

13-1475-S1

ENERGY & ENVIRONMENT

MOTION

In recent months, and in light of the conversion to a new billing and customer relations management system at LADWP, there has been an influx of complaints and concerns about customer service at the City's water and power utility.

Recently, CD2 attempted to reach a customer service agent to resolve a billing issue using the public support line as a diagnostic of the customer experience. That call was placed on automatic hold, in the middle of business hours, for over 40 minutes, before the call was answered.

In light of this experience and repeated reports of difficulties by customers, it would be beneficial for the Council and the public to receive a report about DWP's customer service process and performance.

I THEREFORE MOVE that the Council REQUEST a report from the Department of Water and Power on customer service performance, including data on the following specific ideas:

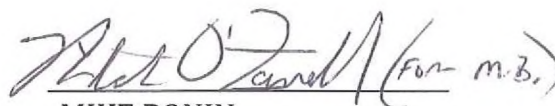
- Daily and weekly call volume; and
- The average hold time for callers; and
- The number of callers per customer service representative; and
- The number of cases escalated to an elevated tier of customer support; and
- The number of cases opened weekly or monthly and the number resolved in the same period.

I FURTHER MOVE that the report should include comparisons of these data points over the last several years to demonstrate any positive or negative changes in customer service performance.

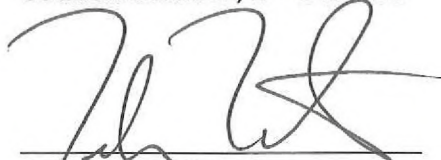
Presented by:



PAUL KREKORIAN
Councilmember, 2nd District



MIKE BONIN
Councilmember, 11th District



FELIPE FUENTES
Councilmember, 7th District

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Seconded by:



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