

EWEB Distribution Services Process Improvements

OBJECTIVES

Speed of Delivery



Streamlined work flow;
dedicated staff resources for
faster response

Ease of Business



More self-service options;
electronic forms

Predictability



Better project tracking for
accurate timeframes;
high level cost estimates at
front-end

IMPROVEMENTS COMPLETED

	<ul style="list-style-type: none"> ✓ Extension agreements and billing sent electronically to speed up payment process from one week to one day. ✓ Design standards available on-line for typical customer-side work.
	<ul style="list-style-type: none"> ✓ No more work orders required for permanent service requests. ✓ Created Planner position as central point of contact for more immediate response to customer questions and project status tracking, relieving phone duty for techs to focus their work on design. ✓ Created specialized teams by work type to speed turn-around time for routine service requests and for more equitable distribution of work.
	<ul style="list-style-type: none"> ✓ High level cost estimates now provided without committing to design agreements or paying for engineering work. ✓ Flat rate pricing developed for certain services and equipment for quicker cost estimating.

WORK IN PROGRESS

- Simplified new/temp service request form on-line
- New service extension agreement process with high level cost estimate up front and down payment to sync design work with project timelines
- New field inspection staff to speed process and focus design team work
- Continue adding to flat rate price sheet

FUTURE PROJECTS

- On-line construction and design handbook
- Publish flat rate prices on website so customers can do rough cost estimates
- New procedures to enable developers to design subdivisions