

# City of Lee's Summit Water Utilities

**Business Services Division**



**LEE'S SUMMIT**  
MISSOURI

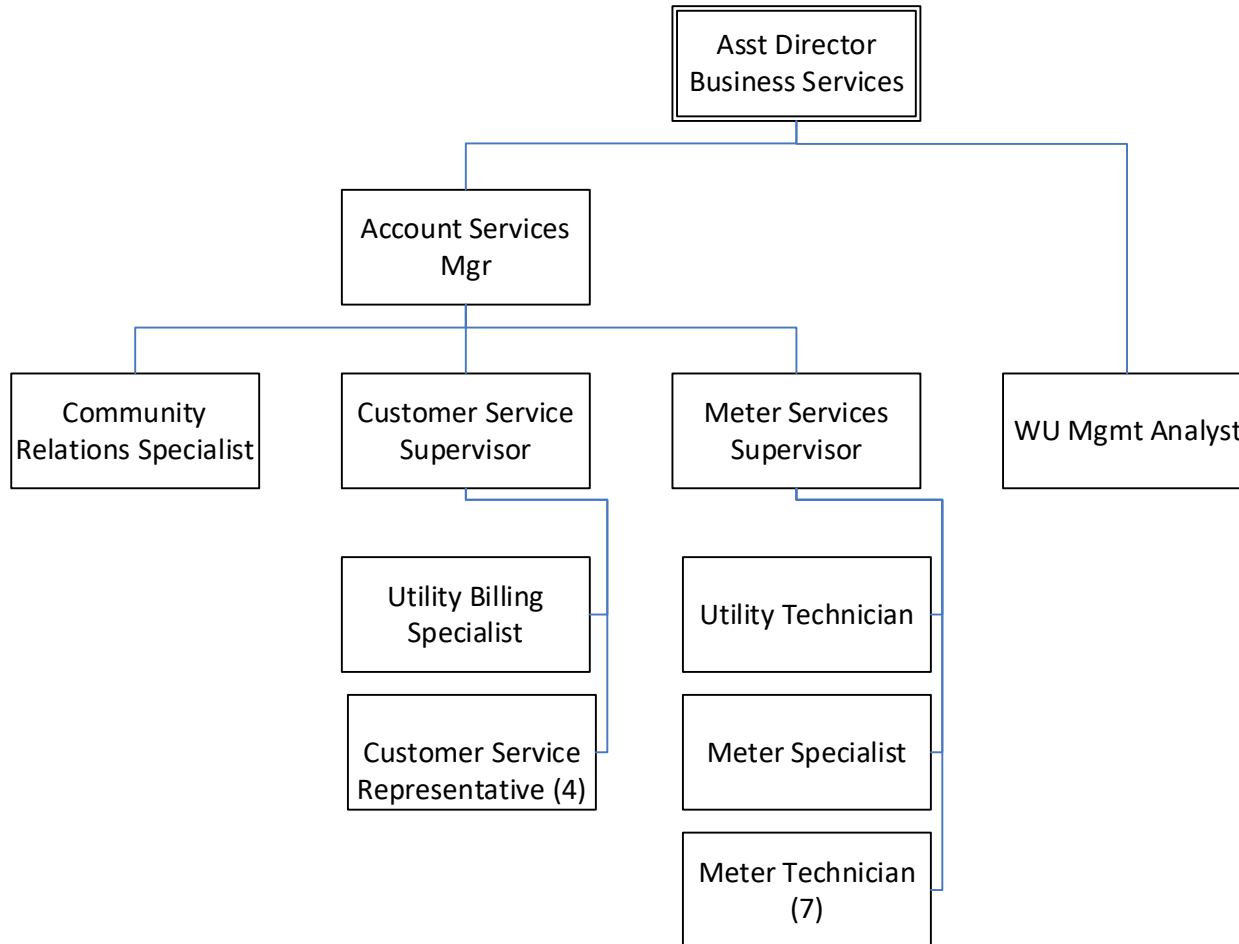


*Yours Truly*

# What we stand for

*Lee's Summit Water Utilities is dedicated to providing reliable water and sanitary sewer services responsibly and efficiently for the health and safety of our community with exceptional customer service, integrity and pride.*

# Water Utilities – Business Services



# 10 Attributes to Lee's Summit Water Utilities Approach



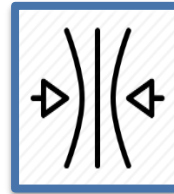
Employee  
Development



Financial Viability



Product Quality



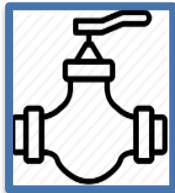
Resiliency



Customer Service



Operational  
Optimization



Infrastructure  
Stability



Community  
Sustainability



Stakeholder  
Support



Water Adequacy

# Water Utility Advisory Board

## Members

Mike Atcheson

Kyle Gorrell

Glen Jones

Roger Tilling

Cynda Rader

Mark Leetch

Bryon Livingston

Colleen Fullerton

Vacancy

Mark Schaufler, Director of Water Utilities

Fred Demoro, City Council Liaison

Their purpose is to provide input to the City Council on the services, financial policies, planning, fees and charges of the Water Utilities Department with the goal of helping to ensure the efficient and sustainable provision of department services. They shall also review and make recommendations related to the financial policies, fees and charges of the Water Utilities Department. Such recommendations shall be forwarded to the City Council. The board shall review and make recommendations to the council on other such matters as council requests such recommendations.

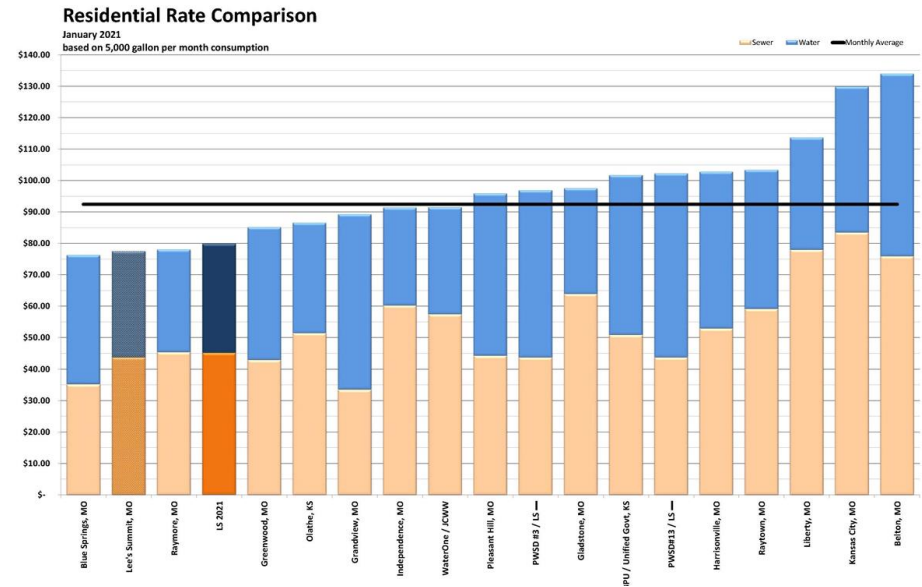
***Established by Ordinance No. 7144***

# Business Services-Financial Side

- Budget & Financial Management
- Cost of Service Analysis & Rate Modeling
- Connection Fee Analysis
- Accounting
- Reconciliations & Audits
- CIP Coordination
- Sales Tax Reporting
- Water Purchase Rate & Compliance Reviews
- Sewer Treatment Fee Analysis
- Regulatory Fees
- CIS Management & Data Analysis
- Maintenance of CIS
- Customer account adjustments for Refunds, Bankruptcy, Bad Debt Write-offs, Balance Transfers and Escheatments
- Customer Sales Tax Profiles & Tax Exemptions
- Sewer Credit Program Management
- Inventory Controls

# Major Achievements

- Customer driven 5 year rate model (Predictable, incremental and competitive)
- Debt free while maintaining a healthy reinvestment in infrastructure
- Moody's Bond Rating - Aa1
  - Lee's Summit Water & Sewer's credit position is very strong. Its Aa1 rating is higher than the median rating of Aa3 for water and wastewater systems nationwide



# Business Services-Customer and Community Engagement Side

## Customer Service

(Call Center and Counter Interactions)

- Move-In & Move-Outs
- Leak Checks,
- Pressure Tests
- Re-Reads
- Paymentus Support
- Misc. Requests
- Payment Processing (ACH, Lockbox, Web, IVR, Drop boxes, & Counter Collections)
- Collection & Shut Off Activities (Penalties, Notices, Payment Arrangements, Returned Payments & Reactivations)
- Account Services (New Tap Connections, Address Maintenance & Transfer Balances)
- Customer Billing Activities (Monthly Cycle, Daily, Final, Corrections & Special Printing & Mailing Management)

## Field Customer Service

- Move-In, Move-Out,
- Leak Checks,
- Pressure Tests,
- Re- Reads, & Misc. Requests
- Meter Reading
- Bulk Water Station
- Meter Well Maintenance
- Collections/Shut-off
- Meter Replacement
- Testing of Meters
- Backflow Program
- Submeter Program
- Account Services (New connections & changes in service types)

## Community Relations

- Customer Communications - Customer Education
- Customer Awareness
- Community & Media Relations - Website Management
- Internal Staff Communication
- Internal Staff Engagement
- Special Events
- Customer Satisfaction Surveys
- Employee Satisfaction Surveys



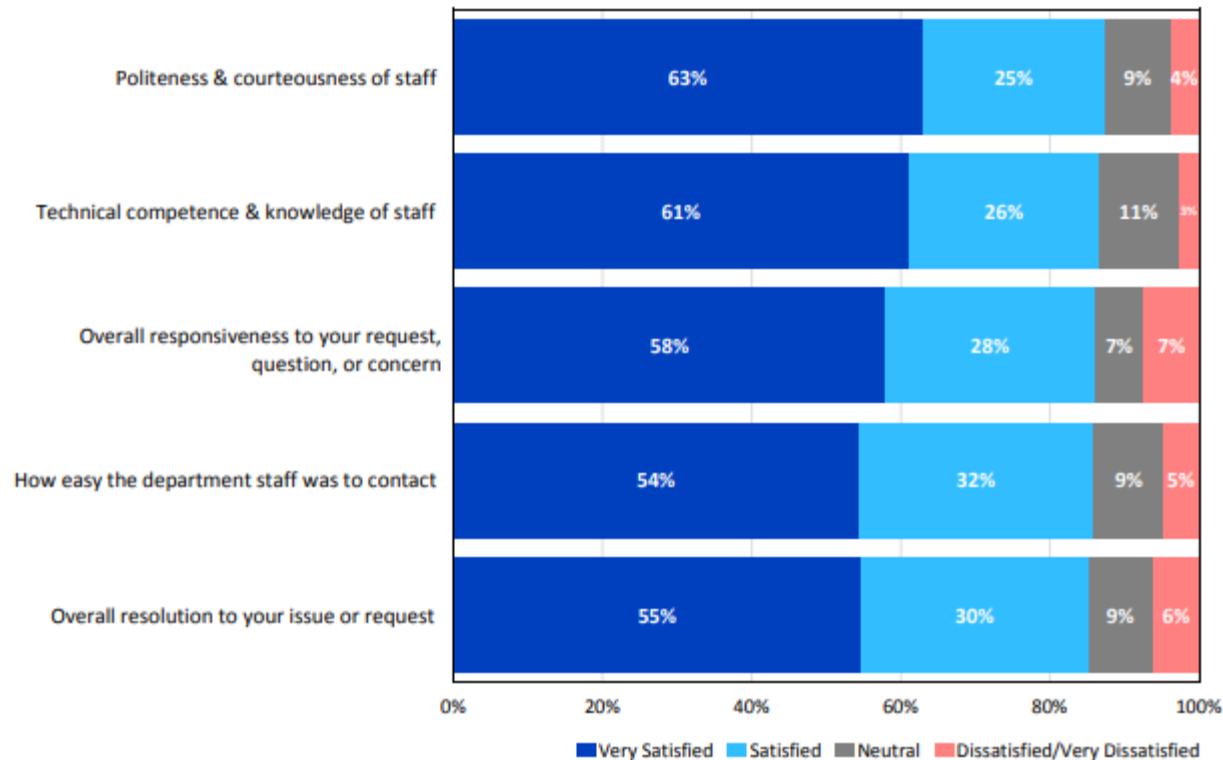
## **Opportunities to provide an exceptional experience**

- Over 38,000 accounts managed
- Take an average of 5,000 calls a month from citizens
- Responding to an average of 125 emails a month from citizens
- Walk-in Customer payments and inquiries

# Exceptional Customer Feedback

## Q5. Satisfaction with Customer Service Received from Water Utility Department Staff

by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



Source: ETC Institute (2019)

Highest overall satisfaction in the KC Metropolitan area!

# More ways to pay

Date Due  
Dec 12, 2021

Amount Due  
\$143.83


Pay Bill

Paperless   
Yes



AutoPay  
Yes

Frequency  
Monthly - bill amount

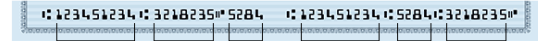
Payment Method  
 \*\*\*2034

E-Bill Notification For New Bills 

E-Check Debit Credit



Where can I find my routing and account number?



Routing Account Check OR Routing Check Account

Account Type

Checking  Savings

E-Check Debit Credit



STAR  pulse

Card Number

Card number

CVV 

CVV

Expiration Date

MM

YYYY

Card Holder Name

Card holder name

[Click to read the Payment Authorization Terms](#)

I authorize payment and agree to the Payment Authorization Terms

Back

Add

E-Check

Debit

Credit



# Call Center Software Installation

Contact Center Desktop Meeting 01:33 DB

**Summary** Agent Stats - Historic Agent Stats - Realtime Agent Stats by State - Historic Agent Stats by State - Realtime Team Stats - Historic Team Stats - Realtime Queue Stats - Historic Queue Stats - Realtime More

APS Summary Team Name: All Queue Name: All Channel Type: All Duration: Last 7 days

<b>Total Handled - Teams</b> <b>290</b> 📞 290 🗨️ 0 📧 0	<b>Average Handled Time - Teams</b> <b>00:07:04</b> 📞 00:07:04 🗨️ 00:00:00 📧 00:00:00	<b>Average Wrapup Time - Teams</b> <b>00:02:44</b> 📞 00:02:44 🗨️ 00:00:00 📧 00:00:00
<b>Total Handled Me</b> <b>0</b> 📞 0 🗨️ 0 📧 0	<b>Average Handled Time - Me</b> <b>00:00:00</b> 📞 00:00:00 🗨️ 00:00:00 📧 00:00:00	<b>Average Wrapup Time - Me</b> <b>00:00:00</b> 📞 00:00:00 🗨️ 00:00:00 📧 00:00:00
<b>Contacts in Queue - Realtime</b> <b>0</b> 📞 0 🗨️ 0 📧 0	<b>Agents Available - Realtime</b> <b>0</b>	



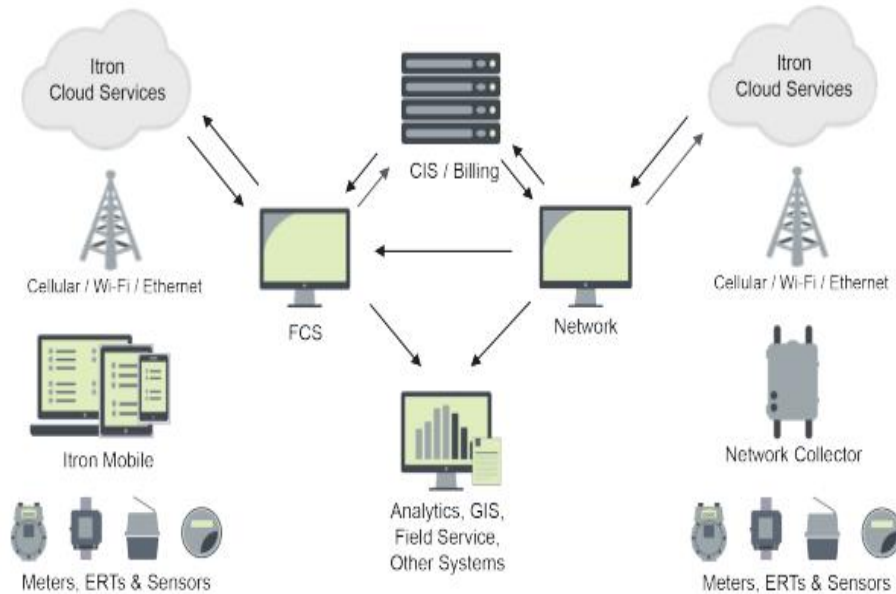
# CIS Version 4 Upgrade



Having the best software available to serve our customers!

# Meter Reading Enhancements

# *Itron*



- Have replaced more than 3/4 of the meters in the city with radio read technology.



# Gained Efficiencies



# New Meter Test Bench



- Maintaining accurate water meters is critical to our operations and the service we provide
- Water Loss
- Meter Life Cycle

When water production and distribution is more effectively tracked, operations become more efficient – allowing us to provide the best service and lowest possible rates to our customers.



# Engaged and Committed to Lee's Summit



 Rotary Club of Lee's Summit  
July 15 · 🌐

Please join us in welcoming Dom Bennett and Sara Taylor as the newest members of the Rotary Club of Lee's Summit!



**Let's take a look at the people behind all of this....**



Thank  
you!