



WSSC WATER
DELIVERING THE ESSENTIAL

Cornerstone Report

February 19, 2020

Key Updates - Post Production Center

- Release 1.1 is on schedule for March 7, 2020, and will resolve 27 defects
- 114 defects remain fiscal year-to-date (1/31/20)
 - 15 high priority
 - 38 medium priority
 - 61 low priority
- System Optimization
 - Conducting assessment of non-production & production environments to ensure proper sizing/capacity to meet operational processing demands
 - Managed Service Provider (MSP) has resolved 1,000+ incidents in FOCUS and over 120+ defects since July 2, 2019

Technology Stabilization Metrics

Technical Scorecard			
Category	Measure	Description	Current Rating
System Stability	Component failures (Infrastructure)	Number of infrastructure components failures during last 30 days Allowed: 0 Actual: 0	Green
	Component failures (Application)	Number of application component failures during last 30 days Allowed: 0 Actual: 0	Green
	Production database availability	Number of unplanned database outages during last 30 days Allowed: 0 Actual: 0	Green
Release Mgmt.	Unplanned releases deployed	Number of unplanned releases deployed during last 30 days Allowed: 3 Actual: 1	Green

Technology Stabilization Metrics

Technical Scorecard			
Category	Measure	Description	Current Rating
Batch	Critical jobs system crash	Number of critical path processing crash during last 30 days due to technical issues: Allowed: 0 Actual: 0	Green
	Billing batch processing	Percent billing batch jobs completed within the predetermined batch window during the last 30 days: Allowed: 100% Actual: 100%	Green
	Critical path batch processing	Percent Critical Path Batch processing completed within the prescribed window during the last 30 days: Allowed: 100% Actual: 100%	Green
Defects	Severity I Defects Reported	Number of Severity I Incidents identified in last 30 days: Allowed: 0 Actual: 0	Green

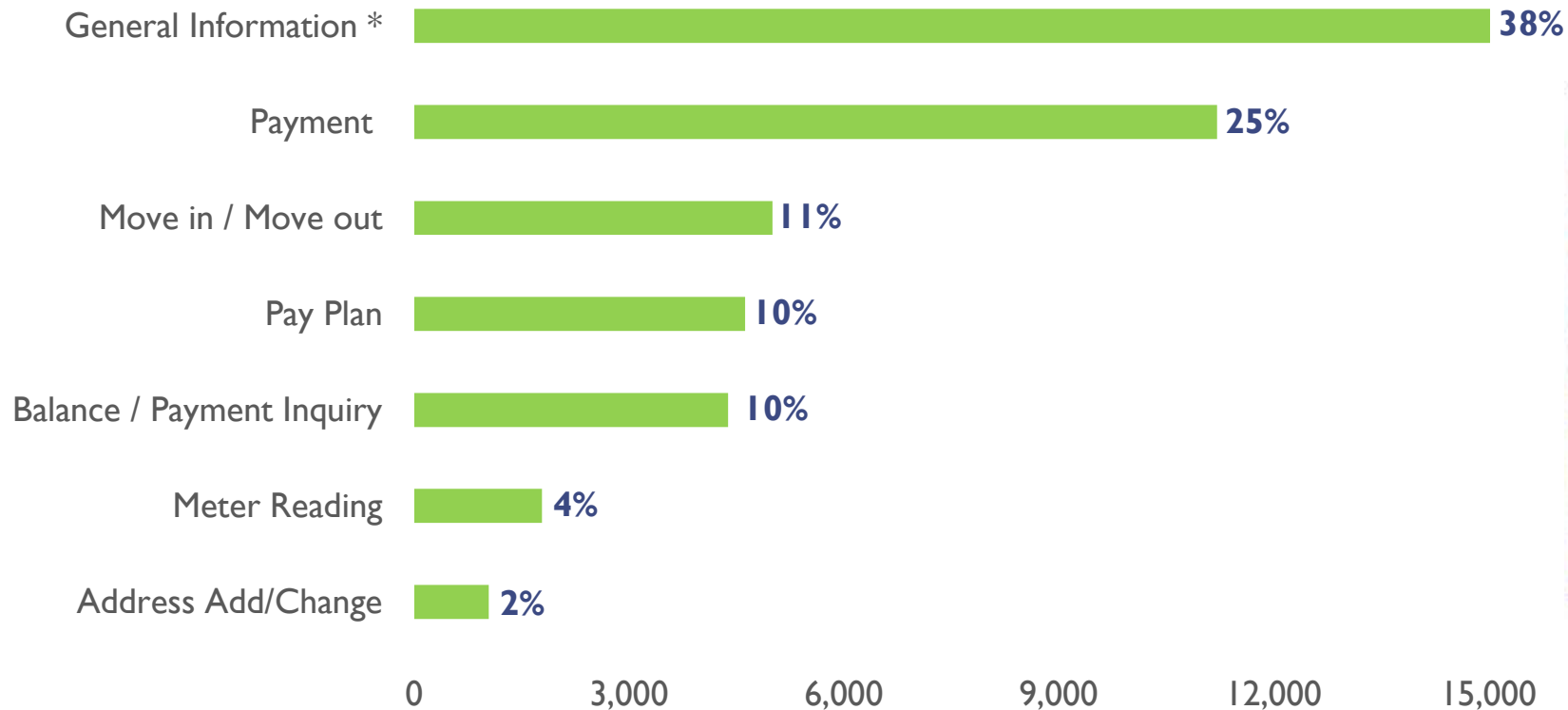
Cornerstone Organizational Development Background

- Purpose: facilitate people adaptation to changes in systems and/or processes
- Cornerstone Organizational Development functions provided by 22 consultants to:
 - Support business in executing and streamlining processes
 - Provide training for employees on how to complete tasks
 - Prioritize Post Production Center's (PPC) release activities
 - Communicate release changes to employees working in Customer-2-Meter (C2M)
 - Develop metrics and drill-down reporting

Customer Care Division Metrics

Number and Percent of Calls by Type

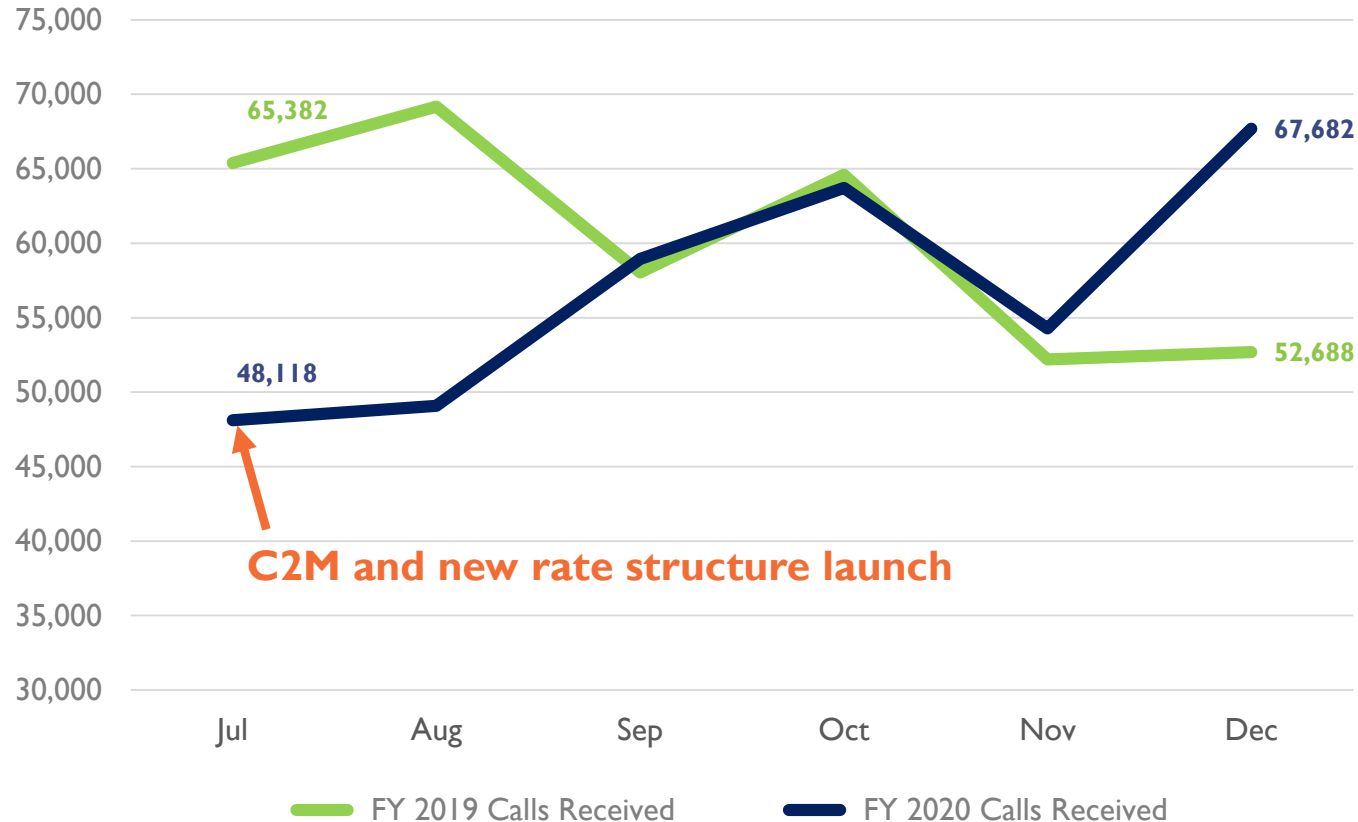
Calls by Type (in typical month)



* General inquires, including calls about customer assistance program, inquiries about the new rate structure, and questions about the refund process

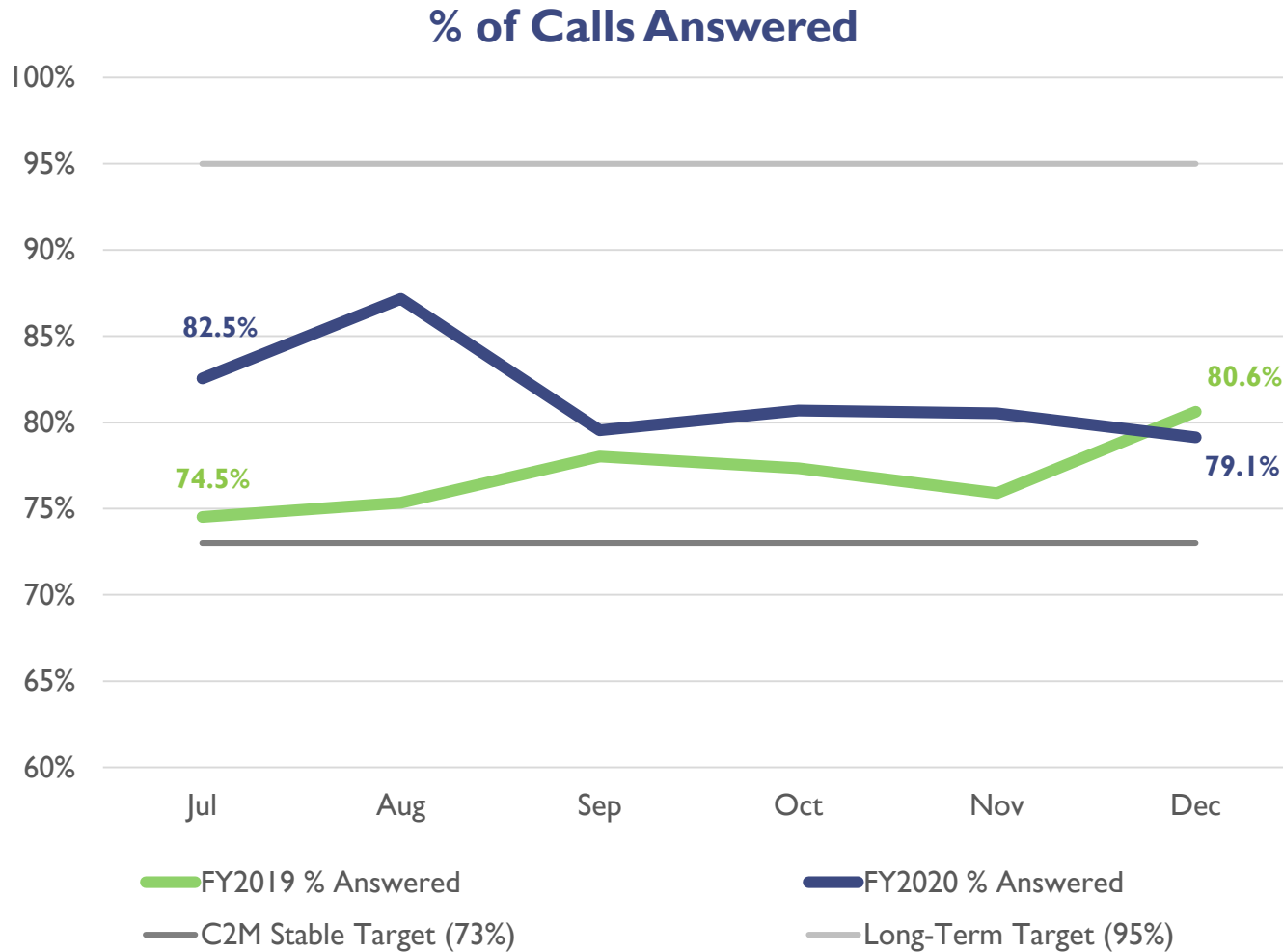
Number of Calls Received

of Calls Received



- Average calls received July-December FY2020 was 57,000, down slightly from the same time last year (60,000)
- In December, had a two-day phone technology outage that prevented customers from reaching agents and/or dropped customers' calls
- Customers calling back and starting over with new agents resulted in a call spike (4,400 calls vs. 2,400 calls on normal day)

Percent of Calls Answered



- Average percent of calls answered July-December FY2020 was 81.6%, up from the same time last year (77%)
- Historical target for calls answered has been set at 95%
- C2M “stabilization” target set at 73%
- FY2020 performance in this metric continues to exceed the 73% target as well as FY2019 performance



Average Answer Speed (in minutes)



- Average answer speed reflects how much time it takes for an agent to pick up the phone
- Stable answer speed until about Nov. 2018 (1 minute, 21 seconds)
- Sharp increase coinciding with C2M prep
- Decrease since C2M launch, but still long waits for customers

Technology Plays An Important Role in Serving Customers

Interactive Voice Response (IVRS) options such as:

- Talk with WSSC Water Agent
- Pay your bill
- Provide a meter reading
- Make a bill arrangement
- Learn about customer assistance
- Connect with Emergency Services



In addition to IVRS, agents are supported by six different technologies that:

- Enable research/processing of bills (C2M)
- Connect phone systems to network
- Turn emails/texts/chats into work items that ring an agent's phone
- Record call activities
- Enable remote work
- Provide reporting on call performance

Organizational Development Next Steps

Review Customer Care options for further research and analysis:

- Optimal staffing model
- Opportunities to enhance technology and customer self-service
- Opportunities to enhance training and process improvement

March Commission Meeting:

- Utility Services meter reading and field services spotlight

Key Updates - Cornerstone Release 2 (R2)

Cornerstone R2 – Enterprise Asset Management

- **Phase 1:** Requirements have been completed for five departments. (Utility Services, Production, General Services, Engineering and Construction, and Asset Management)
 - Awaiting sign off from business partners
- **Phase 2:** Requirements gathering for the following departments to be completed by April 2020
 - Technology
 - Customer Service
 - Procurement
 - Finance
- **Phase 3:** Consolidate requirements to enterprise-wide

Questions?

