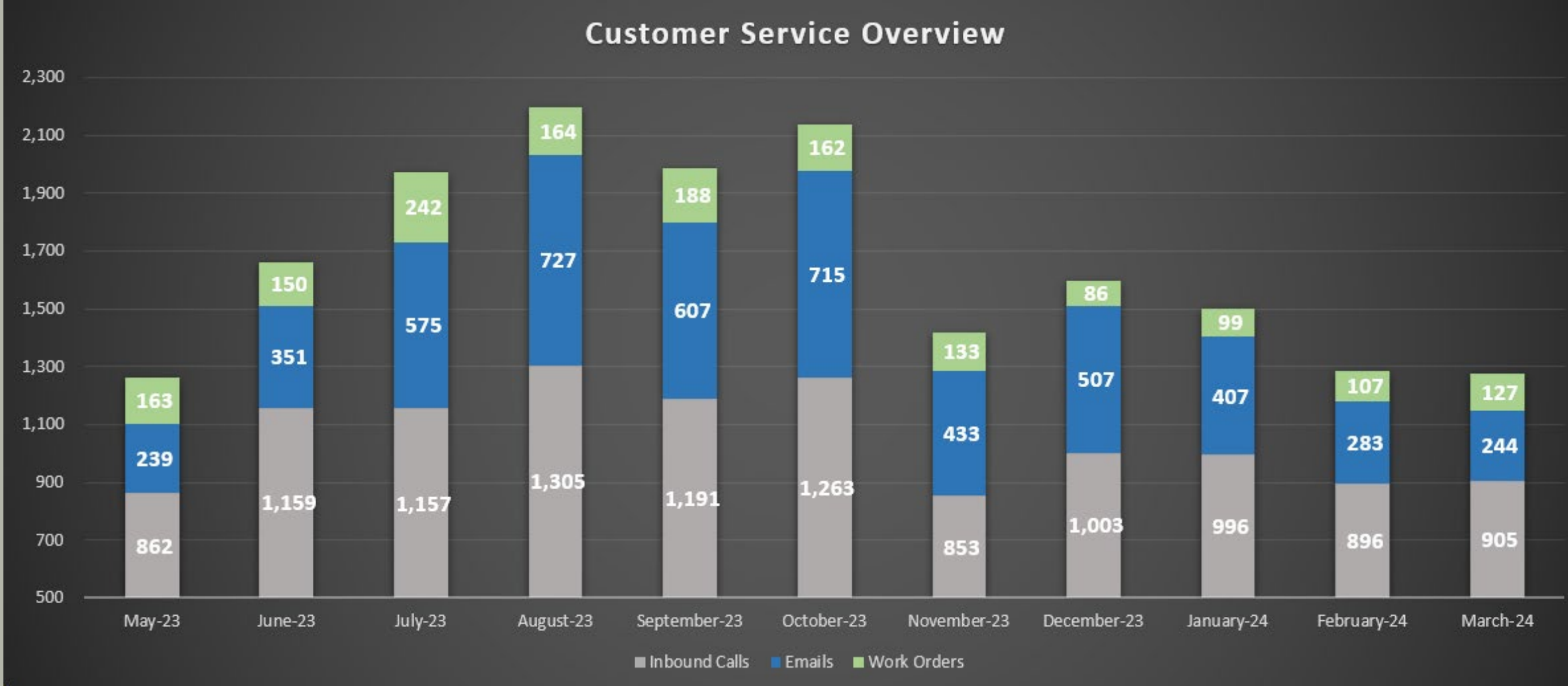




CUSTOMER SERVICE

UPDATE

CORRESPONDENCE & SERVICE ORDERS



Common Inquiries for March:

- Customer/District leaks/concerns
- Leak adjustments
- Past Due notices/late fee reinstatement

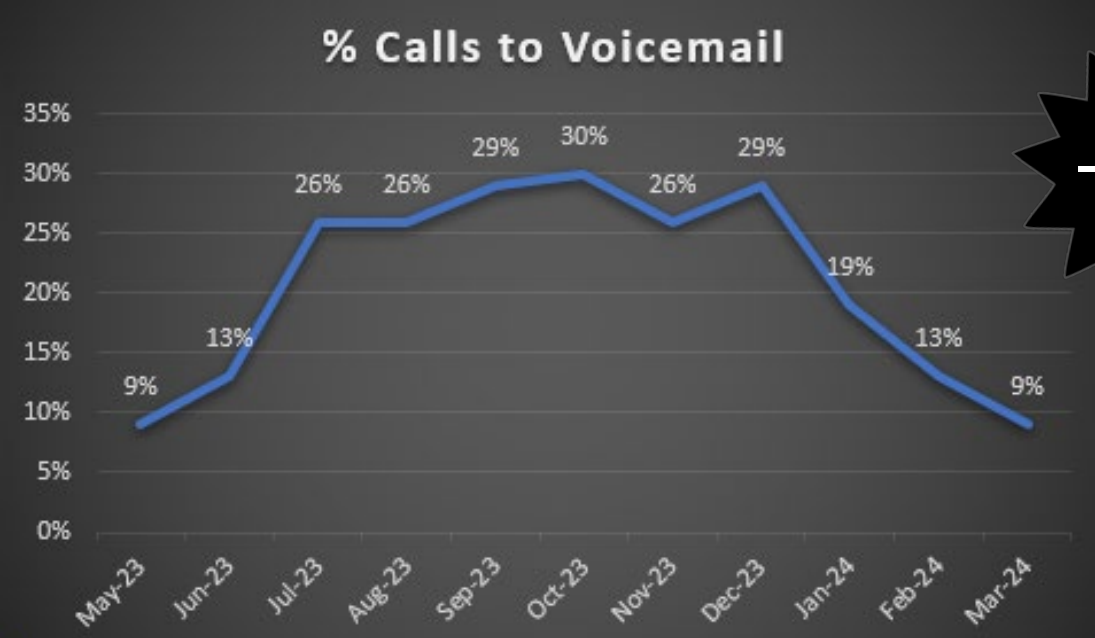
Call Analytics:

Avg. Calls/Day
43

Avg. Handle Time
3:46

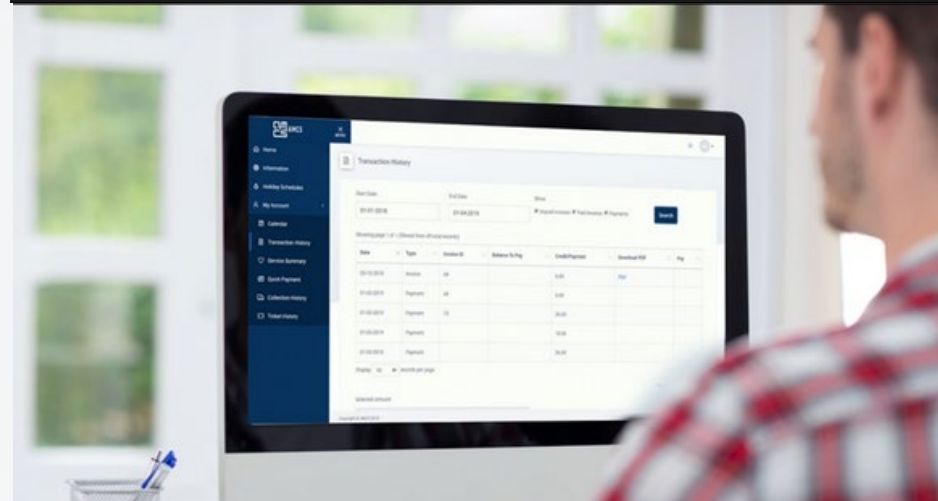
Total % Hours Handling Calls
14

Avg. Wait Time
00:48



CUSTOMER PORTAL & ASSISTANCE

PORTAL



March Membership - 8,998 (+91 accounts)

Working with Tyler to:

- Implement analytics for member account types
- Resolve isolated data inconsistencies
- Configure additional CCWD-specific messaging options

Renewal Process for CAP Happening Now!

- All CAP renewal letters will be sent as of April 23
- 237 Water Customers/175 Wastewater Customers
- CAP Policy changes in progress, to be presented at next Board Meeting
- LIHWAP ended March 31, 2024, but State is seeking a longer-term program in the future - more to come!

ASSISTANCE PROGRAM

**Customer
Assistance
Program**

A photograph of a clear glass filled with water and ice cubes. Water is splashing into the glass from the top right, creating a dynamic scene with bubbles and droplets.



THANK YOU