

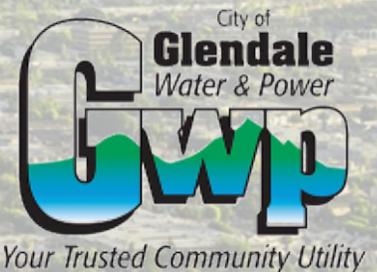


CUSTOMER SERVICE UPDATE

Glendale Water & Power Commission

April 7, 2025

Crystal Onate, Customer Service Operations Supervisor



PRESENTATION OVERVIEW

CUSTOMER CONTACT STATISTICS

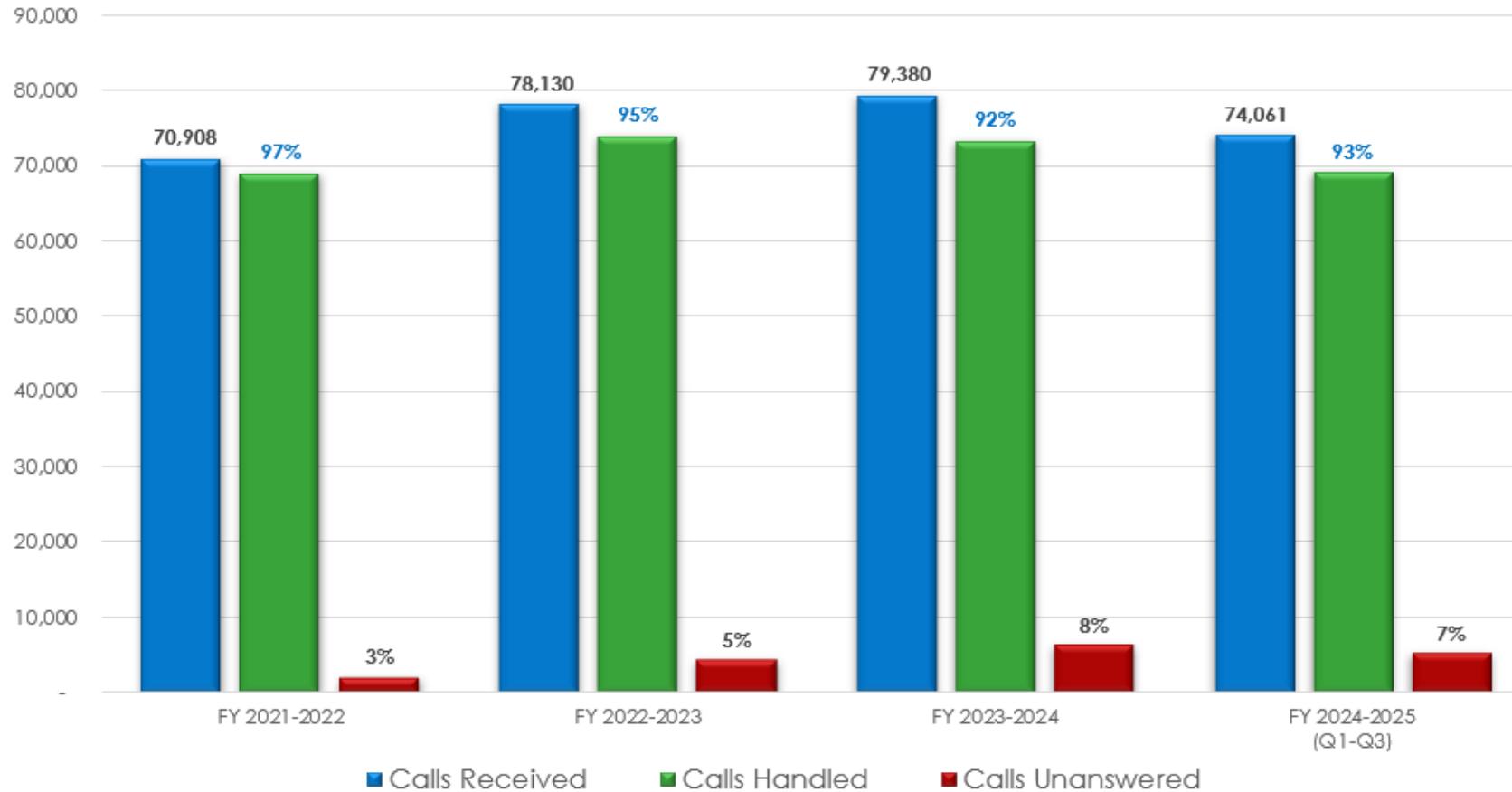
- Call Performance
- Web Response
- Walk In Transactions
- Customer Contacts Comparison

CUSTOMER ASSISTANCE

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



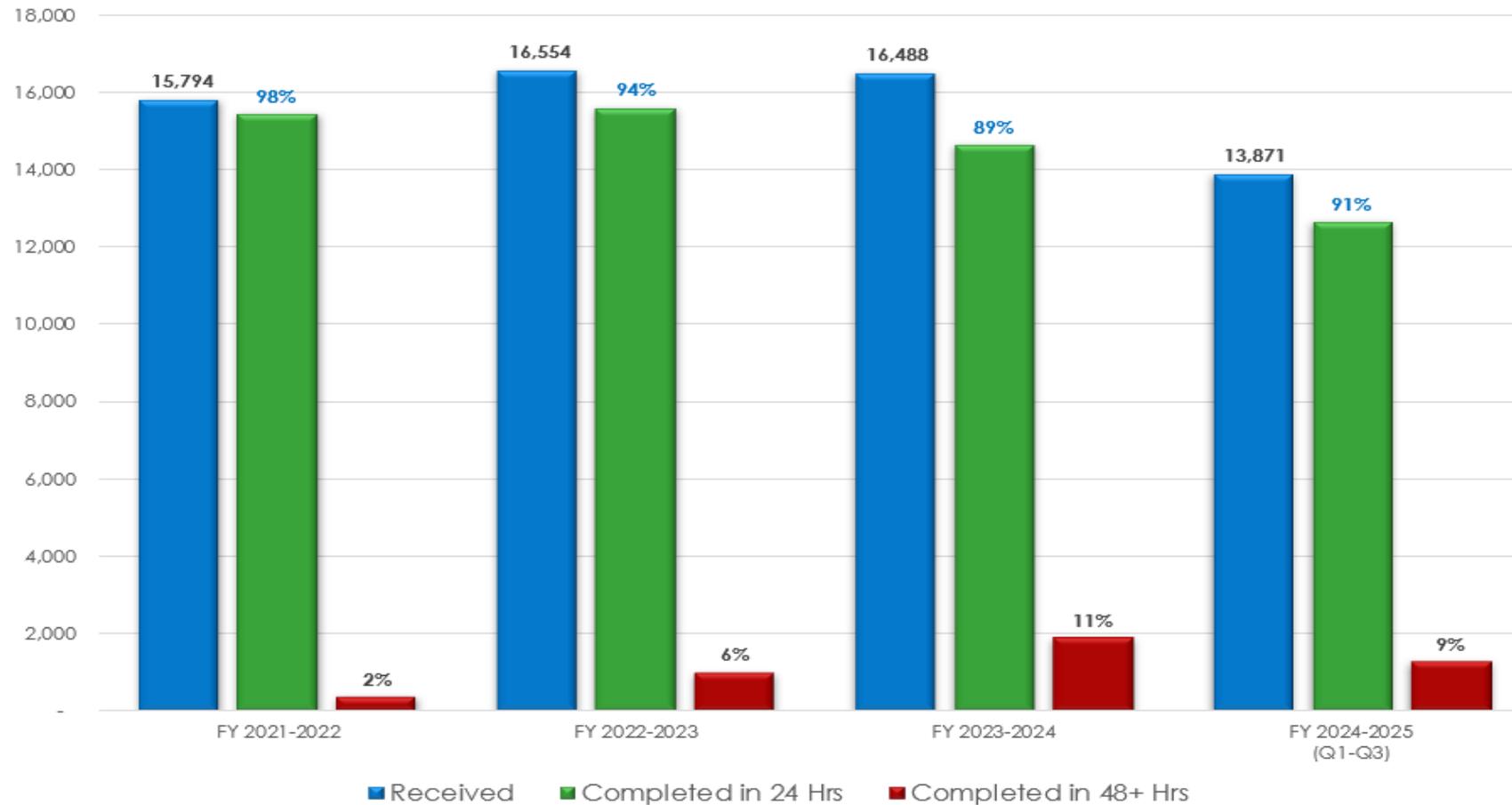
CALL PERFORMANCE



- 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



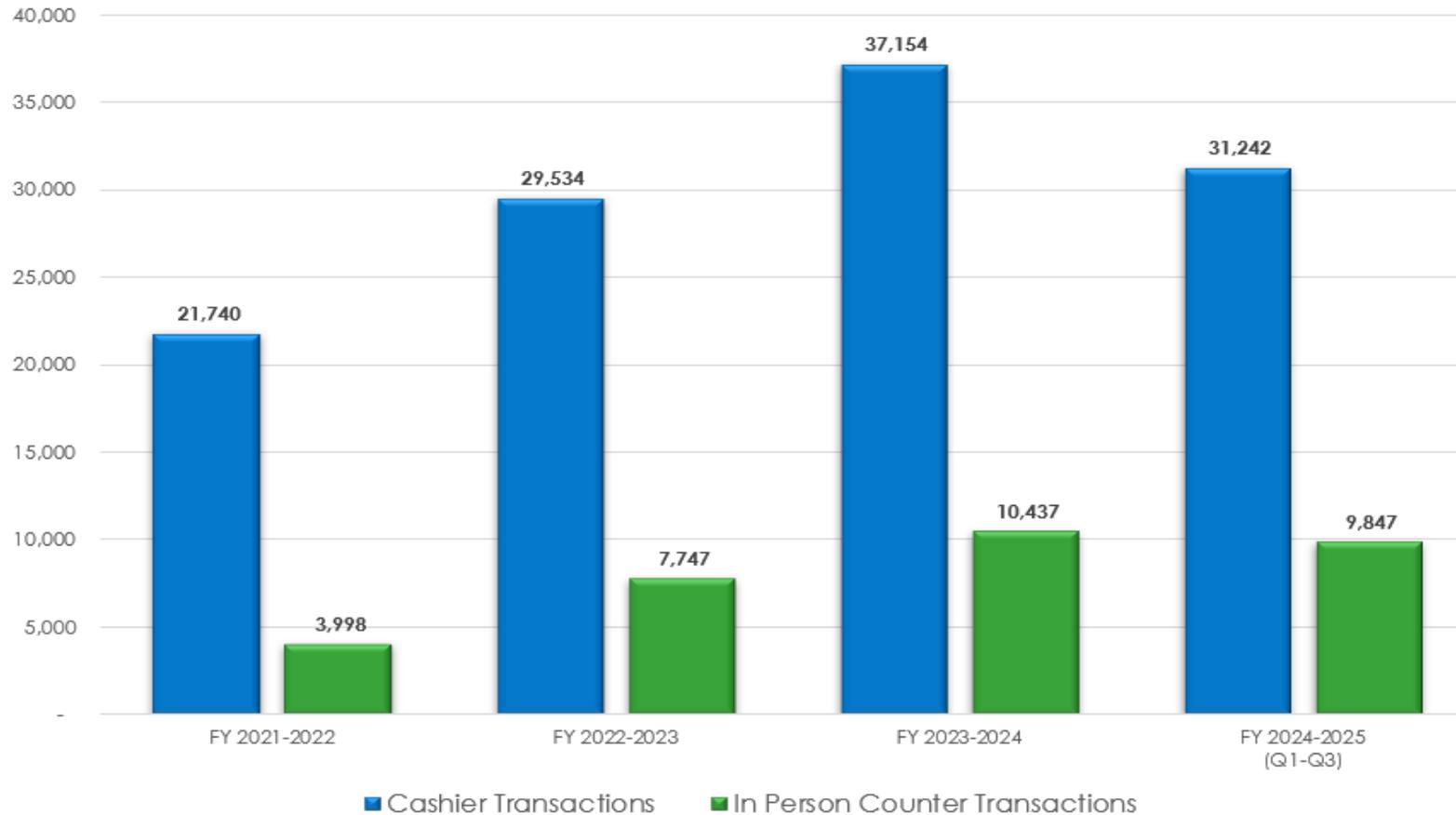
ONLINE RESPONSES



- 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



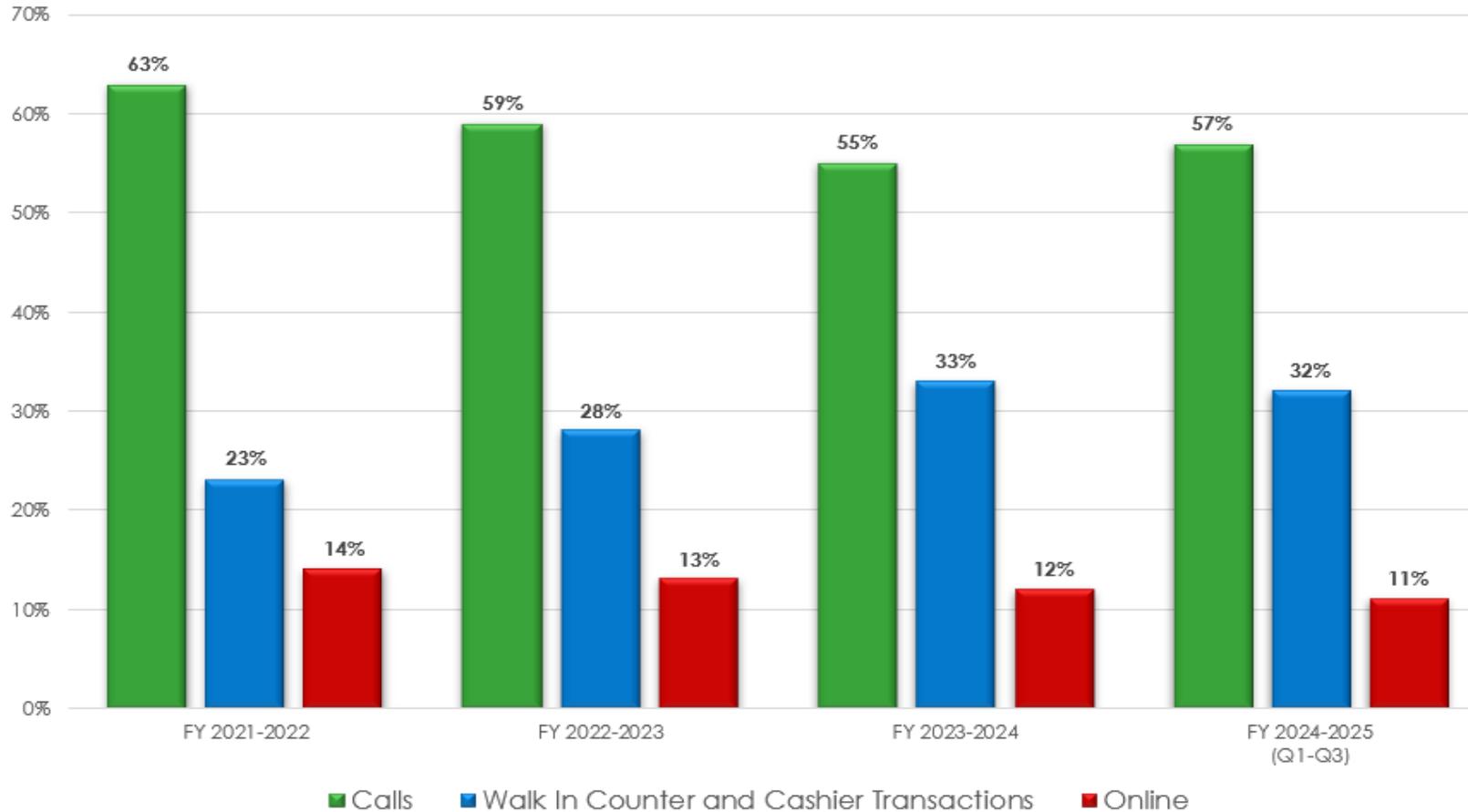
WALK IN TRANSACTIONS



- 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



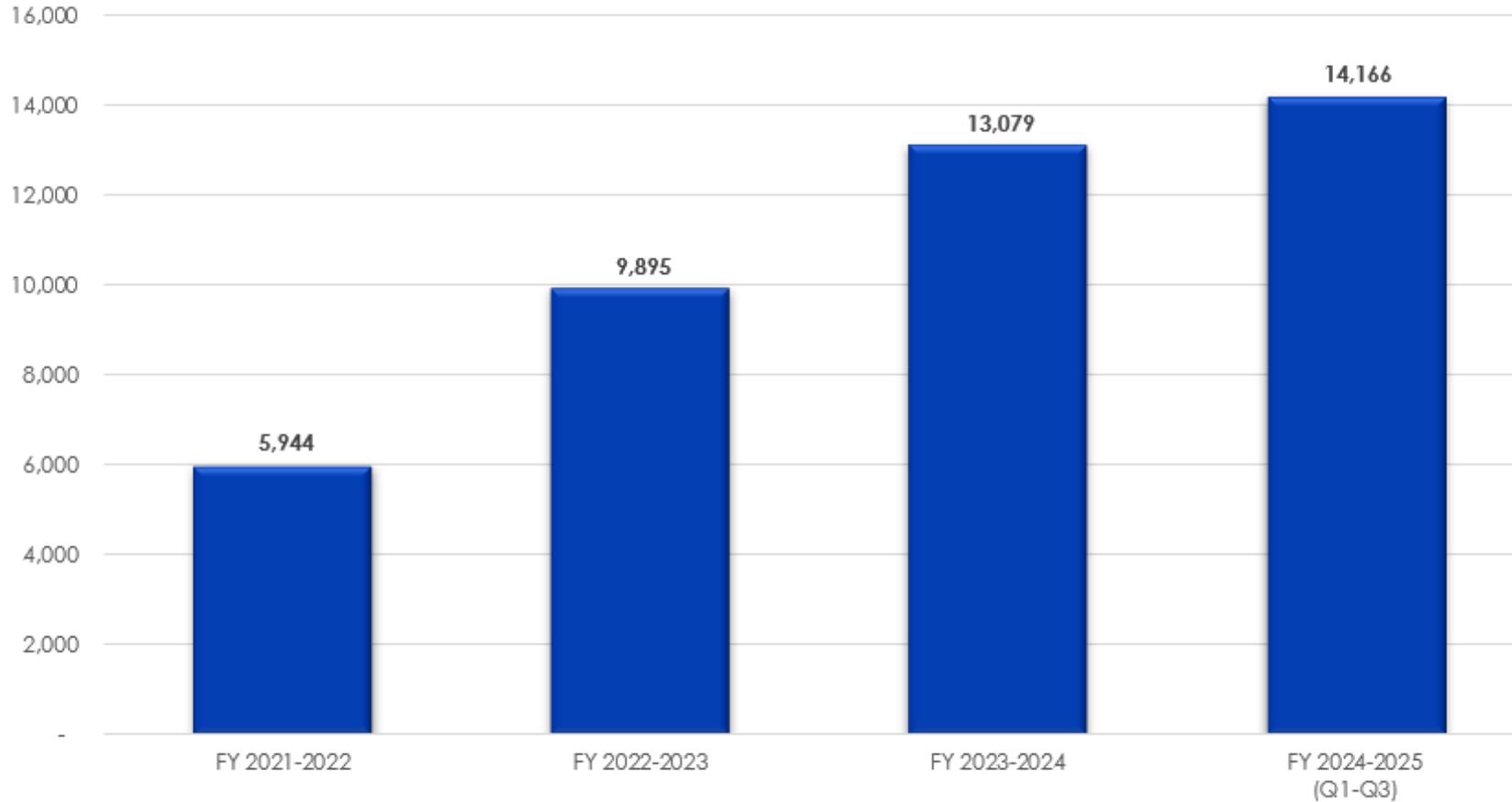
CUSTOMER CONTACTS COMPARISON



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



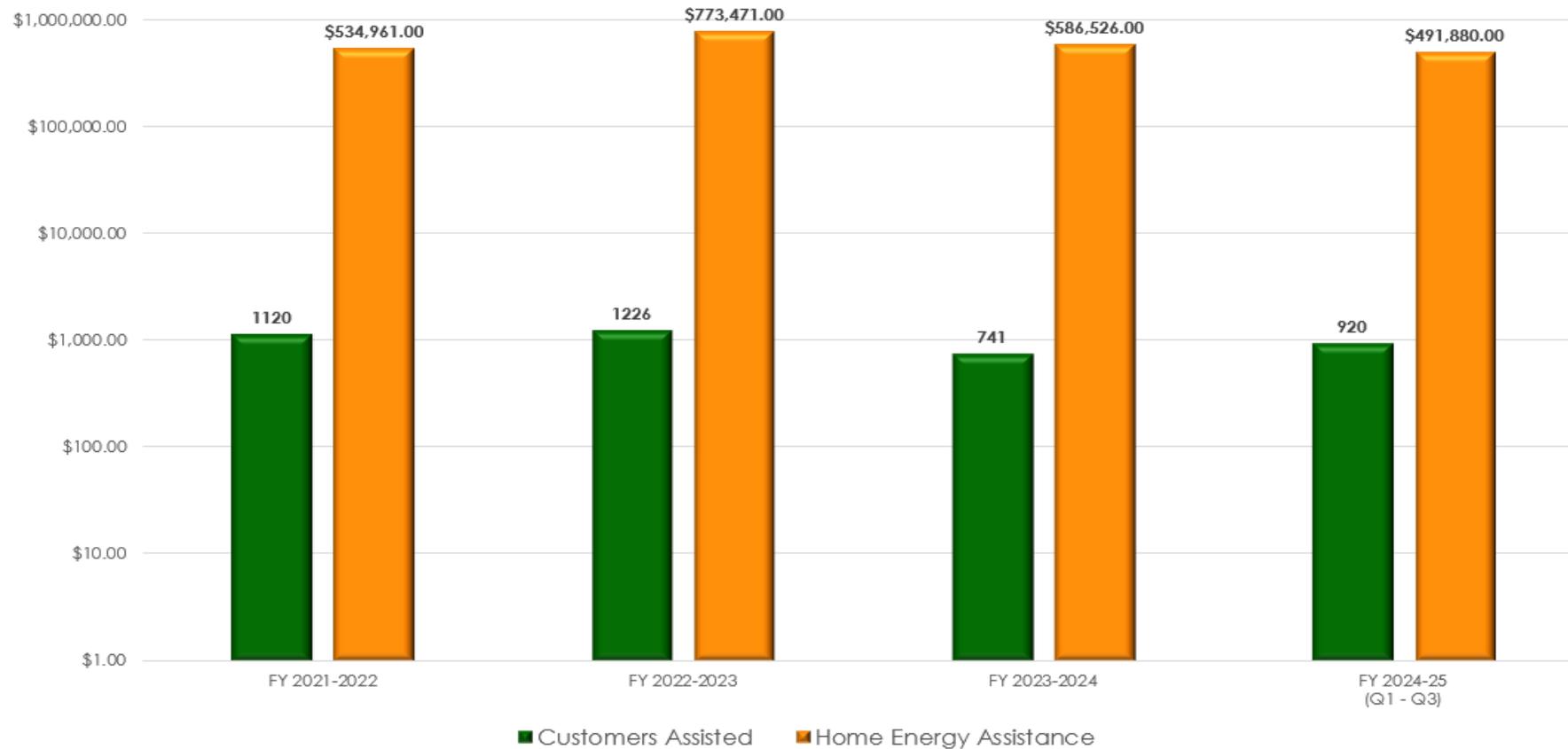
PAYMENT ARRANGEMENTS GRANTED



- 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

