

13-1475-56

MOTION

The Department of Water and Power (DWP) implemented a new Customer Information System a year ago that contains a modern billing system intended to facilitate customer service. The System has been impacted by billing delays and high call volumes.

Customers concerned about their bills contacted the DWP's customer service help-line only to experience long wait times. Some wait times lasted up to an hour or more.

In an attempt to address the matter, the City Council requested the DWP to institute a customer call-back feature in its customer service help-line to minimize wait times (CF 13-1475-S2; Englander – Fuentes – Blumenfield). The DWP followed suit and immediately implemented the customer call-back feature.

Recently, a number of customers have been complaining that the customer call-back feature has not been operating properly. Customers are continuing to be subjected to long hold times in excess of an hour and then disconnected.

The DWP should immediately report to the Council as to the latest status of its customer service help-line and its challenges.

I THEREFORE MOVE that the Department of Water and Power be requested to immediately report to the Energy and Environment Committee on the status of its customer service help-line and operational issues impacting the customer call-back feature; and the Department's efforts to address customer service concerns.

PRESENTED BY:



MITCHELL ENGLANDER
Councilmember, 12th District

SECONDED BY:



ORIGINAL

AUG 08 2014

