

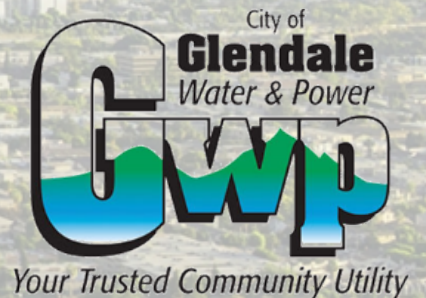


# CUSTOMER SERVICE UPDATE

## Glendale Water & Power Commission

June 5, 2023

Crystal Onate, Customer Service Utility Supervisor  
City of Glendale Water & Power



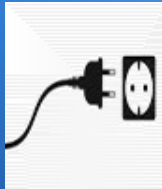
# PRESENTATION OVERVIEW



Recap of  
Financial  
Funding Post  
Covid-19



Other Financial  
Assistance  
Programs



Resume Late  
Fees &  
Disconnections



Customer  
Service  
Statistics



Utility Bill  
Overview

# FINANCIAL ASSISTANCE PROGRAMS (COVID-19) STATE FUNDED



**PROGRAMS ASSISTED ELECTRIC AND WATER CUSTOMERS  
DURING THE COVID-19 PANDEMIC**

## **ELECTRIC CUSTOMERS - CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)**

- Program had 2 phases
- The first phase covered arrearages between 3/4/20 – 6/15/21
- The second phase covered arrearages between 6/16/21 – 12/31/21
- 9,138 customers received credits
- \$6,519,358.22 in total was credited to accounts in arrears

# FINANCIAL ASSISTANCE PROGRAMS (COVID-19)- STATE FUNDED CONT'D

## **WATER CUSTOMERS - CALIFORNIA WATER & WASTEWATER ARREARAGE PAYMENT PROGRAM (CWWAPP)**

- Covered arrearages between 3/4/20 – 6/15/21
- 6,967 customers received credits
- \$1,259,476.15 in total were credited to accounts (Water = \$785,584.06 & Wastewater = \$473,892.09)

## **WATER CUSTOMERS –LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAPP)**

- New program to assist residential Water & Wastewater customers
- Minimal customer participation (\$17,775.86 in credits received to date)
- Program ends 8/31/2023

## **ELECTRIC & WATER - CALIFORNIA RENT RELIEF PROGRAM (CARR)**

- Effective Date 4/1/2020 – 3/31/2022
- 1,132 customers received assistance
- \$994,023.74 total credits received for accounts in arrears
- Continued to provide funding until funds depleted





# FINANCIAL ASSISTANCE PROGRAMS (COVID-19)- GWP FUNDED

## **BACK ON TRACK WAS OFFERED BY GWP FROM 7/2021 – 8/31/2021**

- Electric residential and commercial customers
- 540 customers assisted
- \$491,492.25 total credits applied to accounts in arrears
- Program allowed extended payment arrangements for up to 12 months for commercial accounts and 6 bi-monthly payments for residential accounts



# OTHER FINANCIAL ASSISTANCE PROGRAMS



## **LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

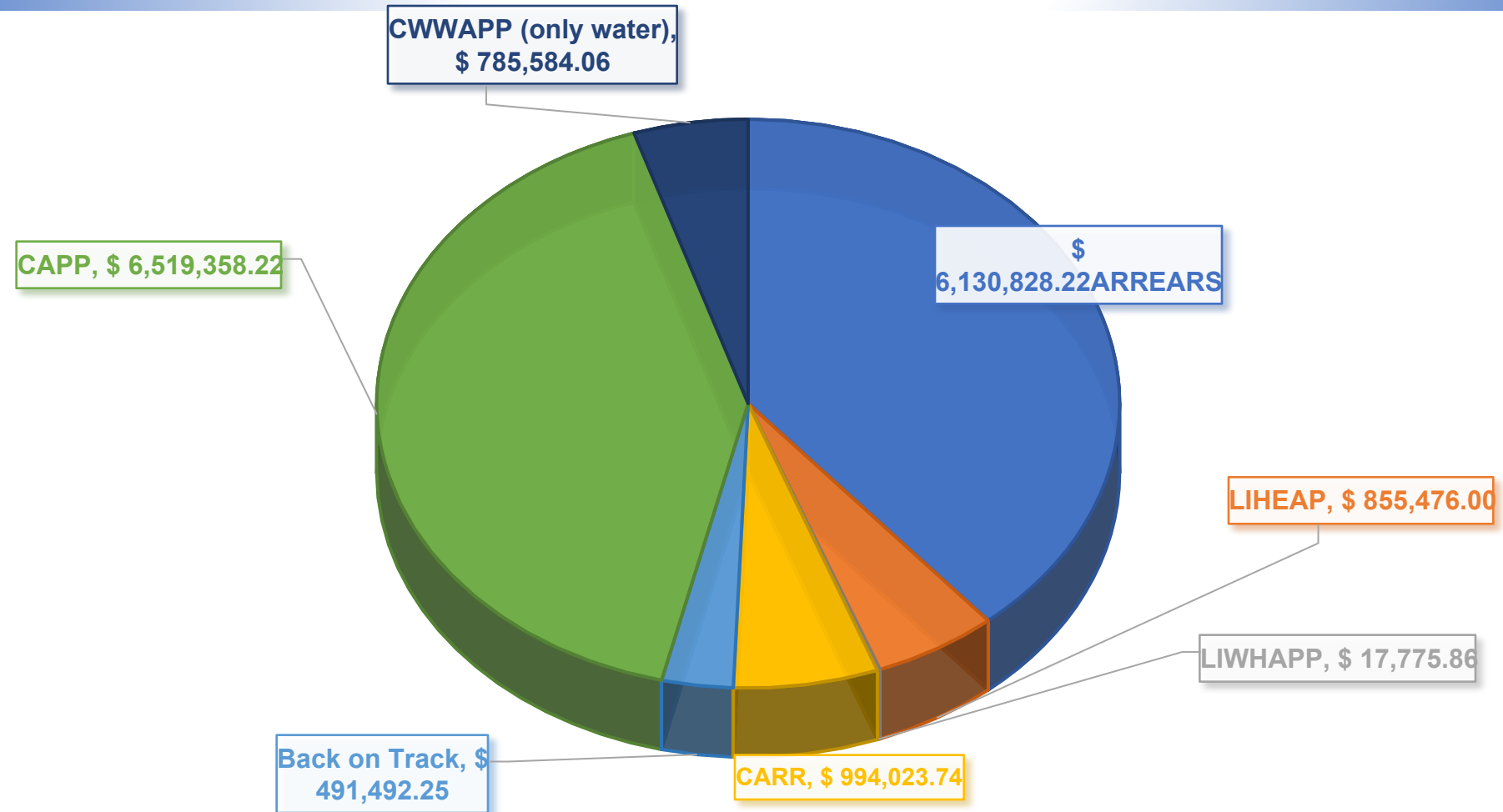
### **3/2020 – 12/2021 (AMOUNTS CAPTURED DURING COVID-19 QUALIFYING PERIOD)**

- 2170 customers received assistance
- \$855,476.00 in total credits received for accounts in arrears

### **1/2022 – 3/2023 (ADDITIONAL ASSISTANCE RECEIVED AFTER STATE FUNDED COVID-19 QUALIFYING DATES)**

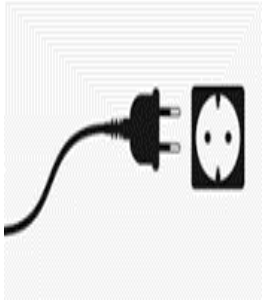
- 1407 customers received assistance
- \$758,936.00 in total additional credits received
- Continues to offer financial assistance to low-income electric customers

# IMPACT OF ASSISTANCE PROGRAMS ON ARREARS

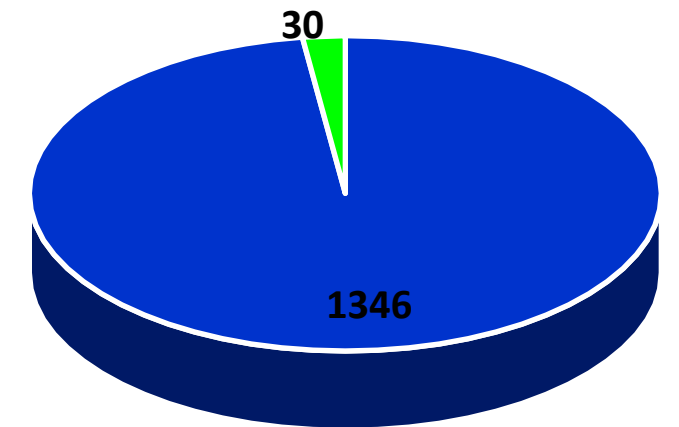


- Arrearage from 3/2020 to 2/2022 = \$15,794,538.35 (before state funding was credited to accounts)

# DISCONNECTION FOR NON-PAYMENT & LATE FEES RESUMED



- Late Fees – Started back 12/1/22
- Disconnections - Started back 1/9/2023
- 1,346 accounts were disconnected (through 3/31/2023)
- 98% of customers paid or granted payment arrangements within 24 hours of disconnection
- Process allowed for collecting on delinquent accounts
- Continues to offer payment arrangements as needed
- Refer to financial assistance programs as needed



- Total Accounts Disconnected for Non-Payment
- Total account remaining unpaid within 24 hours

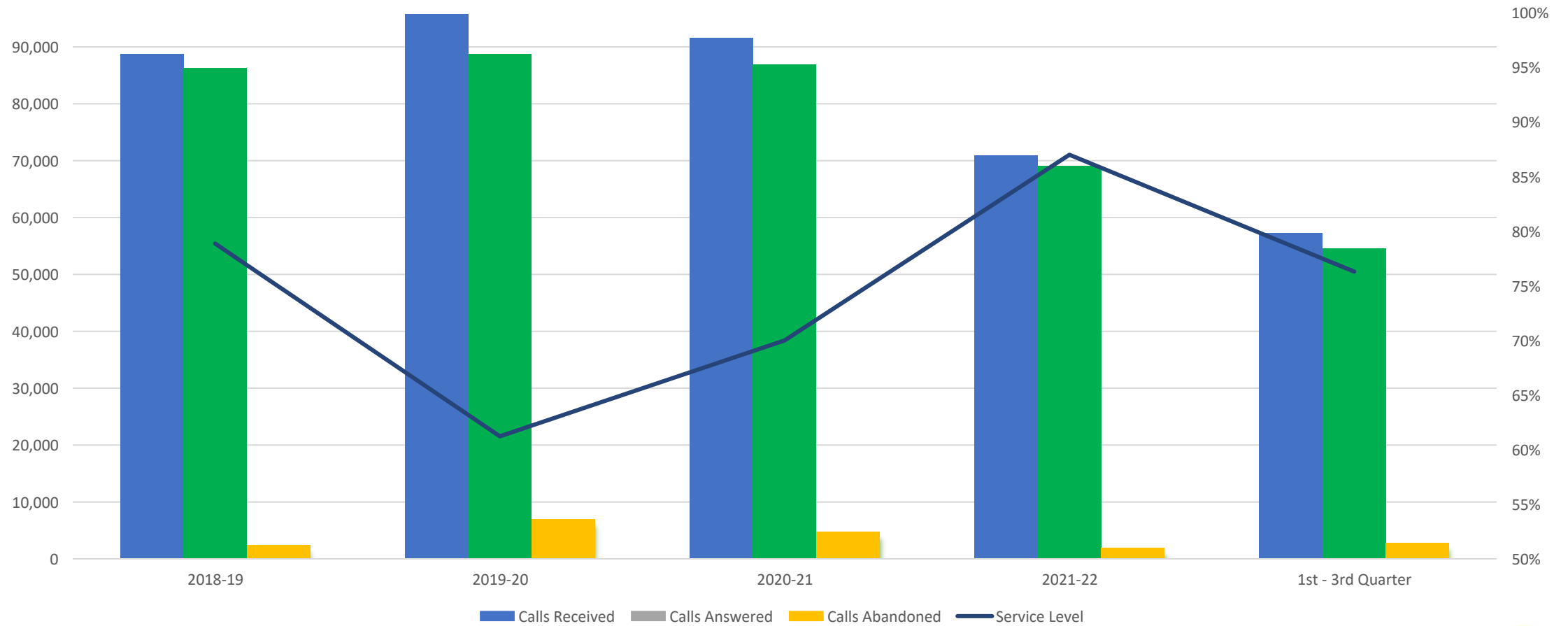


# CUSTOMER SERVICE STATISTICS

METRIC	TARGET	2018-19	2019-20	2020-21	2021-22	2022-23 Q 1-3 Total
Calls Received	n/a	88,656	95,681	91,593	70,908	57,238
Calls Answered	Answer 95% of calls offered	86,287	88,745	86,850	69,000	54,488
Service Level	70% in 30 Seconds	79%	61%	70%	87%	76.3%
Average Talk Time	3:30 min. or Less	4:02	3:49	4:16	4:02	4:02
Average Queue Time	1:00 min. or Less	0:00:36	0:01:29	0:55	0:22	0:50
Walk in Customer Assistance	n/a	72,088	56,997	12,176	25,738	28,718
Web Inquires Received	n/a	7,117	12,876	16,513	15,794	12,306
Web Response in 48 Hours	80% within 48 hours	89%	93%	99%	99%	73%
Write-Off to Revenue	≤ 0.2%	0.15%	0.08%	0.20%	0.81%	0.27%

# CUSTOMER SERVICE STATISTICS-TELEPHONES

## CALL PERFORMANCE



# ELECTRIC AGING

(In Millions)

2022-23 Electric	0-30	31- 60	61-90	91+	Total	0-30	31-60	61-90	91+
JULY	\$11.51	\$.87	\$.62	\$3.5	\$16.51	70%	5%	4%	21%
AUGUST	\$13.02	\$.95	\$.53	\$3.52	\$18.02	72%	5%	3%	20%
SEPTEMBER	\$16.08	\$1.3	\$.67	\$3.61	\$21.65	74%	6%	3%	17%
OCTOBER	\$17.26	\$1.8	\$.95	\$3.98	\$23.99	72%	7%	4%	17%
NOVEMBER	\$12.89	\$1.91	\$1.12	\$4.46	\$20.38	63%	9%	5%	22%
DECEMBER	\$11.06	\$1.48	\$1.08	\$3.32	\$16.94	65%	9%	6%	20%
JANUARY	\$9.71	\$.73	\$.91	\$3.29	\$14.63	66%	5%	6%	22%
FEBRUARY	\$9.59	\$.68	\$.57	\$3.18	\$14.02	68%	5%	4%	23%
MARCH	\$9.41	\$.73	\$.44	\$2.68	\$13.26	71%	5%	3%	20%

- Most revenue received within 30 days

# WATER AGING

(In Millions)

2022-23 Water	0-30	31- 60	61-90	91+	Total	0-30	31-60	61-90	91+
JULY	\$3.19	\$.23	\$.12	\$.55	\$4.08	78%	6%	3%	13%
AUGUST	\$2.74	\$.17	\$.13	\$.59	\$3.63	75%	5%	4%	16%
SEPTEMBER	\$3.16	\$.25	\$.11	\$.63	\$4.16	76%	6%	3%	15%
OCTOBER	\$3.02	\$.21	\$.17	\$.7	\$4.11	73%	5%	4%	17%
NOVEMBER	\$3.07	\$.27	\$.15	\$.77	\$4.26	72%	6%	3%	18%
DECEMBER	\$2.77	\$.19	\$.15	\$.76	\$3.87	72%	5%	4%	20%
JANUARY	\$2.63	\$.14	\$.11	\$.71	\$3.59	73%	4%	3%	20%
FEBRUARY	\$2.14	\$.12	\$.09	\$.67	\$3.03	71%	4%	3%	22%
MARCH	\$2.3	\$.13	\$.07	\$.58	\$3.08	75%	4%	2%	19%

- Most revenue received within 30 days

# UTILITY BILL OVERVIEW

- RESIDENTIAL – BILLED BIMONTHLY

- Components:

## ACCOUNT SUMMARY

- Previous Balance
- Last Payment (before new bill)

## BALANCE FORWARD

- Current Charges
- Electric Total
- Service By Other City Departments Total
- Taxes Total
- Subtotal
- TOTAL CURRENT CHARGES DUE BY

## TOTAL BALANCE DUE

**glendale**  
california  
City of Glendale Water & Power 141 North Glendale Ave., Level 2 Glendale, CA 91206  
Customer Service (855) 550-4497 Phone Payment (855) 798-1539 Fax (818) 240-9418  
[www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)

**MUNICIPAL BILL**  
NAME: JOHN DOE  
SERVICE ADDRESS: 719 E ACACIA AVE 900  
ACCOUNT NUMBER: 10387459-00  
BILL DATE: 5/10/2023  
BILL PERIOD: 1/29/2023 to 3/30/2023  
DUE DATE: 5/30/2023

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9000000079 00.0000.0028 25/1

JOHN DOE  
719 E ACACIA AVE 900  
GLENDALE CA 91205-3052

**ACCOUNT SUMMARY**  
PAYMENT SUMMARY  
PREVIOUS BALANCE 148.19  
PAYMENT SINCE 02-09-2023 -148.19  
**BALANCE FORWARD \$0.00**

**CURRENT CHARGES**  
Electric Total 132.07  
Service By Other City Departments Total 10.08  
Taxes Total 9.41  
SUBTOTAL \$151.56  
TOTAL CURRENT CHARGES DUE BY 5/30/2023 151.56  
**TOTAL BALANCE DUE \$ 151.56**

Explore GWP's Energy & Water Efficiency Marketplace! Shop for discounted energy and water efficient products for your home such as, LEDs, smart thermostats, water-saving fixtures, and more. Visit [GWPmarketplace.com](http://GWPmarketplace.com).

**PAYMENT OPTIONS**  
Payments may be made in person, placed in the payment drop boxes at our facility, automatically withdrawn from your bank account or you can pay by cash at any 7-Eleven Store. GWP accepts DISCOVER, MasterCard and VISA by phone (855) 798-1539 and via our website at [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)

Page 1 of 4

**RETURN THIS PORTION WITH YOUR PAYMENT**

PAY BY:  
Internet: [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)  
Phone: (855) 798-1539  
Walk-in: 141 North Glendale Avenue, Level 2  
Monday thru Thursday 8:30 AM to 5:00 PM  
Fridays 8:30 AM to 4:30 PM

DUE DATE: 5/30/2023  
TOTAL DUE: \$151.56  
PAYMENT AMOUNT: \$

Please Write Your Account Number On Your Check.  
Do Not Attach Or Staple Anything To Your Stub.

**PLEASE MAKE YOUR CHECK PAYABLE TO:**  
CITY OF GLENDALE  
P.O. BOX 29099  
GLENDALE CA 91209-9099

110387459167000000151560



# UTILITY BILL OVERVIEW CONT'D

## ACCOUNT DETAILS

- Meter Reads

## ELECTRIC SERVICE

- Customer Charge
- Energy Charge
- Energy Cost Adjustment Charge
- Electric Regulatory Adjustment Charge
- Electric Revenue Decoupling Charge
- Public Benefits Charge
- Electric Total

## SERVICE BY OTHER CITY DEPARTMENTS

- Hazardous Waste
- Sewer Operating Costs
- Service By Other City Departments Total



### MUNICIPAL BILL

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DUE DATE: 5/30/2023

### ACCOUNT DETAILS

Service	Meter No.	Rate	METER READS				Usage
			Prior	Current	Days	Multiplier	
ELECTRIC	0000233774	L1A	053586	054153	60	1	567 kWh

### ELECTRIC SERVICE

Customer Charge	34.20
Energy Charge	78.30
Energy Cost Adjustment Charge	8.51
Electric Regulatory Adjustment Charge	0.06
Electric Revenue Decoupling Charge	6.41
Public Benefits Charge (3.6% of the Electric Total)	4.59
<b>Electric Total</b>	<b>\$132.07</b>

### SERVICE BY OTHER CITY DEPARTMENTS

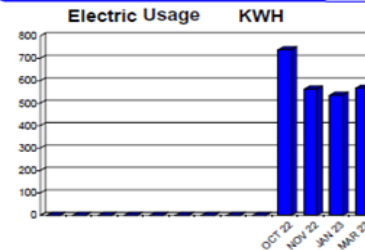
Hazardous Waste (818) 548-4030	1.10
Sewer Operating Costs (818) 548-3950	8.98
<b>Service By Other City Departments Total</b>	<b>\$10.08</b>

### TAXES

City Utility Users Tax (7% of the electric and water totals)	9.24
State Electrical Energy Surcharge (\$0.0003 per kWh)	0.17
<b>Taxes Total</b>	<b>\$9.41</b>

### TOTAL CURRENT CHARGES

**\$151.56**



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# UTILITY BILL OVERVIEW CONT'D

## TAXES

- City Utility Users Tax
- State Electrical Energy Surcharge
- Taxes Total

## TOTAL CURRENT CHARGES

Electric Usage KWH (graph)



### MUNICIPAL BILL

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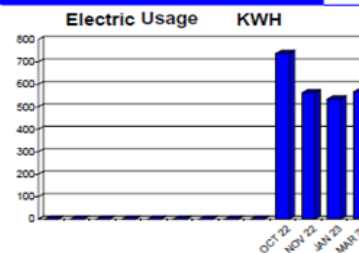
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### TOTAL CURRENT CHARGES

**\$151.56**



# UTILITY BILL OVERVIEW CONT'D

- Term Definitions
- Rates
- Payment options (Paying Your Bill)
- Account Responsibility
- Past Due/Delinquent Bills
- What to do if you disagree with your bill
- Water or electric emergencies – After hours
- 7-Eleven Cash Only Payment Instructions

TERM DEFINITIONS	
<b>Customer Charge (Electric):</b>	Costs of metering support, customer service and maintaining customers' accounts, applied on a per-meter basis.
<b>Energy Charge:</b>	Charge for energy consumption, applied on a kilowatt-hour basis.
<b>Energy Cost Adjustment Charge:</b>	Charge or credit to adjust for the variation from projected costs of fuel and purchased power, applied to kilowatt-hour sales.
<b>Regulatory Adjustment Charge:</b>	Charge or credit to adjust for the variance from projected regulatory compliance costs, applied to kilowatt-hour sales.
<b>Revenue Decoupling Charge:</b>	Charge or credit to adjust for the difference between actual and projected sales volumes, applied to kilowatt-hour sales.
<b>Public Benefit Charge:</b>	Charge to fund state-mandated programs benefiting the Glendale community. Charge is based upon electrical total.
<b>Demand Charge:</b>	Charge based upon a customer's highest peak demand in kilowatts over a twelve-month period.
<b>Reactive Power Charge:</b>	Charge applied per KVAR per day, to cover the impact of reactive power on the electric system.
<b>KWH:</b>	Unit of measure, kilowatt-hour or 1,000 watt-hours.
<b>KVAR:</b>	Unit of measure, kilovolt-ampere, reactive or 1,000 var-hours.
<b>KWH Multiplier:</b>	Difference between meter reads multiplied by the number indicated to calculate actual consumption.
<b>Customer Charge (Water):</b>	Cost of metering support, customer service, and maintaining customer's account. Charge is applied on a per-meter or fire line basis, based on size of meter or fire line.
<b>Water Variable Charge:</b>	Charge for the water quantity used, and supports the cost of providing water service and a portion of feed cost allocated to volumetric cost recovery.
<b>Water Adjustment Charge:</b>	Cost of energy to pump water and adjustments for purchased water.
<b>Drought Charge:</b>	In effect during the various phases of mandatory water conservation. Charges associated with the required revenue and costs to continue to operate and maintain the City's water system.
<b>HCF:</b>	Unit of measure, hundred (100) cubic feet, which equals 7.48 gallons.
<b>City Utility User Tax:</b>	City imposed fee based on total electric and water charges.
<b>State Energy Surcharge:</b>	Surcharge charge by the State of California based upon electric usage.
<b>Rubbish:</b>	Both tenants and owners may be charged a flat monthly fee for rubbish removal. (111) 540-2110.
<b>Hazardous Waste:</b>	Cost of collection, recycling, treatment and disposal of hazardous and commercial hazardous waste products. (111) 540-4030.
<b>Industrial Waste:</b>	Inspection and sampling fee in connection with industrial waste discharge to sewer. (111) 540-4030.
<b>Sewer:</b>	Includes Glendale operations and Ingleton Sewer Treatment Plant costs. (111) 540-2110.

ACCOUNT RESPONSIBILITY	
• Whenever a premise has been vacated without notifying Glendale Water & Power, Customer Service will terminate the account. The account holder remains responsible for payment of any utility usage incurred until Customer Service is notified.	
• The Department will not be liable for interruption or shortage or insufficiency of supply.	
• Whenever a premise has been vacated by a tenant and the account terminated, the owner or landlord shall be responsible for the payment of any utility usage incurred after the termination date. To avoid responsibility for these charges, please call (111) 550-4437.	
• When all your utility bills have been paid on time with no delinquencies for twelve (12) consecutive months, your deposit will be applied to your account.	
• The account holder is subject to regular costs, penalties, and possible civil or criminal prosecution resulting from tampering or damage to City property.	
• All water and electric meters are the property of the City of Glendale.	

PAST DUE/DELINQUENT BILLS	
• The bill becomes past due 10 calendar days from the billing date.	
• A late fee will be assessed on any unpaid balance 30 calendar days from the billing date.	
• Unable to pay on time? - Call (111) 550-4437 to discuss a payment extension.	
• Approved payment extensions do not exempt past due balances from late fees.	
• Failure to honor payment extension terms in whole or in part will void extension and result in termination of service without further notice.	
• Disconnection of service requires disconnection and reconnection fees and a deposit. If service is reconnected by someone other than a department representative, an illegal connection fee will apply.	
• Delinquent bills may be assigned to a collection agency for collection. A fee will be assessed for late payment, returned check, disconnection, reconnections, feed visit, or same day service.	

WHAT TO DO IF YOU DISAGREE WITH YOUR BILL	
• If you believe your bill is incorrect, call us as soon as you receive the bill and we will provide you with a prompt explanation and/or photoduplication.	
• If you still feel that the bill is incorrect, please submit a written statement containing all facts to:	

Customer Service  
Glendale Water & Power  
141 N. Glendale Avenue, Level 2  
Glendale, CA 91206-4004

The utility bill must be paid in full while the dispute is being investigated.

WATER OR ELECTRIC EMERGENCIES — AFTER HOURS	
• Service Outages/Emergencies CALL: (111) 540-2111	

PAYING YOUR BILL	
1. <b>By Mail</b> - Send payment to City of Glendale, PO Box 20305, Glendale, CA 91209-9095. Do not staple anything to your bill.	
2. <b>Online</b> - Internet at <a href="http://www.GlendaleWaterAndPower.com">www.GlendaleWaterAndPower.com</a> .	
3. <b>By Phone</b> - (111) 746-1524, hearing impaired TTY (111) 429-7062.	
4. <b>In Person</b> - 141 N. Glendale Ave., Level 2, Glendale, CA 91206-4007. Drop boxes are located at main entrance and at the end of driveway. For an additional fee of \$1.49 you can also pay by cash at any 7-Eleven store.	
5. <b>Automatic Debit from your bank</b> - Visit us at <a href="http://www.GlendaleWaterAndPower.com">www.GlendaleWaterAndPower.com</a> or call (111) 550-4437 for enrollment information.	

**THIS PORTION OF YOUR BILL MUST BE RETURNED WITH YOUR PAYMENT**

7-ELEVEN CASH-ONLY CONVENIENCE PAYMENT INSTRUCTIONS	
<b>Customer Instructions</b> (1) <b>LOCATION:</b> If you prefer to pay in cash, bring this <u>original</u> bill to a participating 7-Eleven location. Please visit <a href="http://www.paymybills.com/locations">www.paymybills.com/locations</a> . (2) <b>AMOUNT:</b> Tell the Associate the amount to LOAD to your account. A \$1.49 convenience fee applies. (3) <b>PAY:</b> Pay up to total and keep receipt as proof of payment. Payments made before 11:59pm will post to your account the next business day. 7-Eleven cannot issue refunds for payments.	<b>Store Associate Instructions</b> 1. Enter Amount Customer Wants to Pay 2. Press LOAD Button 3. Scan Barcode 4. Collect Cash Payment and Provide Receipt Associate Issue? 7-Eleven Support: 888-714-0004  A62996490 <b>LOAD LIKE A GIFT CARD</b>





**#MyGlendale**