

# Billing Update

May 7, 2007

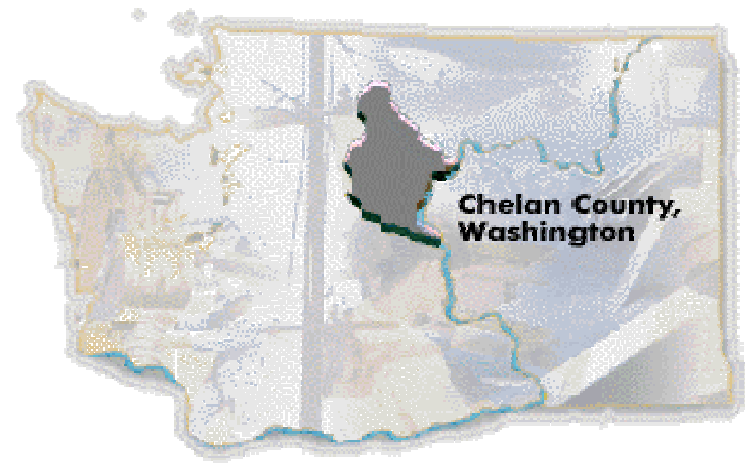


# Our Purpose Today

- Informational
- Overview of changes to meter reading
- Overview of surcharge bill presentment
- Customer communications
- Questions

# Meter Reading Facts

- 47,400 meters / 10 Meter Readers
  - 209 routes
  - 30-day cycle
- Commercial, Residential,  
Wind Machine, Irrigation  
and Water
- May 2005 last major  
reading schedule change



# Impacts of Changing the Read Cycle

- Billing date follows the meter read
- When outside of 25 -35 days then bills pro-rate
- Impacts EQP and Auto pay customers ~ 1,300
- 55 routes moved with 33 creating prorated bills



# Why Change?

---

- Water AMR – 24 routes are now read via the drive by system
- County growth added ~2,000 meters since June of 2005
- Safety measures
- Staffing reductions

# Before Snapshot

## 2006-2007 ELECTRIC METER READING SCHEDULE

		Electric							Water				Irrigation (Apr-Oct)								
		Commercial							Wastewater				Wind Machines (Mar-Jun)								
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
<b>DEC</b>	ORANGE	1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	26	27	28	29
<b>JAN</b>	LT GREEN	2	3	4	5	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30
<b>FEB</b>	TAN	1	2	5	6	7	8	9	12	13	14	15	16	20	21	22	23	26	27	28	28
<b>MAR</b>	PURPLE	1	2	5	6	7	8	9	13	14	15	16	19	20	21	23	26	27	28	29	30
<b>APR</b>	DK BLUE	2	3	4	5	6	9	10	11	12	13	17	18	19	20	23	24	25	26	27	30
<b>MAY</b>	WHITE	2	3	4	7	9	10	11	14	15	16	17	18	21	22	23	24	25	29	30	31
<b>JUN</b>	GREY	1	4	6	7	8	11	12	13	14	15	19	20	21	22	25	26	27	28	29	29
<b>JUL</b>	ORANGE	3	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31
<b>AUG</b>	BLACK	1	2	3	6	8	9	10	13	14	15	16	17	20	22	23	24	27	28	29	30
<b>SEP</b>	LT GREEN	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	28
<b>OCT</b>	TAN	3	4	5	8	9	10	11	12	15	16	17	18	19	22	24	25	26	29	30	31
<b>NOV</b>	PURPLE	1	2	5	6	7	8	9	13	14	15	16	19	20	21	23	26	27	28	29	30
<b>DEC</b>	DK BLUE	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	26	27	28	31
	<b>WEN.</b>	3	40	7	18	19	30	25	42	35	33	37	36	1	894	73	75	76	100	106	90
		4	58	9	51	47	65	26	34	41	233	44	38	31	803	973	976	641	101	107	91
		5	67	10	57	52	234	56	242	231	363	61	50	43	857	974	977	978	102	108	93
		6	240	14	253	53	32	64	243	235	631	63	346	46	858	804	975	979	103	109	92
		39	340	45		55	849	241	245	237	651	72	347	246	580	864	856		104	110	868
		239		54		59		252		255	*448	244	446	247		884			105	111	869
		339		259		60				256		361	808	331		854	992	993	96	891	866
						251						362		332	951	950	952		98	97	867
															991	953					
	<b>LEAV.</b>	692	671	66	70	660	71	662	661	664	69	665	663	681	68	693	691	79	78	781	77
	<b>CHELAN</b>	859	860	880	879	878	861	862	882	863	851	853	85	86	850	870	852	855	865	875	885
					801			802						87	88						
	<b>WATER</b>	700	510	512	501		500	564	504	518	506	517	507		581			540			
			520		502		503		505		508							740			
			521		509		511		515		516										
							519														

# After Snapshot

## 2007 ELECTRIC METER READING SCHEDULE (May-Dec)

		Electric Commercial							Water Wastewater				Irrigation (Apr-Oct) Wind Machines (Mar-Jun)								
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
<b>DEC</b>	ORANGE	1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	26	27	28	29
<b>JAN</b>	LT GREEN	2	3	4	5	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30
<b>FEB</b>	TAN	1	2	5	6	7	8	9	12	13	14	15	16	20	21	22	23	26	27	28	28
<b>MAR</b>	PURPLE	1	2	5	6	7	8	9	13	14	15	16	19	20	21	23	26	27	28	29	30
<b>APR</b>	DK BLUE	2	3	4	5	6	9	10	11	12	13	17	18	19	20	23	24	25	26	27	30
<b>MAY</b>	WHITE	2	3	4	7	9	10	11	14	15	16	17	18	21	22	23	24	25	29	30	31
<b>JUN</b>	GREY	1	4	6	7	8	11	12	13	14	15	19	20	21	22	25	26	27	28	29	29
<b>JUL</b>	ORANGE	3	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31
<b>AUG</b>	BLACK	1	2	3	6	8	9	10	13	14	15	16	17	20	22	23	24	27	28	29	30
<b>SEP</b>	LT GREEN	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	28
<b>OCT</b>	TAN	3	4	5	8	9	10	11	12	15	16	17	18	19	22	24	25	26	29	30	31
<b>NOV</b>	PURPLE	1	2	5	6	7	8	9	13	14	15	16	19	20	21	23	26	27	28	29	30
<b>DEC</b>	DK BLUE	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	26	27	28	31
	<b>WEN.</b>	3	39	9	18	19	31	25	42	30	33	44	36	1	35	67	74	64	100	106	90
		4	40	10	51	52	37	26	242	32	34	61	38	46	65	72	75	76	101	107	91
		5	58	14	57	53	47	56	243	41	43	63	50	231	234	73	975	641	102	108	92
		6	239	45	60	55	331	241	245	237	233	244	346	246	235	973	976	978	103	109	93
		7	339	54	240	59	332	252	256	255	363	361	347	247	651	974	977	979	104	110	868
		49	340	259	253	251	849	258	257		631	362	446						105	111	869
											448										
															951	950	952	993	96	97	
															991	953	992		98		
			<b>LEAV.</b>	692	671	66	70	71	660	662	661	664	69	665	663	681	68	693	691	79	78
													682								
	<b>CHELAN</b>	803	808	861	801	878	864	802	804	854	851	853	857	85	87	850	88		866	865	
		859	860	880	879	882	884	862	894	581	863	856	858	86	891	870	852	867	885	875	
	<b>WATER</b>	700	510	512	501		500		504	518	506	517	507				720	540			
			520		502		503		505	580	508							564			
			521		509		511		515		516							740			
							519														

# Route Changes

- Reviewed routes with Meter Readers
- Some consolidation and breaking up
- Looked at route times
- Chelan active growth area
- Water and electric correlation

# Surcharge Overview

- Approved by Board April 9<sup>th</sup> to show PUD Surcharge 0% and \$0.00 on bill effective May 1
- Rates in CIS
  - Effective dated
  - 2 segments on bill for 1 service
    - 4-25-07 to 4-30-07
    - 5-1-07 to 5-26-07

# Surcharge Customer Impacts

- All bills will be impacted by surcharge
- Surcharge is 0% but creates a special bill segment for effective dating
- Extra segment only on May bills
- When changed or removed this will be repeated

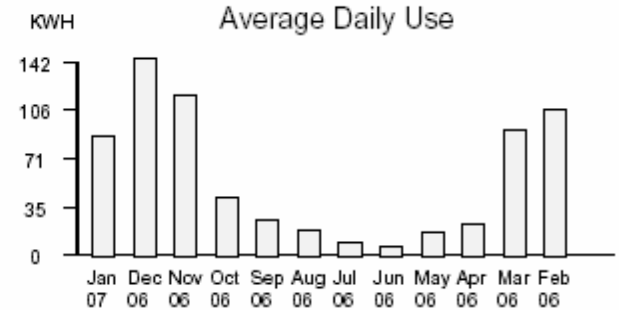
Electric - Residential

Meter Number	Present Read	Previous Read	Multiplier	Total Usage	Units	Estimated
E1-31088	5,079	537	1	4,542	KWH	Yes

**Schedule 1 - Residential Electric**

**Service Period: 04/25/2006 - 04/30/2006**

188 Kilowatt Hours @ \$0.0218	\$4.10
187 Kilowatt Hours @ \$0.027	\$5.05
477 Kilowatt Hours @ \$0.0285	\$13.59
Basic Charge at \$6.85 per month (prorated for 6 days)	\$1.28
State Public Utility Tax of 3.873% is included in above charges - approx. \$0.90	
City Tax - 6%	\$1.44
<b>Total Electric</b>	<b>\$25.46</b>



**Schedule 1 - Residential Electric**

**Service Period: 05/01/2006 - 05/26/2006**

813 Kilowatt Hours @ \$0.0218	\$17.72
812 Kilowatt Hours @ \$0.027	\$21.92
2,065 Kilowatt Hours @ \$0.0285	\$58.85
Basic Charge at \$6.85 per month (prorated for 26 days)	\$5.57
PUD Surcharge of 0% (prorated for 26 days)	\$0.00
State Public Utility Tax of 3.873% is included in above charges - approx. \$3.88	
City Tax - 6%	\$6.24
<b>Total Electric</b>	<b>\$110.30</b>
<b>Total Current Actual Charges:</b>	<b>\$135.76</b>

**Effective dated bill segment**

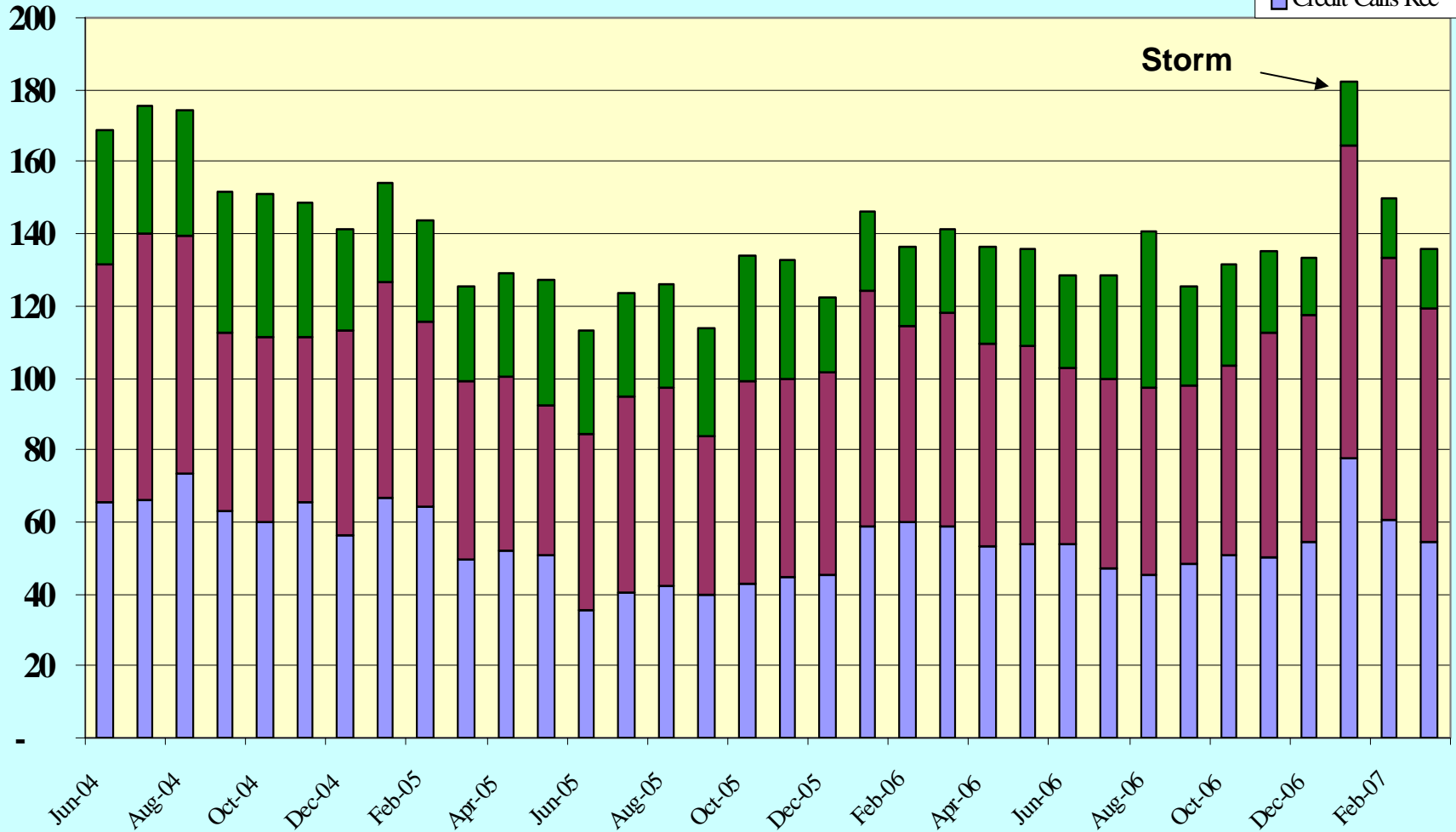
# Call Center Impacts

- Bill Change will increase customer calls
  - Question & answer training
  - Longer phone calls
  - Provide customer reassurance

# Call Center Key Performance Indicator

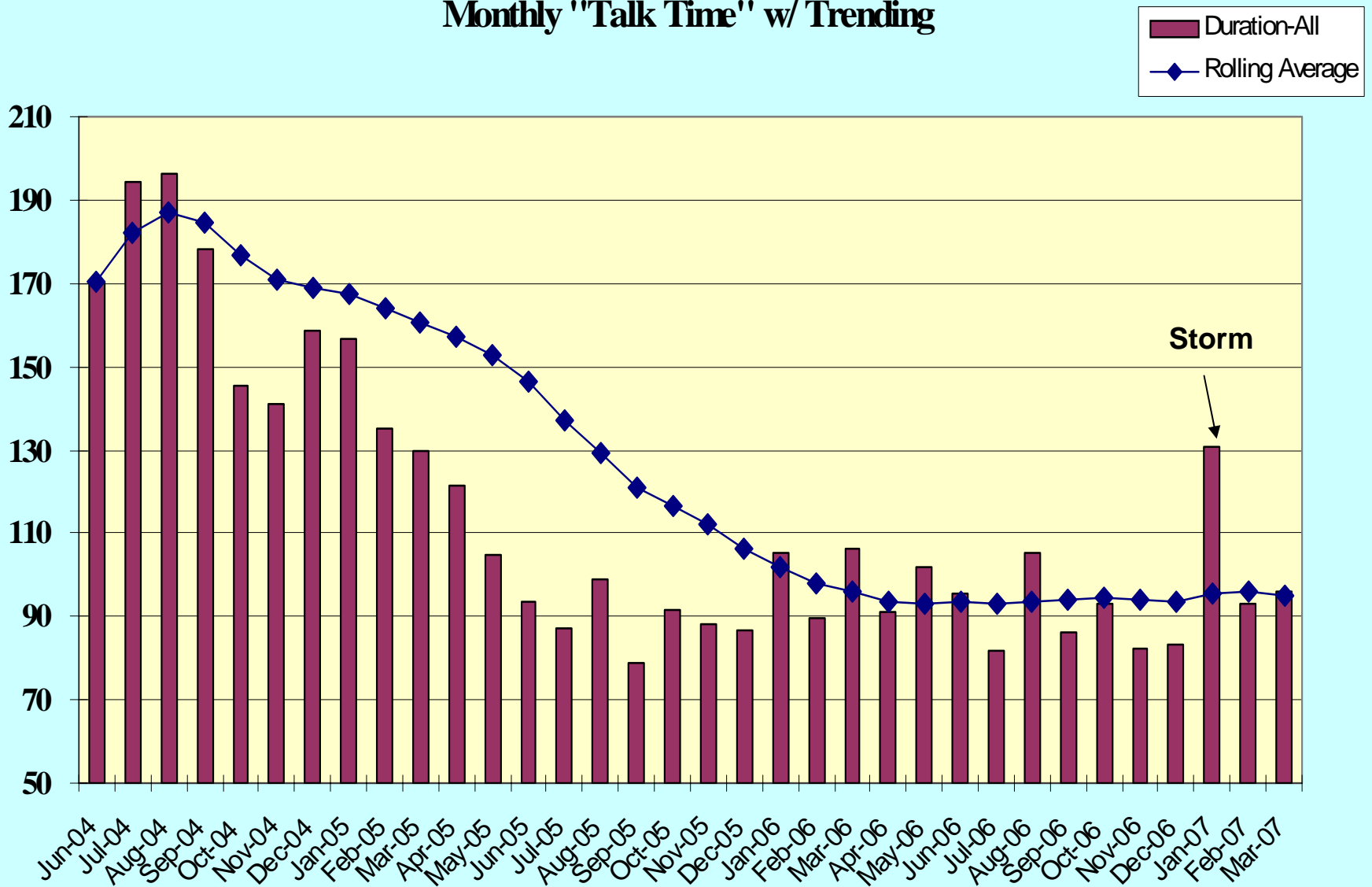
## Average Calls Per Day

- Application Calls
- Rec
- Billing Calls Rec
- Credit Calls Rec



# Call Center Key Performance Indicator

## Monthly "Talk Time" w/ Trending



# How Communicated to Our Customers

- Direct mailing
- Bill stuffer and messages
- Media releases
- Advertising
- Radio
- Customer Service training

**Questions?**

