

Customer Relations Temporary Public Hours Change

April 17, 2023
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Why we are here today

- To review the 5 W's - who, what, when, where, and why, of the temporary change in Customer Relations public hours, and which other customer service options remain open

Who is Customer Relations?

- Customer Relations serves as a first point of contact for customers inquiring about their utility bill via phone, mail, email, and in-person
- Customer Relations is primarily responsible for:
 - Maintaining customer accounts
 - Billing
 - Payments (monthly and construction related)
 - Credit and collections

Why are we making this change?



Our Values

Safety
*protect public and employee
health and safety*

Stewardship
*acting on behalf of
customer-owners, protecting
public resources entrusted to us*

Trustworthiness
competence, integrity, respect

Operational Excellence
*high-quality innovative
work execution*

A Powerful Team
Chelan County PUD Employees

With significant change underway in our billing system and how it is used, it is necessary to conduct more staff training to support operational excellence and continue to provide customers with consistent interactions from highly knowledgeable staff.

What is changing and when?

Temporary new hours for phone and in-person
billing and payment services:

Monday, Tuesday, Thursday, Friday 8 a.m. to 5 p.m.

On Wednesdays May through September, Customer Relations will be closed to the public. Daily service will resume at the Service Center in October.

What customer services remain open?



- Customers have many other easy, convenient options to pay their utility bill, including:
 - Self-Service PowerPay Kiosks (accepts cash, check, card) located at Wenatchee, Chelan, Leavenworth PUD offices
 - On-site payment drop box
 - Online at Chelanpud.org/PowerPay
 - Automated pay-by-phone line
 - Or by mail
 - Accommodations will be made for customers in disconnected status to allow for reconnection
- The Wenatchee lobby, service building and all other utility services will remain open for regular operations.

Next Steps

- Outreach via internal and external channels including
 - Radio
 - Social Media
 - Website
 - News release
 - Bill messaging
- Educate customers and promote payment kiosks
- Provide seasonal staff to support information sharing, kiosk help and other basic support when counter is closed
- Monitor effectiveness