Customer Service: What Is It?

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Special Recognition

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Customer Service

Service: “A series of actions carried out on behalf or at the request of a customer. The customer’s impression of the interaction affects their feelings about the utility.”
Expectations

In many instances, the Utility is the first contact a new resident has with a City.

How does a City assure the new resident that they are competent and can handle any situation that is presented?

Is the Customer always right?
How Does a Manager Provide that Assurance?

- Knowledge of Your Business
- Knowledge of Your Employees
- Knowledge of Your Customers
- Knowledge of Customer Information System Capabilities
Know Your Business

• What are your departmental goals and performance measures?
  – Do they match the type of work each employee is doing?
  – Do the employee’s performance expectations align with the performance measures?
Know Your Business

• What State laws govern the utility?
  Texas Administrative code—Title 30, Environmental Quality
  Texas Water Code

• What City ordinances govern your utility?
  Rate Structures
  Billing
  Deposits
  Delinquency
Know Your Business

• Other laws/rulings that govern utility
  Bankruptcy laws
  Collection laws
  Red Flag Rules by Federal Trade Commission

• Internal policies and procedures
  What are they?
  How are they communicated to staff?
  Are they written?
Know Your Business

• How often do you bill?
• Are you billing according to your ordinance?
• How do you determine if all accounts are billed?
• Is a water audit conducted on a monthly basis?
Know Your Business

• How do you collect revenue?
• Does the month end Accounts Receivable report reflect the monthly billings?
• What are your collection and Write Off procedures?
• Do you reconcile deposits on a monthly basis?
Know Your Employees

• What duties do they perform?
• What are their training needs?
• Are they cross-trained?
• What ideas do they have....Listen
Know Your Customers - Internal

- Public Works
- Public Safety
- Code Enforcement
- Parks & Community Services
- Planning & Zoning
- Human Resources
- City Manager
Know Your Customers-External

• Citizens
• Vendors
• Banks
• Collection Agencies
Know Your Customers-External

- Customer types and how many of each?
- What are their expectations? How do you find out?
- How well do you communicate with your customers and by what means"
  Bill
  In Person
  Mail
  Email
  Website
  Newcomer brochure & packet
Know the Capabilities of your Customer Information System

• What special features are available in the Information System?
• Can you easily create a query or report to respond to inquiries from internal & external customers?
• Does the vendor update the software to keep up with changing needs?
Customer Service

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Questions

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