

# LEXSERV COLLECTIONS UPDATE

*June 12, 2018*



**LEXINGTON**



# LEXserv Collection Rate Update

## From KAWC to when we started Water Shutoffs

	<u>Sewer</u>	<u>Landfill</u>	<u>Water Quality</u>	<u>Total</u>
May 2012 (KAWC)	98.9%	97.7%	99.0%	98.8%
May 2014	<u>95.6%</u>	<u>94.7%</u>	<u>96.9%</u>	<u>95.8%</u>
% Change	-3.3%	-3.0%	-2.1%	-3.0%

## April 2018 compared to May 2014 (started water shutoffs for nonpayment)

April 2018	<u>97.4%</u>	<u>98.7%</u>	<u>98.6%</u>	<u>97.7%</u>
% Change	-1.5%	1.0%	-0.4%	-1.1%



## LEXserv Collection Rate Update

- We work with KAWC to shut off customers water for delinquent sewer bills
- 10 Day shut off notice is sent to customer
- After 10 days as a courtesy, an auto generated call to customer is made to alert them they are on the shutoff list
- After 10 days a shut off service order is created with Kentucky American Water (KAW)
- KAW will perform shut off
- Water service should be restored the same day if payment or payment agreement is completed by 2:00 PM. We guarantee it will be 24-48 hours
- Customers that have been shut off can now enter into a payment plan over the phone for a reconnect



## LEXserv Billing Project update

- Project timeline
  - Start of Billing Project – September 2015
  - Go Live – May 15, 2017
  - 1 year anniversary in May 2018
  
- Approximately 21 months to implement project



## LEXserv Billing Project Update

- All back office operations related to LEXserv now handled by LFUCG Staff
  - Billing
  - Cash Application
  - Collections
  - Account Adjustments
  - Customer Service (311)
  - Banking – Lockbox, Payment Centers, etc.



## LEXserv Billing Project Update

- Advantages in Revenue after transition
  - Only 2 vendors to work with (KAWC & Bluegrass Communications) to produce bills
  - Control of system
  - Enhanced Reporting
  - Work directly with the System Manufacturer if there is a system issue



## LEXserv Billing Project Update

- Advantages for Customers after transition
  - New and improved website for customers to easier navigate their account
  - New locations to pay a bill via check for no charge (Republic Bank)
  - Customer Service provided by Staff in Lexington opposed to staff in Cincinnati



## LEXserv Billing Project Update

- Staff Recognition that made project successful
  - Division of Revenue
  - 311
  - Accounting
  - Finance
  - IT



# Questions?



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