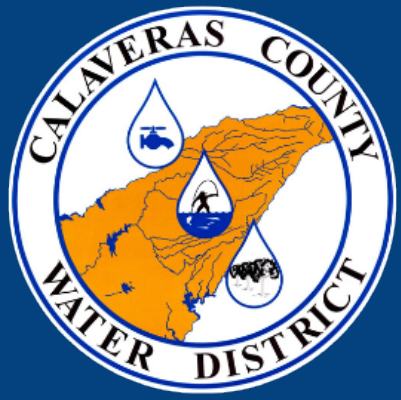


# CUSTOMER SERVICE

Updates on customer assistance data, projects, and programs

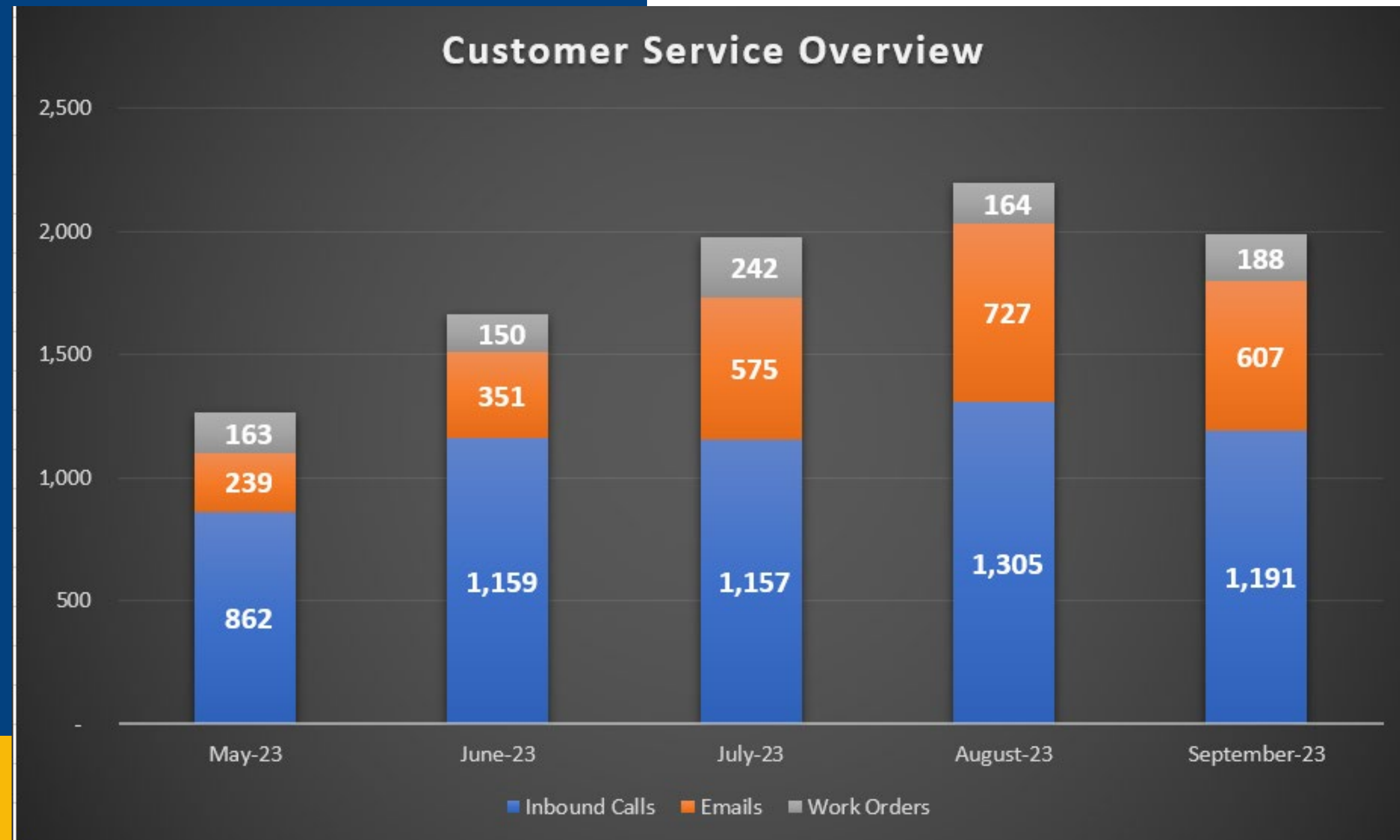




# CALL QUEUES, EMAILS & WORK ORDERS

## Common calls & inquiries for September:

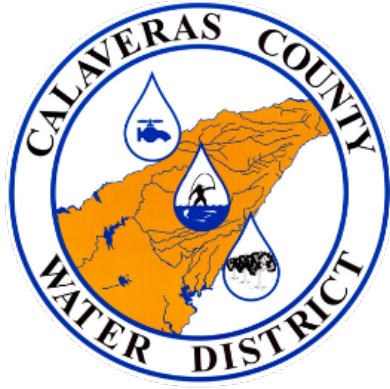
- CCWD-side & customer-side leaks/concerns
- Move-ins & move outs
- Usage/billing questions
- Rate Study/Cost of Service Inquiries




## Call Analytics for September:

- Avg. Calls Handled/Day: 59
- Avg. Handle Time: 2:51 (down from 3:17 minutes recorded from May – August!)
- Total % Employee Hours on Calls: 14%

**Rate Update!**



# CUSTOMER PORTAL UPDATE

Calaveras County Water District

### Login

Email address

Password

[Forgot password?](#)

[Don't have an account? Register](#)



## MEMBERS - SEPTEMBER

Total Members	8,509
Total Administrators	4
Total Current Online	5



## MEMBERS - AUGUST

Total Members	8,401
Total Administrators	4
Total Current Online	3



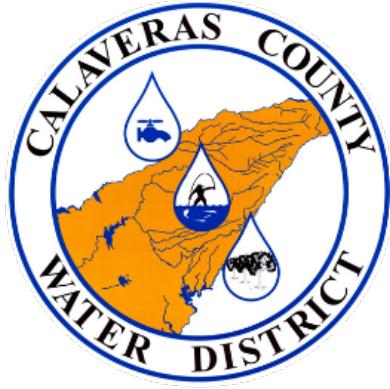
108



## SMART METER PORTAL

**Beta testing is occurring, and Staff is working with Portal staff to establish a GO LIVE date.**

**Customer Service staff will be coordinating with External Affairs to share information on the GO LIVE date in the coming weeks.**



# CUSTOMER ASSISTANCE

**AVAILABLE NOW!**

## CCWD Customer Assistance Program (CAP)

- \$20/billing cycle for water
- \$30/billing cycle for wastewater
- Funded through non-rate payer revenues
  - Requirements:

account in good standing, PG&E CARE program enrollment or 200% below poverty level per Resource Connection

## ATCAA Low Income Housing Water Assistance Program (LIHWAP)

- Program extended in Calaveras County through March 2024 or as long as funding exists
  - Federally funded
  - State program facilitated by ATCAA, application information on their website
  - Hundreds to thousands of dollars in assistance to customers with past due or current bills



### GENERAL STATS - CAP

**Water**  
180 of 237 filled  
**\*\*57 open spots**

**Wastewater**  
101 of 175 filled  
**\*\*74 open spots**



### GENERAL STATS - LIHWAP

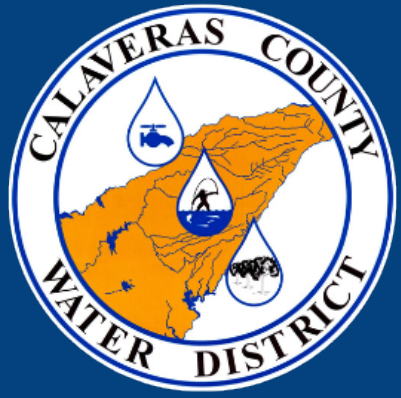
**\$51,088 (+10%) worth of assistance to CCWD customers**  
6153 accounts assisted

**\$5,000 worth of funding still available for Calaveras County**  
Contact ATCAA for details



### EXPANDING CUSTOMER ASSISTANCE

Customer Service staff is committed to exploring and evaluating all methods of customer assistance, including flexible payment options and a Helping Hands program that functions to assist customers through donations. More information on possible options for CCWD will be coming soon...



THANK YOU

