

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?

