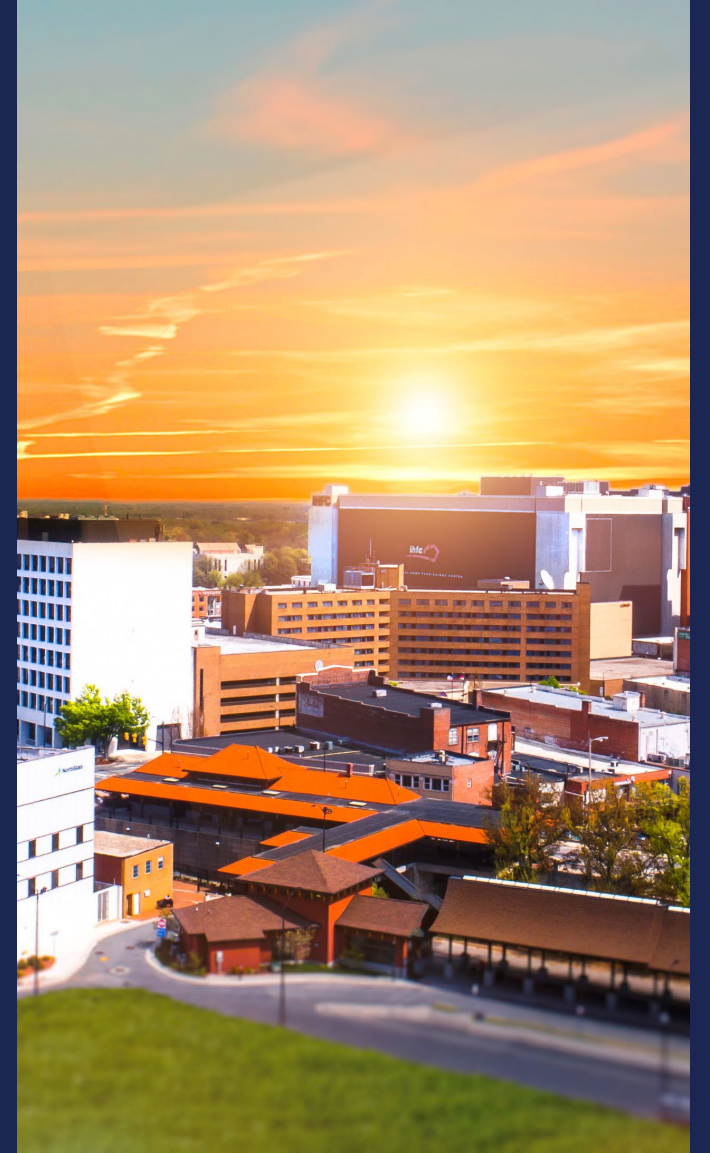
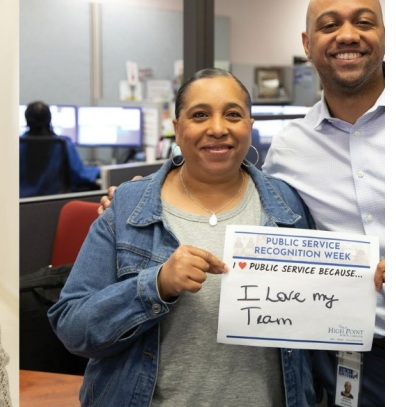
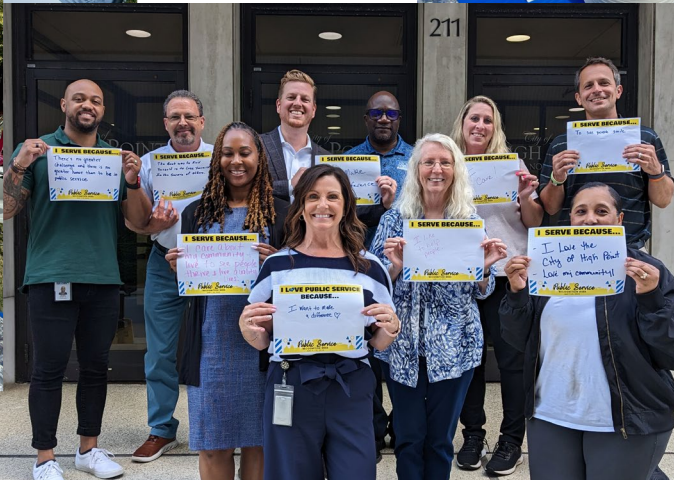


CITY OF
high
point.

Customer Service Department





PUBLIC SERVICE

Who is Customer Service?





Facts

Total Budget FY 24- 25 - \$6,862,488.00

Total Staff – 61 employees

Daily Operating hours – 7:30 am to 5:30 pm

After hours staff – 24/7



Core functions

Water Meter
Services

Meter Reading

Advanced
Metering
Infrastructure
(AMI)

Utility Billing And
Collection

Contact Center

Field Services

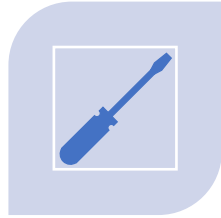
Electric Dispatch

Showroom Tax
Collections

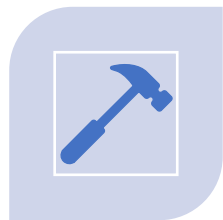
Water Meter Services



INSTALLATION



MAINTENANCE



REPAIR



REPLACEMENT



Meter Reading

- Over 1 million meters read annually



Utility Billing and Collection

Approximately
\$200,000,000
annually

Over 46,000
customer accounts

Over 60,000 bills
and reminders
monthly

Approximately
1,700 walk-in
customers

Over 20,000 ebills
monthly

This does not
include walk-in
payments

high point Utilities Statement 1 of 1
Billed on: 08/17/2023
Account: 123456 - Steve Rogers
Pin No: 3456
Last Payment of \$208.12 Received on 8/14/2023 - Thank You.

Previous Balance	Payment on Last Bill	New Charges	Miscellaneous + or -	Account Balance	Paid Due After
\$208.12	-\$208.12	\$275.87	\$0.00	\$275.87	Sep 07, 2023

Service Location: _____ Next Reading Date: 9/13

New Charges	Meter Number	Service Period From	To	Days	Meter Readings Previous	Current	Multiplier	Actual KW	Billed KW	Usage Units	\$ Amt
Utility Charges											
Electric RESS	012539	0714	0815	32	80910	80616	1			1700 kWh	
State Renewable Energy Charge											
Water R27	48248025	0714	0815	32	270	273				3 Ccf	
Sewer R14										3 Ccf	
Electric Sales Tax											
Other Charges/Credits:											
Stormwater										1 Eau	
Solid Waste Landfill Charge											
Solid Waste Availability Fee											
Total New Charges											23

Our records indicate your telephone number is (336) 689-2134. If this is incorrect please notify us.

Messages:
PUBLIC COMMENT PERIOD OPEN FOR DRAFT WATER SHORTAGE RESPONSE PLAN
North Carolina General Statute 143-389.14 requires each unit of government that provides a public service to the public to periodically conduct



Contact Center

250,000 calls annually

Average wait times of less than 60 seconds

Calls cover a wide range of topics

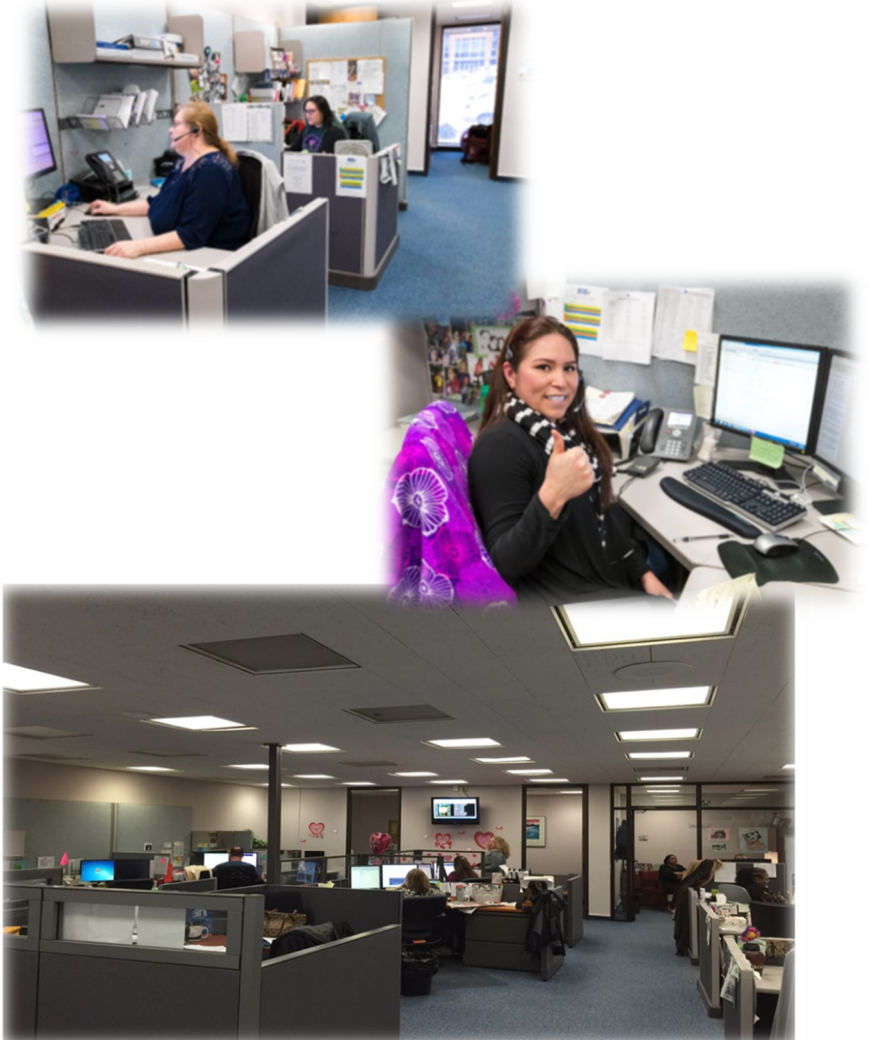
Utility bills

Establishing
city services

Trash and
sanitation calls

Power outages

Etc.





Field Services

Move-in and Move-out

- Same day service (before 3 pm)
- Over 25,000 annually

Non-pay enforcement

- Over 16,000 annually

Tampering enforcement

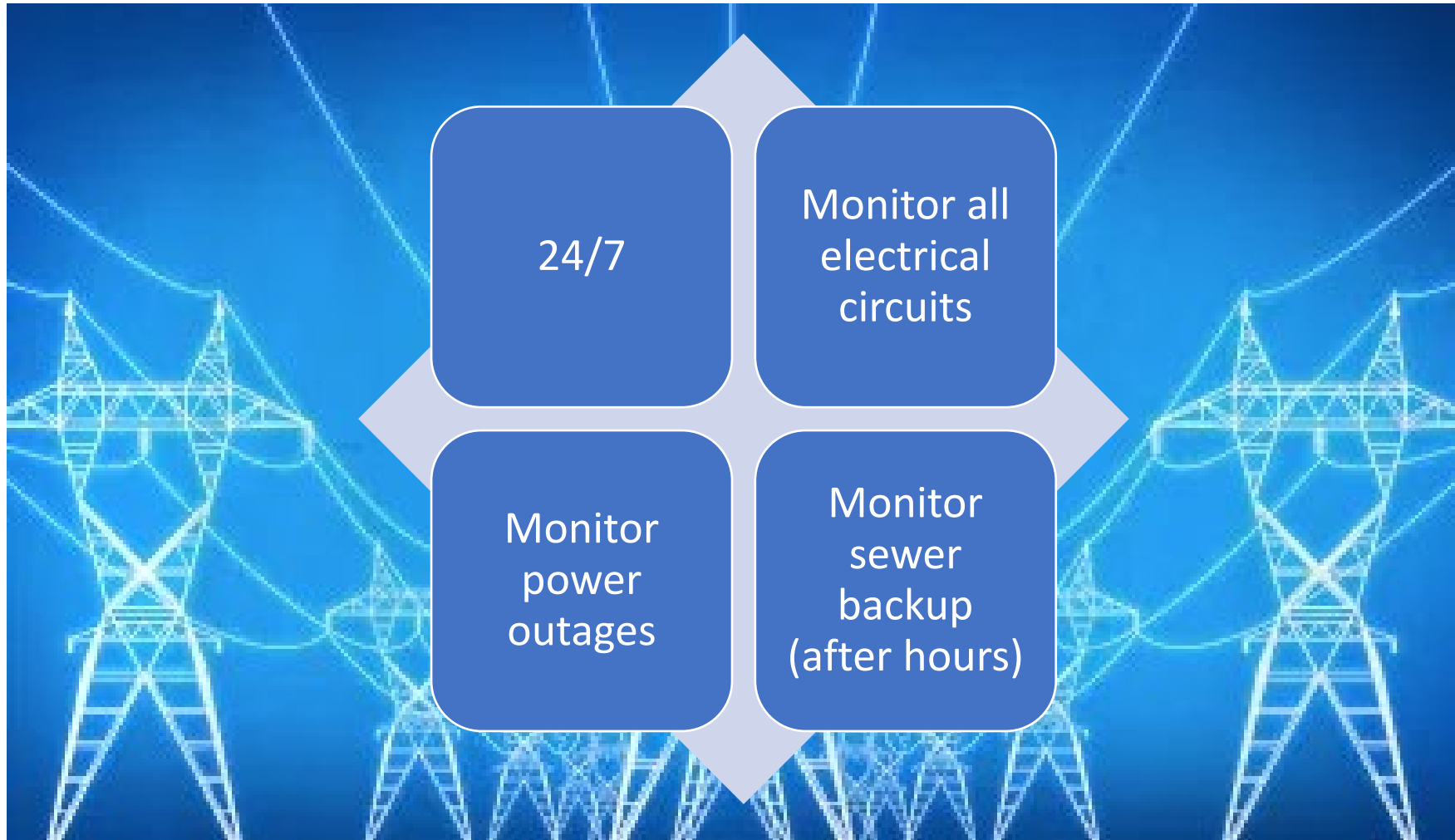
- Electric and Water



Field Services



Electric Dispatch



Electric Dispatch





• Showroom Tax Collection

Over \$1.7 Million
Collected Annually

162 Showroom
Customers

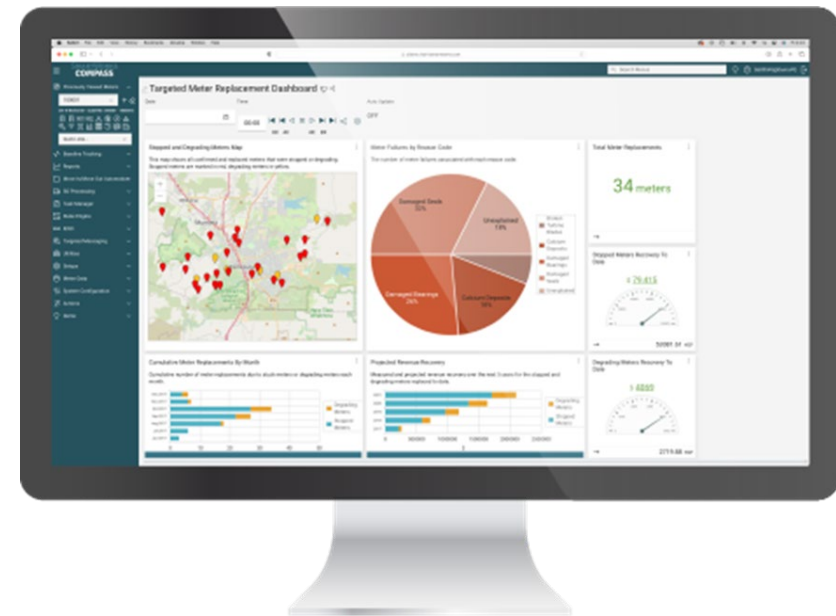
HPMKT
HIGH POINT MARKET

The future of Customer Service



Advanced Meter Infrastructure (AMI)

- AMI implementation is currently underway and scheduled to be complete in 2025-2026
 - Smart Meters
 - Real-Time Data
 - Improved Accuracy
 - Remote Disconnect/Reconnect
 - Demand Response
 - Energy Conservation
 - Outage Management
 - Data Analytics
 - Enhanced Customer Service



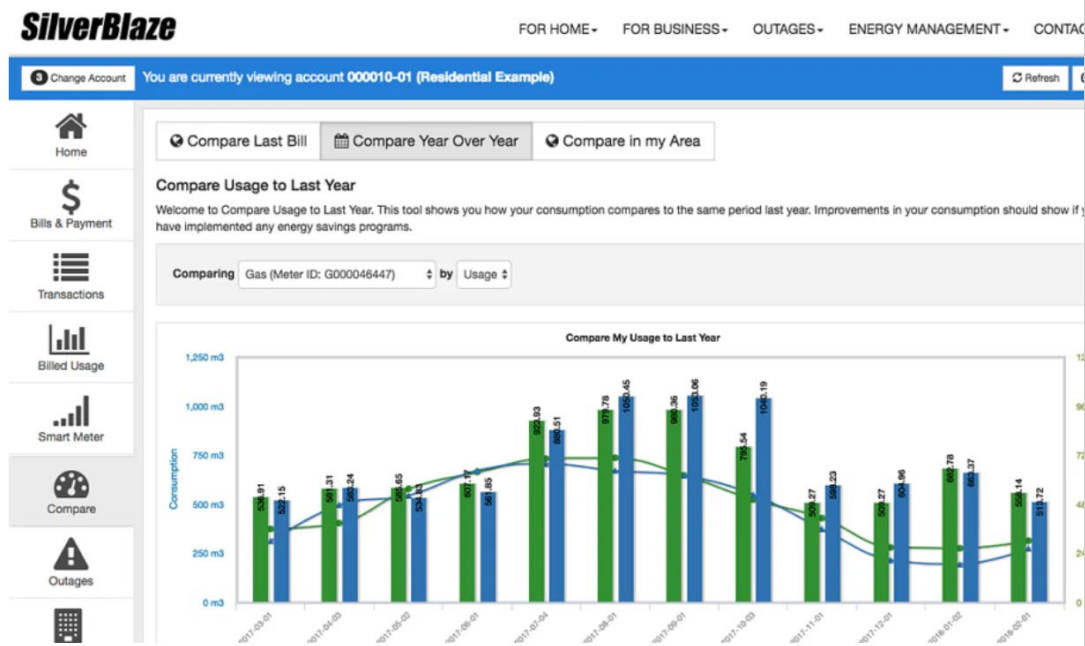
Increased Information

Usage Information

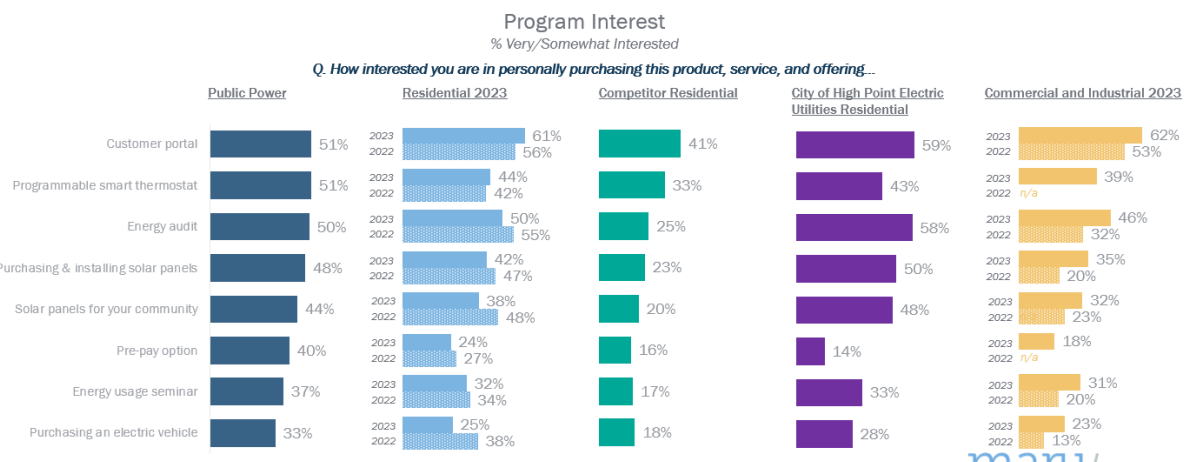
Weather Comparisons

In Depth Data Analysis

Reporting For Corporate Customers

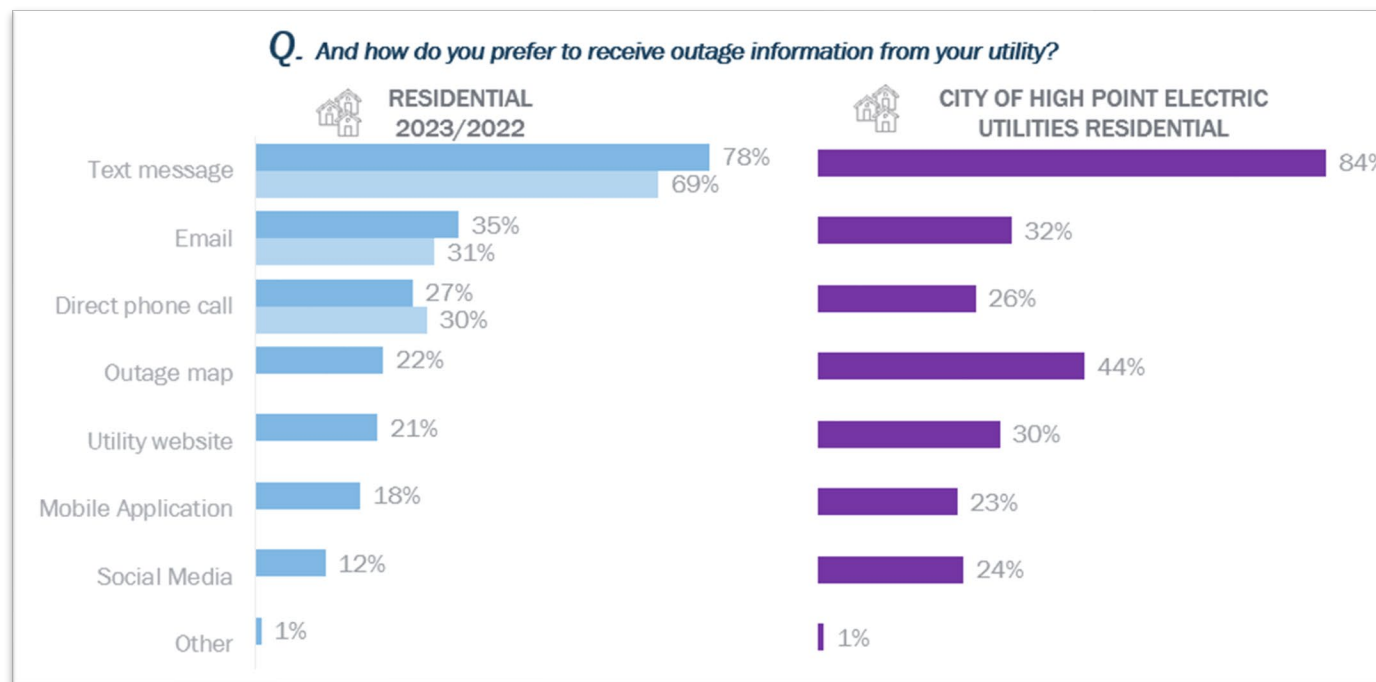
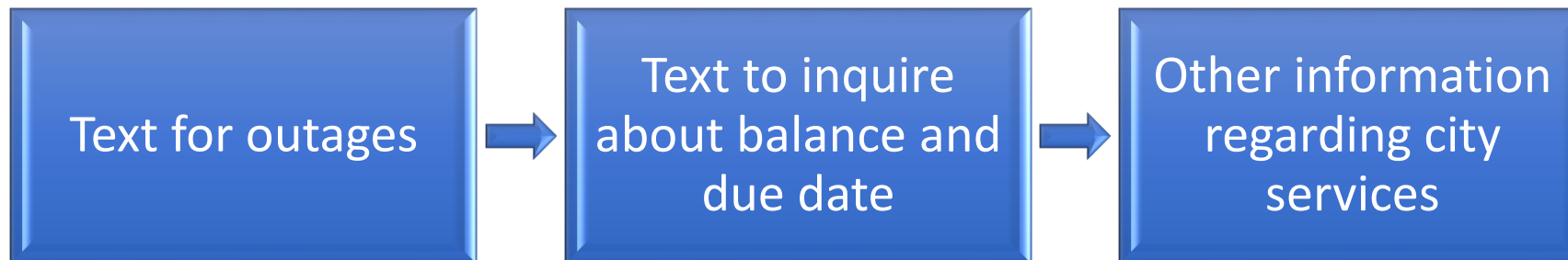


Customer portals and energy audits are the most interesting offers for City of High Point Electric Utilities Residential customers. Six-in-ten are interested in each, followed by half being interested in solar (either purchasing rooftop solar or community solar).



Base: All Respondents - Public Power (n=501), Residential 2023 (n=2,194), Competitor Residential (n=500), Commercial & Industrial 2023 (n=157), City of High Point Electric Utilities Residential (n=141)
Q_OFFERINTEREST. For each item, please tell us how interested you are in personally purchasing this product, service, and offering or if you already have it.

The Future of Communications

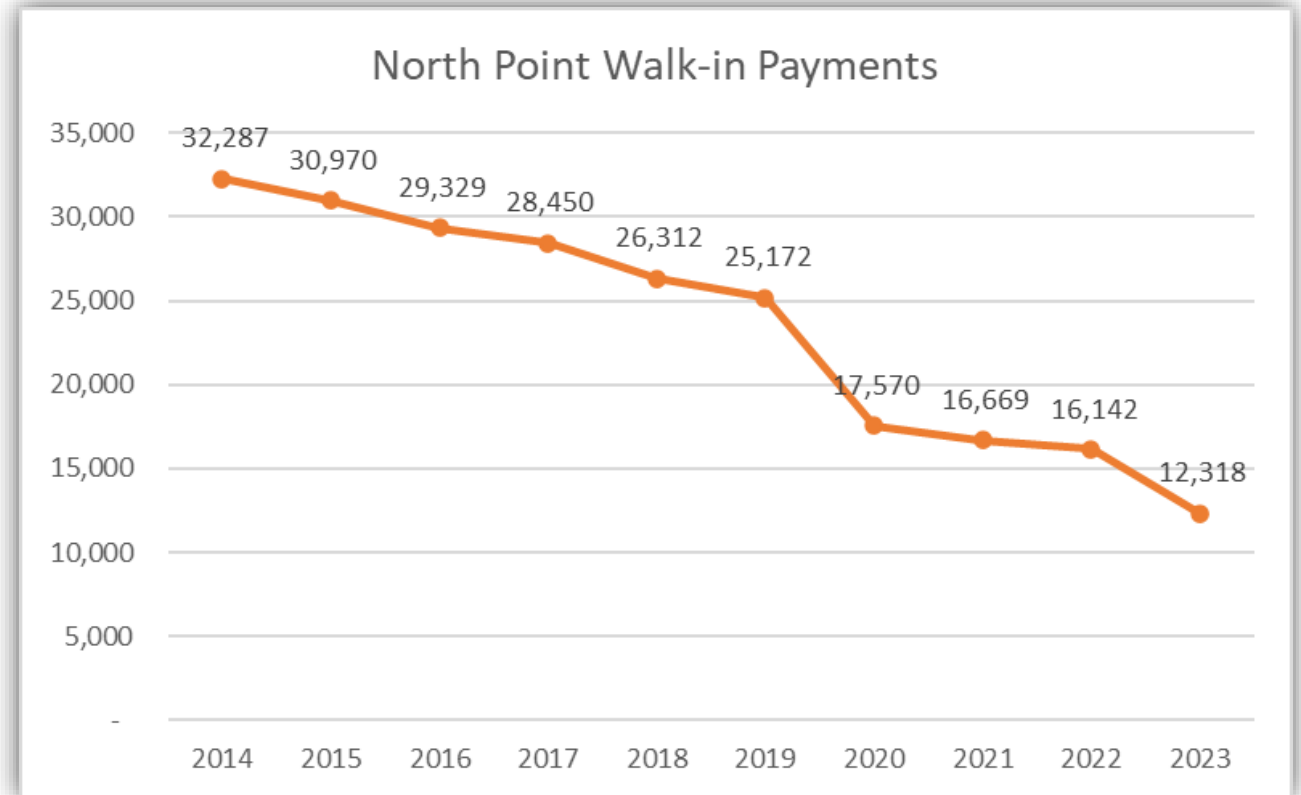
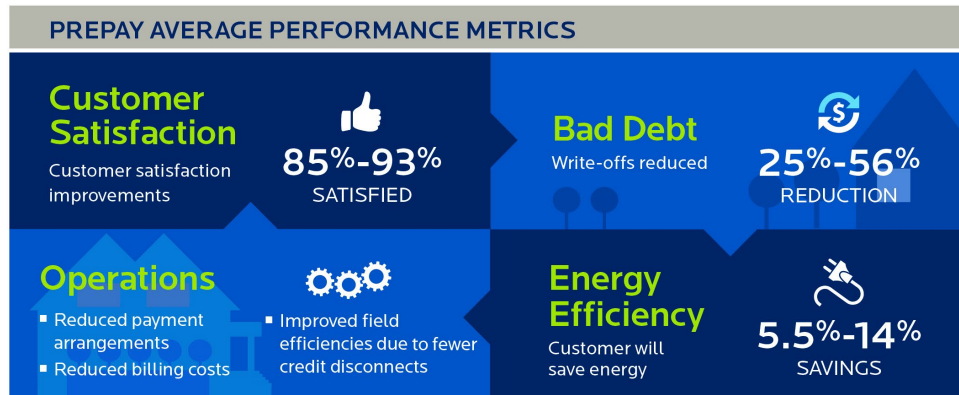


Reporting a power outage?

Text it!

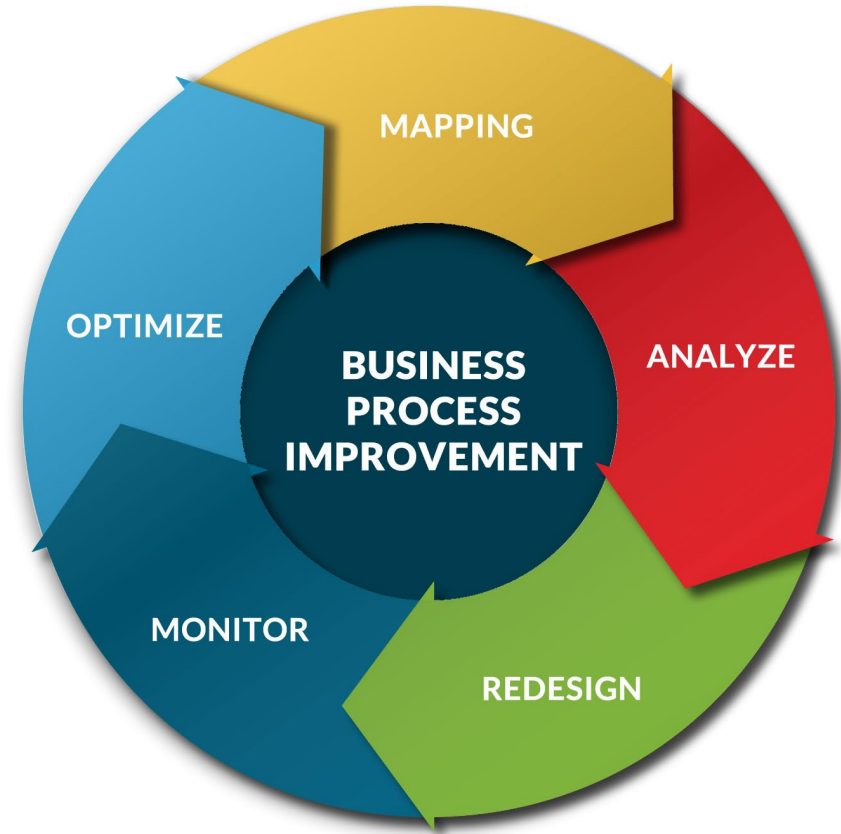
Payment Methods

- Increase in online payments
- Decrease in traditional payment methods



Continuous Improvement

- Employee Training and Development
- Technology Upgrades
- Process Optimization
- Data-Driven Decision Making
- Customer Feedback Integration
- Sustainability Initiatives
- Employee Involvement



Questions

Jeremy Coble

jeremy.coble@highpointnc.gov