



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Brown, Carlson, Mital, Simpson and Helgeson
FROM: Sue Fahey, Chief Financial Officer; Julie McGaughey, Customer Operations Manager
DATE: July 27, 2018
SUBJECT: Record of Decision: Customer Service Policy and Procedures

The following operational decisions are hereby formalized and communicated. A Record of Decision is a tool to communicate, within EWEB and/or the Board of Commissioners, decisions that management may make that could have public interest.

RECORD OF DECISION

Title: Customer Service Policy Changes

Decision:

- Appendix A – Utility Service Charges and Prices
 - There is no charge for Suspension or Restoration of Service; Move In/Out if a smart meter eliminates the need for a truck roll.
 - The penalty for tampering with a meter is a flat \$500 charge.
 - The Customer Requested Meter Test fee of \$180 is only charged if the meter is found to be functioning correctly.

Effective Date: Board approval June 5, 2018

Title: Customer Service and Credit & Collections Process Changes

Decision:

- Customers will not be disconnected for non-payment on Fridays to provide customers additional time to make payment arrangements during EWEB business hours.
Effective: April 4, 2018
- The threshold for referral to third party collections has increased from \$30 to \$100 which will reduce the number of customers negatively impacted by adverse credit action.
Effective: May 1, 2018
- The timeframe to disconnect water service for non-payment has been extended from two weeks after electric service disconnect to a minimum of 12 weeks after electric service disconnect. This change will allow customers extra time to make payment arrangements before turning off service.

Effective: July 18, 2018

- When required for account security, the deposit amount will be two times the average bill instead of the current deposit of two times each highest service amount. This better aligns EWEB's risk with the customer deposit requirement.
Effective: TBD pending CIS calculation changes
- Contact center hours extended from 5:30 p.m. to 6:30 p.m. to provide additional time for customers to contact EWEB after standard business hours.
Effective: July 23, 2018
- An accelerated billing and collections schedule has been postponed until after a decision is made regarding the timing of the CIS upgrade.

Method of Implementation: Record of Decision

Decision Makers: Chief Financial Officer, Customer Service Manager, Cash Accounting Supervisor