

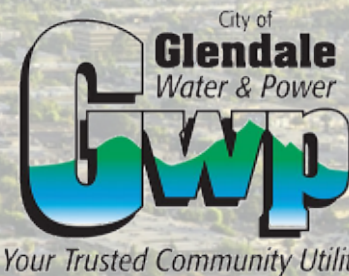


# CUSTOMER SERVICE UPDATE

**Glendale Water & Power Commission**

**April 7, 2025**

**Crystal Onate, Customer Service Operations Supervisor**



# PRESENTATION OVERVIEW

## CUSTOMER CONTACT STATISTICS

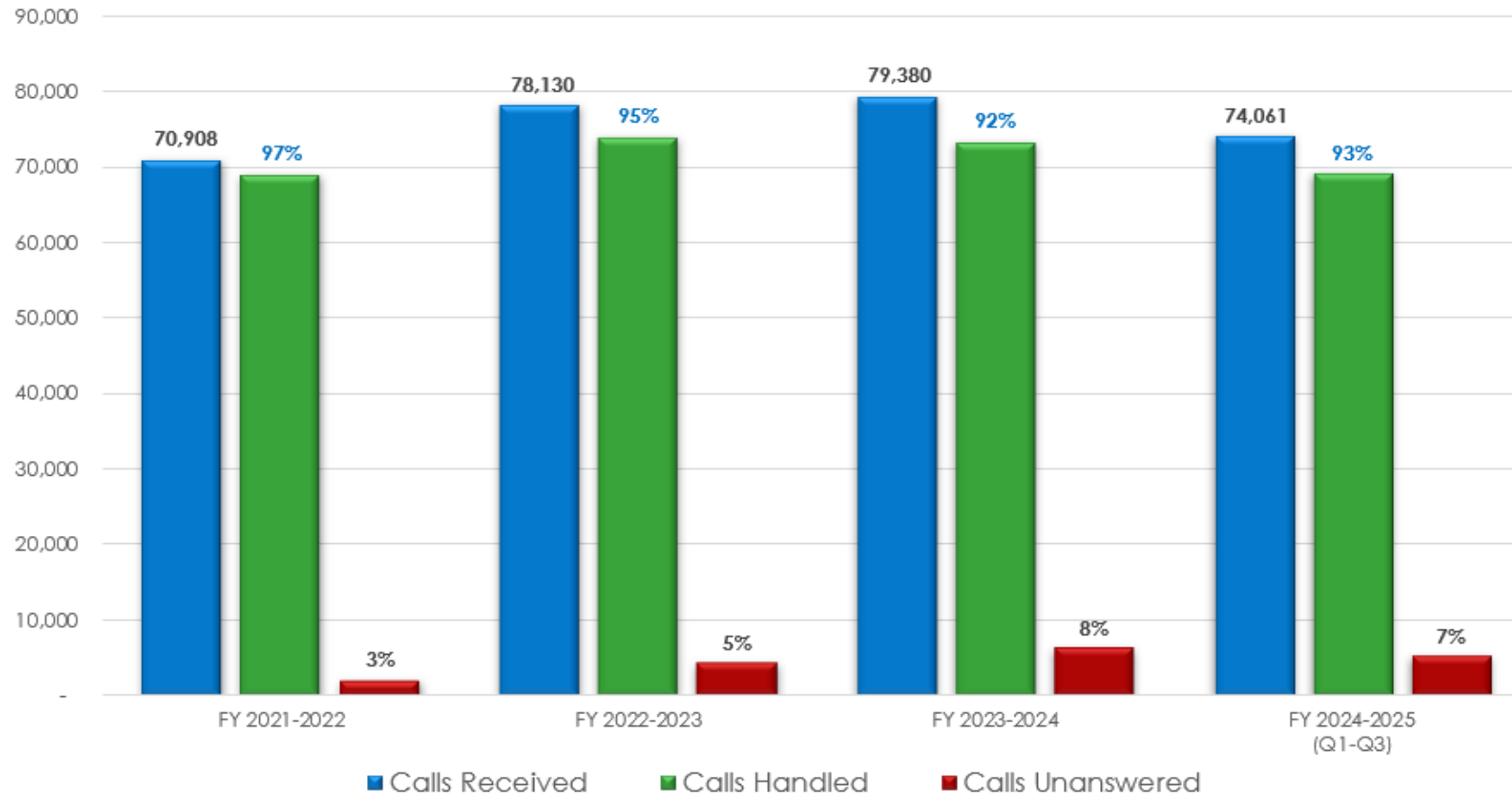
- Call Performance
- Web Response
- Walk In Transactions
- Customer Contacts Comparison

## CUSTOMER ASSISTANCE

- Payment Arrangements
- Low Income Home Energy Assistance Program (LIHEAP)



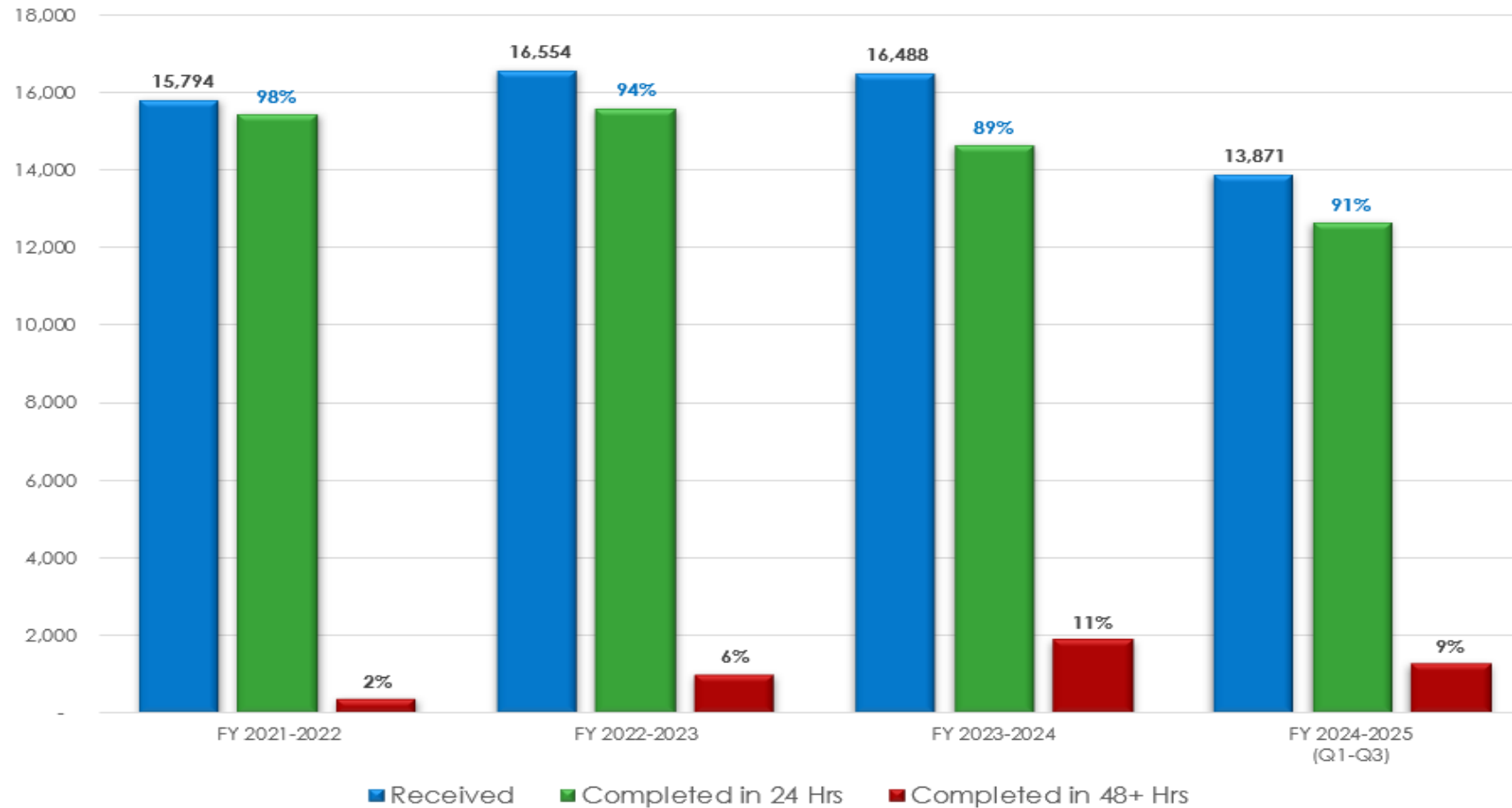
# CALL PERFORMANCE



- The answered goal is 95% of calls offered
- The unanswered goal is 5% or less
- There was a 19% increase in calls from the same period last year



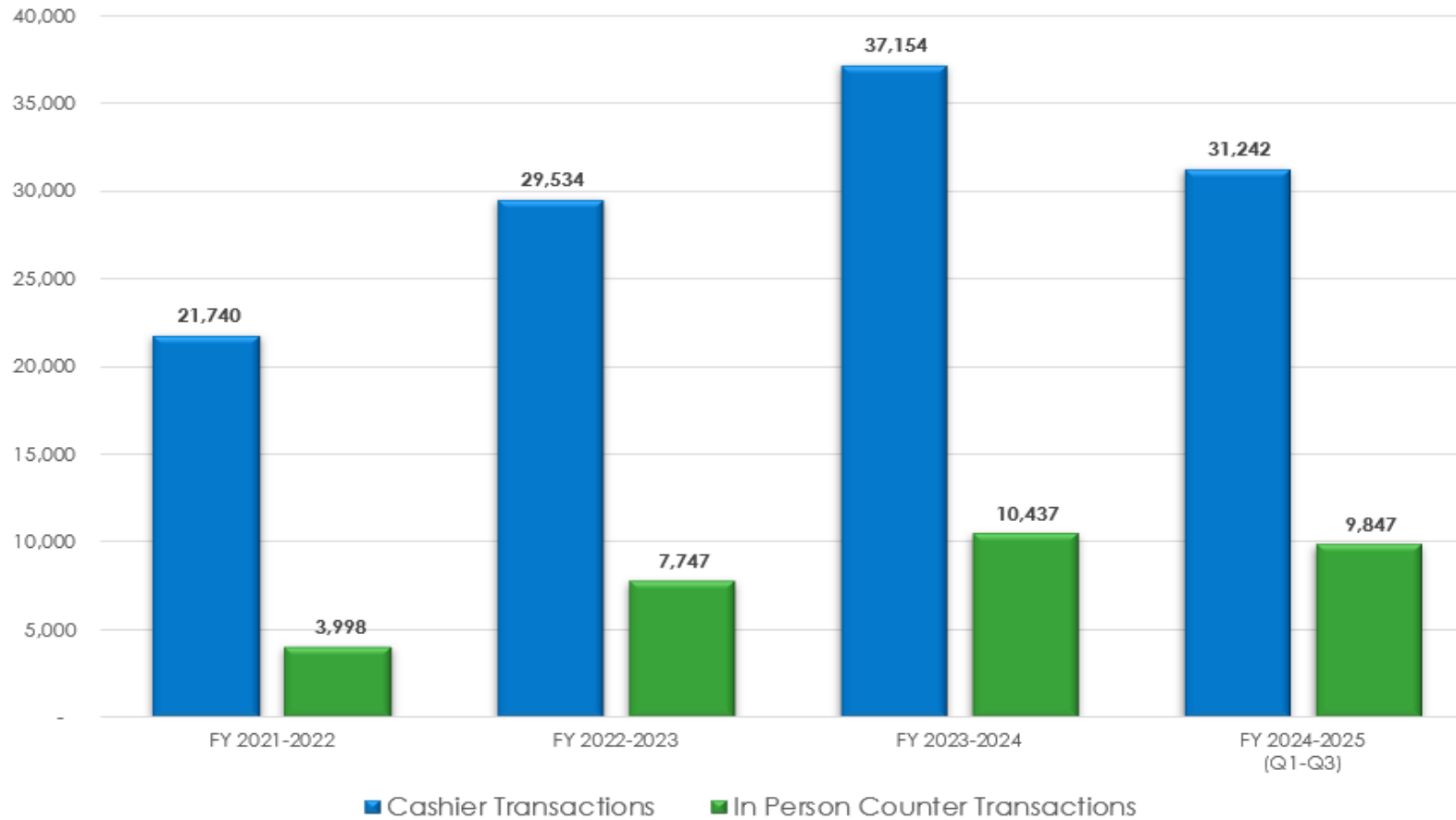
# ONLINE RESPONSES



- 91% of the contacts were handled within 24 hours
- There was an 11% increase in contacts from the same period last year
- Web contacts are given same priority as telephone contacts

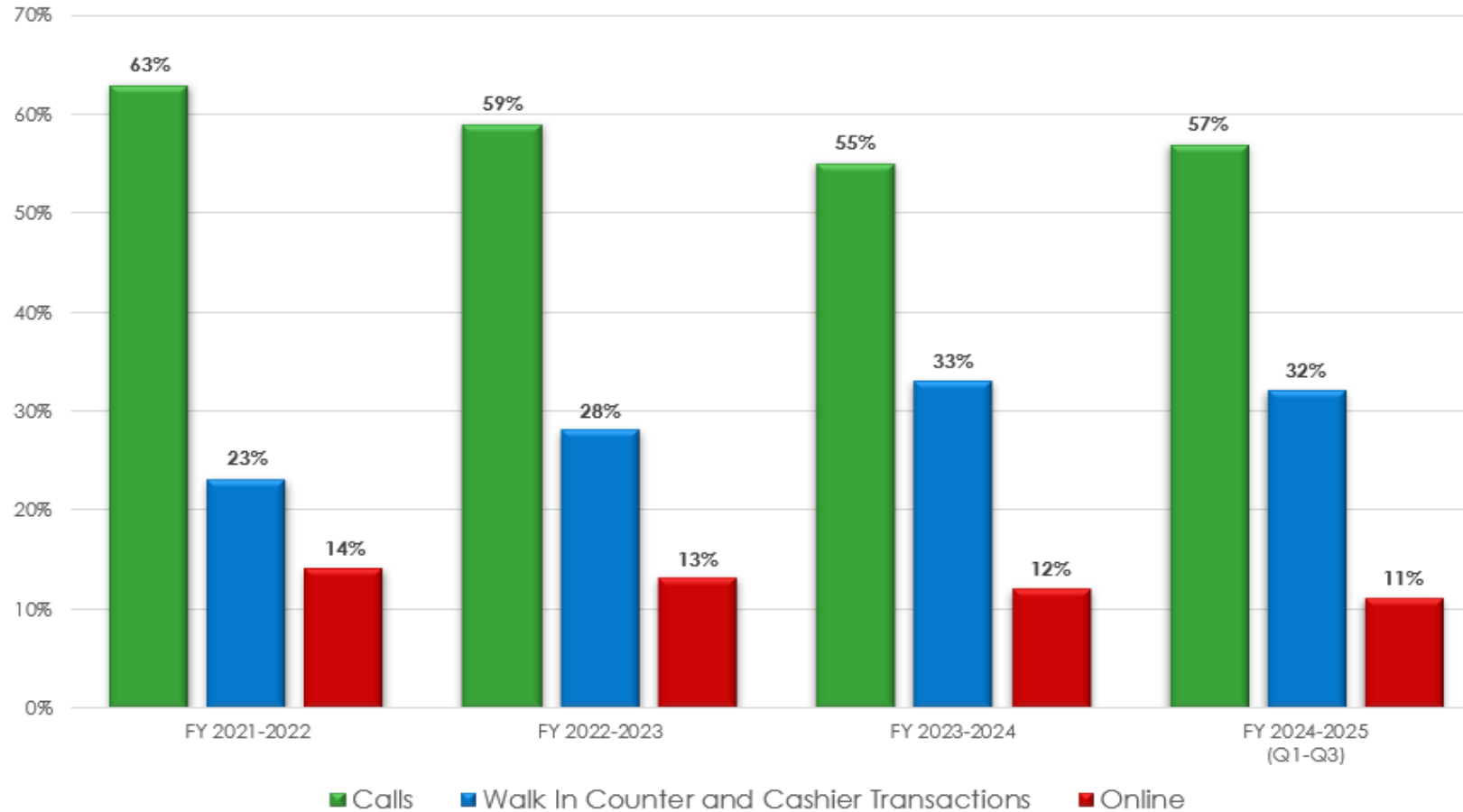


# WALK IN TRANSACTIONS



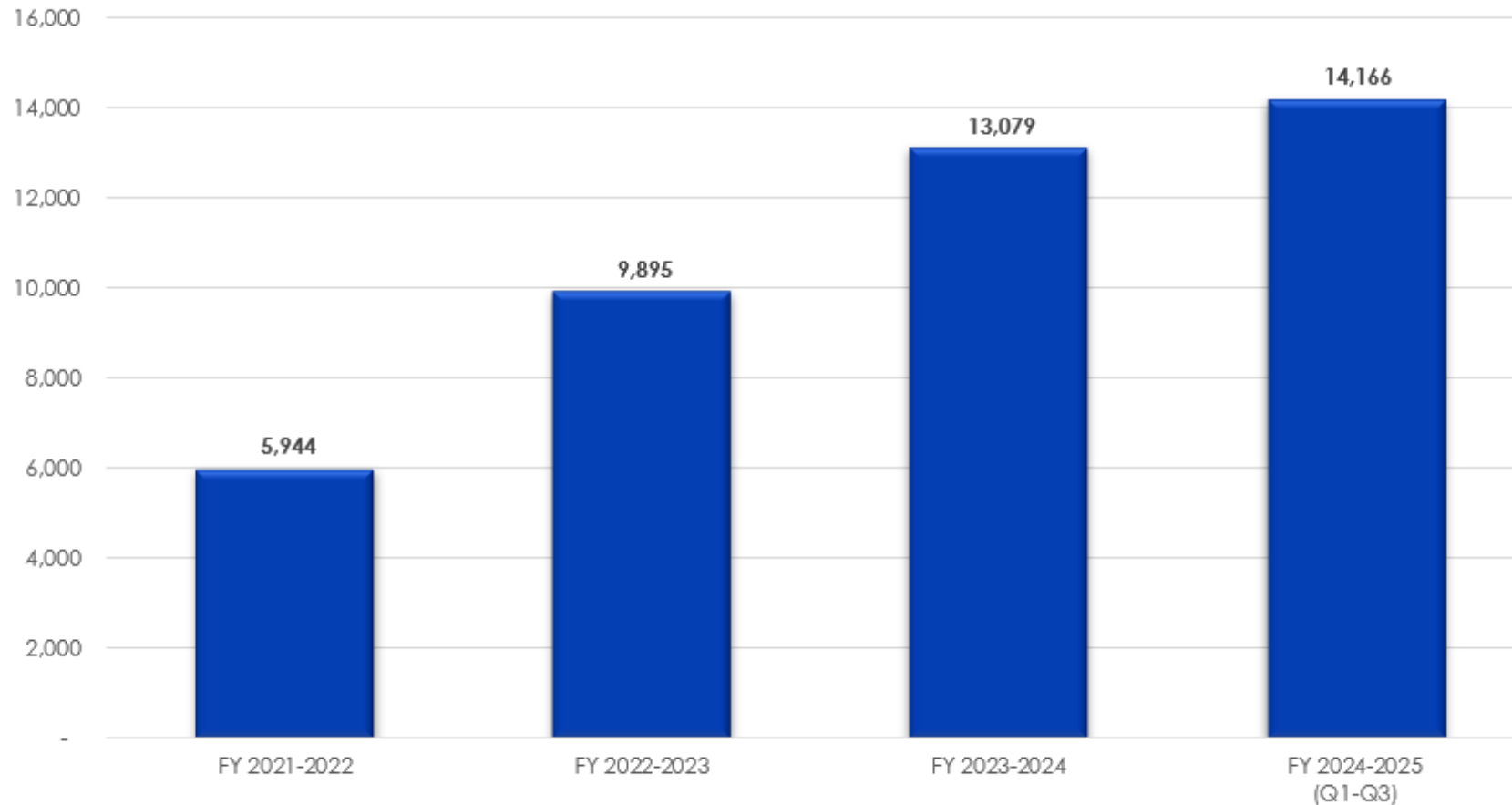
- 76% of our walk in traffic was for payments
- The remaining 24% was for account related issues such as billing inquiries, new service, public benefit program inquiries, etc.
- There was a 15% increase in contacts from the same time-period last year

# CUSTOMER CONTACTS COMPARISON



- Most popular form of communication is via the telephone
- Followed by walking into the office
- Lastly online communication

# PAYMENT ARRANGEMENTS GRANTED

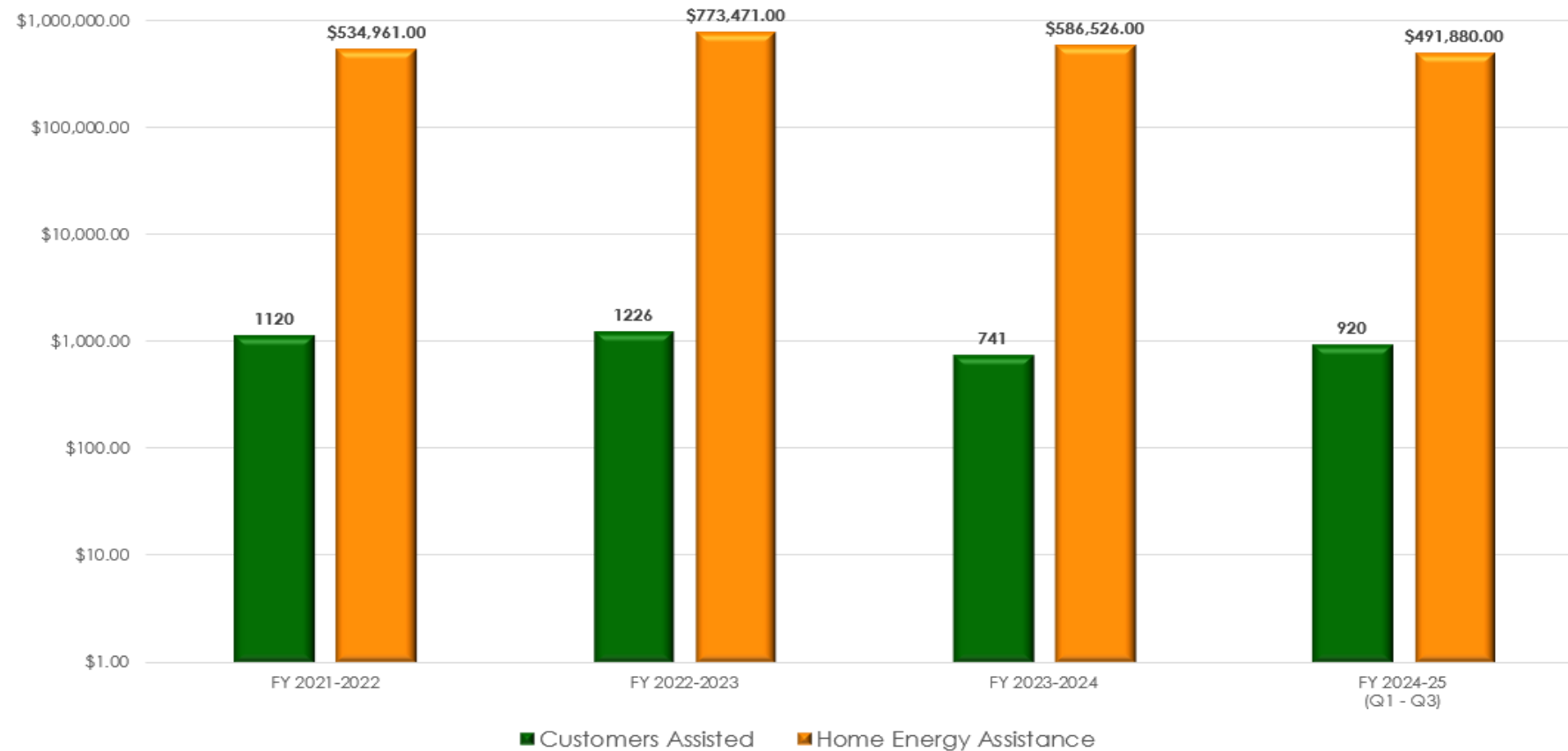


- Option available to all GWP customers needing additional time to pay their bills
- Requests can be made online (MYGWP or GWP website), email, over the phone through our automated system, or contacting Customer Service directly





# LIHEAP ASSISTANCE



- The “Low Income Home Energy Assistance Program” is state funded for providing help to customers experiencing financial hardship
- Also beneficial to GWP for recovering arrears
- Customers can call LIHEAP at (213) 989-3177







**#MyGlendale**

