

Water Services Process Update

Tuesday, December 2nd TI&O

Director Kenneth Morgan



Agenda

Account Delinquency Information

National Comparison

Delinquency Processes

Rate Manual

Programs in Place to Support Customers

Progressive Outreach and Delinquencies

Dispatch / 311 and Customer Service Call Centers

Account Delinquency Information*

Type of Customer	Number of Customers	Outstanding Revenue	Percentage of Total Accts.
Residential	41,324	\$32,509,308.22	25.9%
Commercial	4,280	\$12,609,383.91	24.5%
Total	45,604	\$45,118,692.13	25.8%

*Delinquent accounts as of 11/25/2025

National Comparison

CITY	TOTAL CUSTOMER DEBT	TOTAL RESIDENTIAL DEBT	RESIDENTIAL / TOTAL DEBT	MEDIAN RESIDENTIAL DEBT	% OF RESIDENTIAL ACCOUNTS PAST DUE	DATA DATE
ATLANTA**	\$137,993,334.59	\$124,158,260.33	90%	\$344.15	31%	06/30/19
CHICAGO***	\$417,059,516.09	\$341,414,554.48	82%	N/A	17%	12/31/19
CLEVELAND	\$19,746,233.00	\$15,835,408.00	80%	\$182.87	21%	02/29/20
DENVER*	\$5,131,669.19	\$3,218,118.01	63%	\$79.27	13%	09/30/19
DETROIT****	\$179,408,323.00	\$109,253,040.00	61%	\$415.13	N/A	06/30/19
HOUSTON**	\$233,605,600.00	\$151,558,009.00	65%	\$349.00	42%	05/01/20
LOS ANGELES*	\$123,245,617.84	\$97,890,756.47	79%	\$292.88	45%	06/30/19
PHILADELPHIA****	\$288,489,671.57	\$216,168,484.43	75%	\$662.80	36%	06/30/19
SAN ANTONIO****	\$16,562,414.98	\$12,659,032.82	76%	N/A	20%	06/30/19
SAN FRANCISCO**	\$997,254.78	\$568,427.02	57%	N/A	1%	08/01/19
SEATTLE***	\$7,479,716.00	\$4,380,151.63	59%	\$216.58	8%	12/31/19
WASHINGTON DC****	\$20,152,227.10	\$12,849,280.24	64%	N/A	23%	01/15/20

* WATER ONLY

** WATER & SEWER

*** WATER, SEWER, AND GARBAGE

**** WATER, SEWER, AND STORMWATER

SOURCE: DATA BASED ON PUBLIC DATA RECORD REQUESTS

Chart: Customer Water Debt Data in 12 U.S. Cities - Circle of Blue

Processes

- Account Maintenance Policy
- Automatic Customer Delinquency Notifications
- Payment Arrangements / 211 United Way & Social Agencies
- Turn On / Turn Off Policy
- Fraud Prevention Standard Operating Procedure (SOP)

Rate Manual

- Section 78-15: Termination of service for failure to pay charges
- Section 78-15.1: Property owner liability for water and sewer services; delinquent charges; liens
- Section 78-16: Charge for termination and restoration of service
- Section 78-20(e): Termination of service
- Section 78-23(b): Disconnection for unauthorized use of water

Programs in place to support customers

- Mid-American Assistance Coalition (MAAC): Provides support programs for utility bills.
- 211 United Way & Social Agencies: Provide assistance to low-income customers.
- Bridging the Gap: Provides assistance to customers with continuous consumption and repairs.

Progressive Outreach and Delinquencies

- Automatic Customer Delinquency Notifications provided with billing statement
- KC Water Customer Portal provides 24-hour access to customer billing information
- Quarterly Utility Assistance Events with other local utilities
- Evaluating other early notification options

Billing email issue

- Notified that customers were not receiving their bills in September.
- Opened ticket with bill print vendor in October.
- Issue resolved by vendor in November.
- Customers notified via KCWater.us.
- KC Water will continue to monitor outgoing messages to ensure customers will receive their billing notification in a timely manner.

KC Water Dispatch / 311 and Contact Center

KC Water Dispatch / 311

- Coordinate with utility partners, dispatch field personnel, call for locates, etc.
- As of May 1, receive all water related 311 calls related to leaks, sewer backups, no water, main breaks, low water pressure, water quality, street sweeping, stormwater and sewer issues, water theft, and billing.
- Answer citywide 311 calls after 7pm.

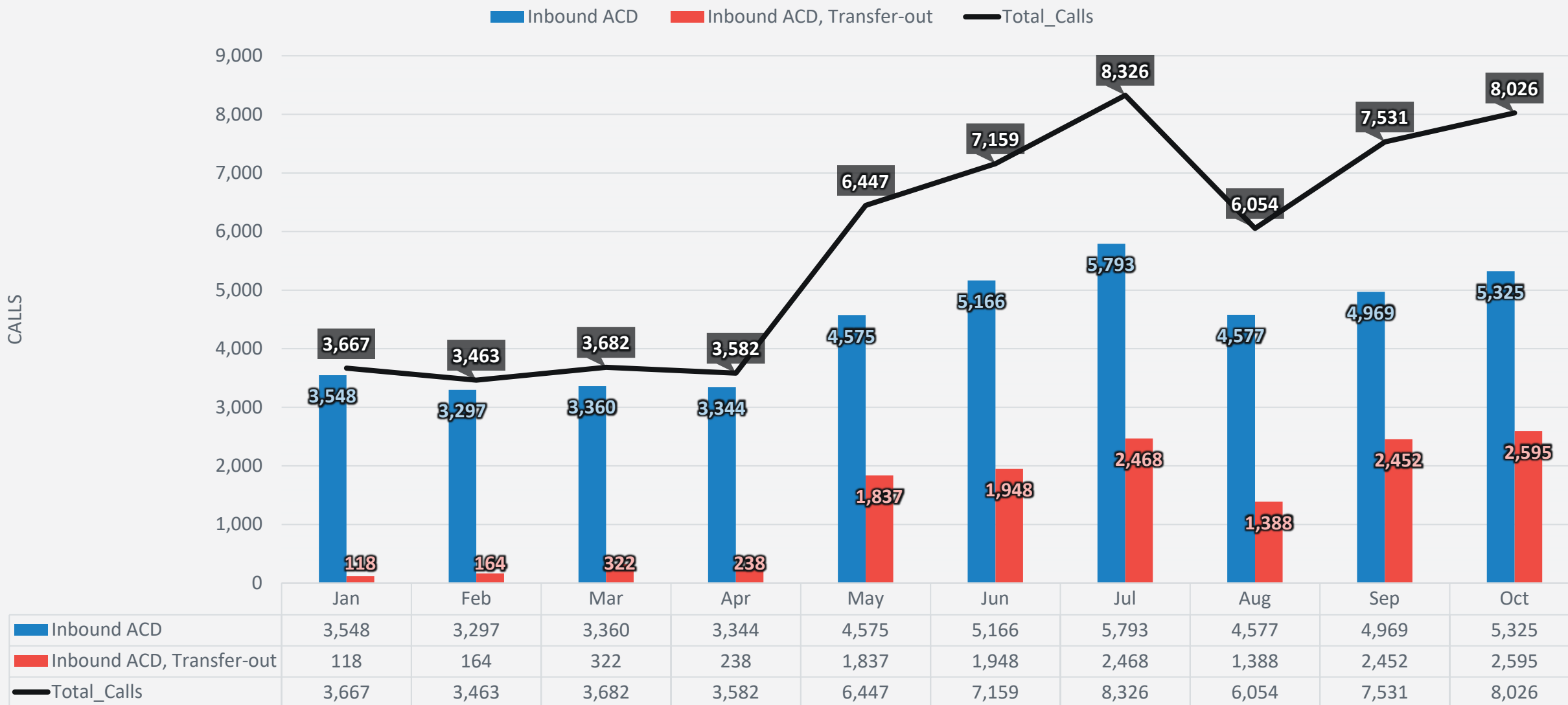
KC Water Contact Center

- Responsible for all meter to customer interactions.
- Receive calls associated with billing, turn on / turn off, start / end water service, disputes and adjustments, meter issues, payment issues, payment arrangements, and assistance programs.

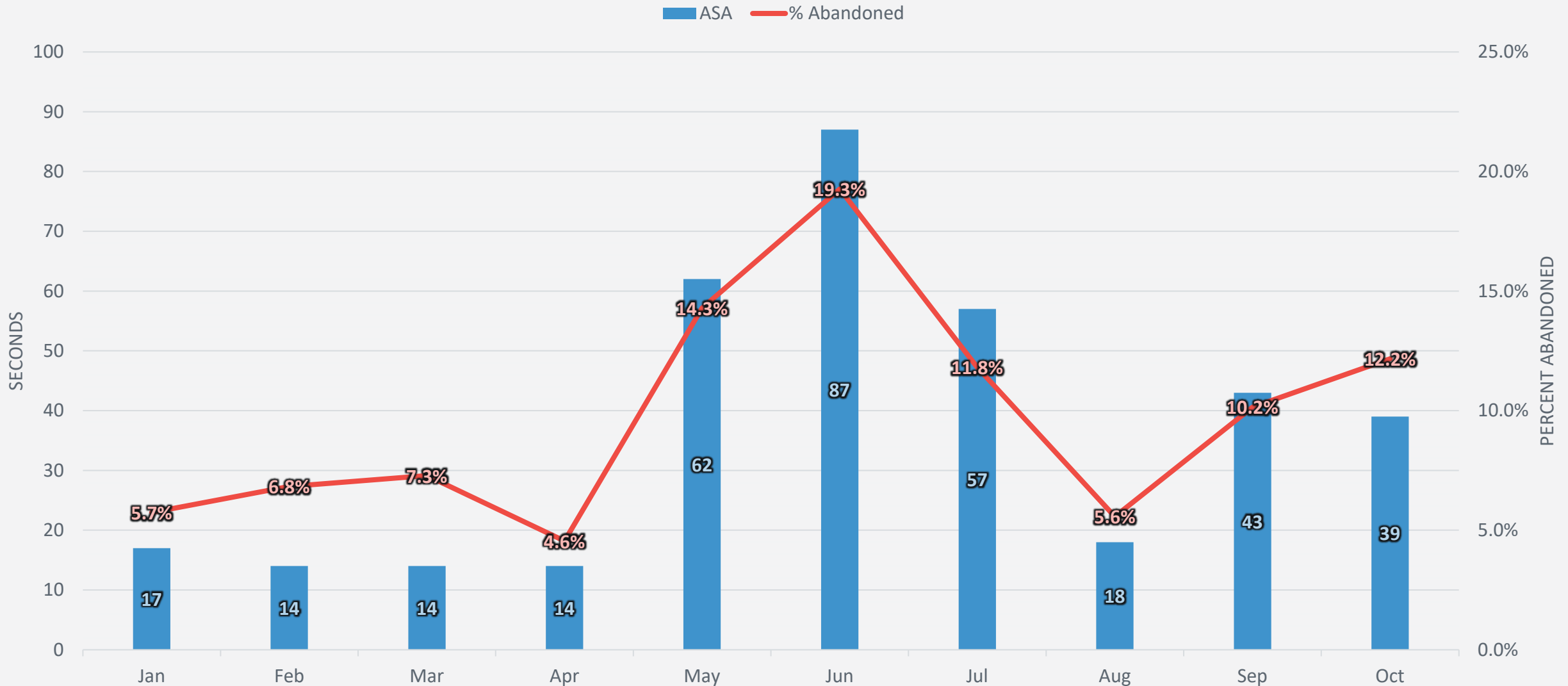
Jan – Apr average call volume: 3,599
May – Oct average call volume: 7257
Call volume increase: 202%

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Call Volume	3667	3463	3682	3582	6447	7159	8326	6054	7531	8026	4832
% of Call Volume Increase					179%	199%	231%	168%	209%	223%	134%
Calls Handled	2774	2357	2915	2975	5389	5711	7268	4956	6691	7133	4562
% of Abandoned Calls	5.7%	6.8%	7.3%	4.6%	14.3%	19.3%	11.8%	5.6%	10.2%	12.2%	13.1%
Number of Agents	10	10	12	12	12	11	12	12	13	13	11
Average # of Calls per Agent	367	346	307	299	537	651	694	505	579	617	439
% Increase of Calls per Agent					163%	197%	210%	153%	176%	187%	133%

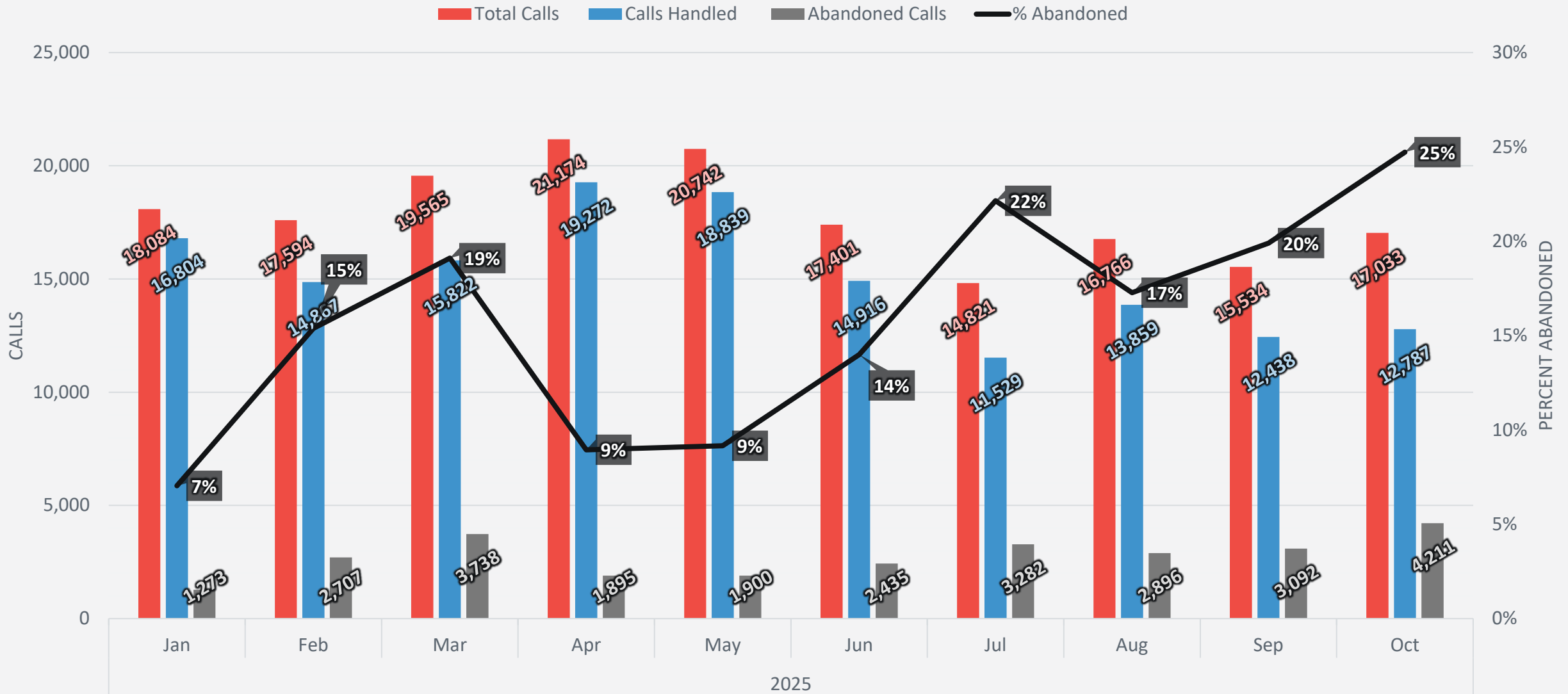
Call Volume: Jan-Oct 2025



Average Speed of Answer (ASA) and Abandoned Call Percentage - 2025



Calls Handled vs Abandoned - 2025



Calls Answered and Average Speed of Answer (ASA) - 2025

