

Santa Rosa Water Water Billing Team

Board of Public Utilities

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Revenue Operation Supervisors

Who makes up the Water Billing Team?



What Happens in Operations?

- Operations staff answers approximately 1,000 customer phone calls a week
- Creates monthly bills for over 52,000 accounts
- Collects almost \$8,000,000 a month in customer payments from the mail, phone, online, and 7/11 stores



What Happens in Collections?

- Collection staff answers around 300 customer phone calls a week
- Creates and sends over 1,000 delinquent notices a week*
- Processes approximately 65 disconnects a week due to non-payment*

* Process suspended during COVID



Field Services

- Turns on and off nearly 300 meters a week
- Checks for water flow and non-registering meters
- Resets meters in fire damaged areas
- Troubleshoots AML meter issues
- Maintains meter box accessibility



Administration

- Management of the WaterSmart Portal
- Manage AMI programs
- Administer H2O program
- Budgeting
- Water Surveys
- Construction Meter Billing



IT Support

- Facilitating upgrade of our billing software program
- Assisting with maintaining third party software integrations to our billing software
- Pulling data and statistics for various purposes
 - Fire rebuild
 - Covid-19
 - Continuous use
 - Other staff requests





- 647 Participants
- Implemented in 2015
 - Paid ½ of water & sewer fixed fees
 - Program upgraded in 2019 to pay 100% of water & sewer fixed fees
- Program is funded by cell tower leases
 - \$283,778 (based on FY 2020/21)
- Community Action Partnership:
 - Processes all applications to participate
 - Verifies income on renewals

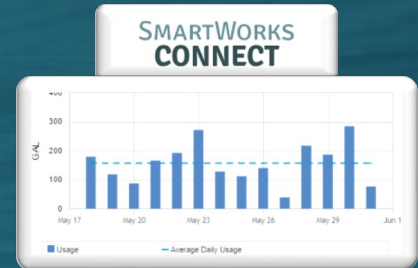
Year	New Participants
2016	57
2017	114
2018	71
2019	49
2020	154
2021	167
2022	35
Grand Total	647

Number of Persons in Household	Total Combined Annual Income
1	\$41,600
2	\$47,550
3	\$53,500
4	\$59,400
5	\$64,200
6	\$68,950
7	\$73,700
8	\$78,450

Internal and External Tools

Tools for customers:

- InvoiceCloud (Online Bill Payment)
- WaterSmart Portal (Online Water Use Data)



Tools for Staff

- | | | | |
|--------|-------------------|--------------------|---------------|
| • CIS | • BrightMetrics | • PaymenTech | • FasterFleet |
| • RNI | • CashTrack | • ShoreTel Connect | • Mitel |
| • MDM | • JP Morgan/Chase | • FileZilla | • Hansen |
| • iVMS | • CityLinks | • ONESolution | • GIS |

Ways to Pay

- Online
- By Phone
- Automatic Bill Payment
- Bill Pay through a Financial Institution
- Drop Box
- In the Office
- PayNearMe – cash payments at 7-Eleven Stores



COVID-19 Response

- Suspended late fees
 - March 2020 through April 2022
- Secured over \$1M in funding from the California Water and Wastewater Arrearage Program
- Preparing to participate in the LIHWAP Program
- Stopped disconnection of service for non-payment
 - Moving toward return of standard delinquent processing

Questions?