter Case for new construction

- **Call Center –Walk-in Lobby**

- Received – 208,000 Calls Annually
- 1/3 of customers pays online, 110,000 visited the Walk-in Lobby Annually
- Issue all field service orders
- Work with all External and Internal Agencies and Departments
- Makes Payment Arrangements
- Meet one on one with customers to resolve problems
- Take on-line payments –No added fees
- Discuss customers bills

# Service Value

- **Credit and Collections**

- Collect on Active and Inactive Accounts – Collection Agency
- Work with Fiscal Control – analyze payments - credit card reverses
- Issued – 6,500 disconnect service orders
- Coordinate Government Funded Programs
  - Work with HEAP Office, The County's PRC, Customer Assistance Programs ,The Department of Aging, and The Mayor's Action Center

- **Billing**

- Create –New Premises
- Maintain the Bill Hygiene
- Edit ,Audit meter reads and complete billing adjustments

- **CAMR**

- Work with the all commercial accounts
- Serves as the liaison for Commercial Accounts Resolution

# Service Value

- Sales
  - The Sales Team works with residents, commercial contractors, business owners and developers
    - Reconnect Services
    - New Services
    - Service Increases
    - Utility Take Overs
    - Research service efficiencies
  - Project Management and Project Support
  - Serves as a Liaison for Operations and Engineering
  - Manage Demolitions
  - Accounts Reconciliation
  - Execute Contracts

# Service Value

- **Engineering**

- Work with Contractors on system Infrastructure designs and Electrical Schematics
- Evaluate the Sub-Stations Capacity & Maintenances
- Transfer current system maps into the new GIS system
- Design customers' new construction – Electrical Schematics
- Maintain Compliance
- Complete pole attachment applications
- Complete net meter applications

- **Operations**

- Maintain the Distribution System and Upgrades
- Completes Construction for New Service
- Trouble Response to Outages – Distribution and Streetlights
- Repair and Replace Down Wires and Hit Poles
- Install Service Increase
- Tree Trimming

# Service Value

- LED –Streetlights
- A Collaborative Project
  - City of Cleveland Safety
  - Utilities
  - Smart City Technology

Ward by Ward Breakdown									
	Total	Ward 1	Ward 13	Ward 8	Ward 12	Ward 16	Ward 6	Ward 2	Ward 14
Total Fixtures	60799	2872	2690	2811	3511	2471	3936	3628	2432
Fixtures Complete	47350	2872	2678	2743	3511	2405	3936	3628	2432
Fixtures Remaining	13449	0	12	68	0	66	0	0	0
% Complete	77.88%	100.0%	99.6%	98%	100%	97%	100%	100%	100%
	Ward 4	Ward 11	Ward 5	Ward 15	Ward 7	Ward 17	Ward 9	Ward 10	Ward 3
Total Fixtures	2993	2417	5537	2968	4417	2505	3431	4074	6602
Fixtures Complete	2993	2417	4437	1815	3189	1974	1020	2316	2984
Fixtures Remaining	0	0	1100	1153	1228	531	2411	1758	3618
% Complete	100%	100%	80%	61%	72%	79%	30%	57%	45%

# Service Value

- Technological Improvements
  - Billing System Conversion 2020
  - Telephone System – Upfront Messaging (Outages)
  - New Website – Social Media
  - Upgrading SCADA for Monitoring and Controlling Sub-Stations
  - AVL – Automatic Vehicle Locators
  - Upgrading the GIS System
  - Streetlight Technology – Smart City



# Service Value

- No Added Charges to the Customer
  - Increase in Service
  - No charges for electrical inspections
  - No additional charges for same day restoration of service
  - Free Trouble Response
  - CPP maintains ownership of the equipment – no charges are deferred to the customer
  - No meter test fee
  - No charges for re-locating the service
  - No monthly customer fee
  - No charges to pay bills online and with the CSR's