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November 23, 1999

Via Facsimile and U.S. Mail

Ms. Blanca Bayo, Director  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Application for Rate Increase in Duval, St. Johns and Nassau Counties by  
United Water Florida Inc., Docket No. 980214-WS

990000

Dear Ms. Bayo:

Pursuant to Florida No. PSC-99-0513-FOF-WS, Notice of Proposed Agency Action Order Approving Increased Water and Wastewater Rates and Charges, enclosed is a copy of the United Water Florida Consumer Response Program, including a copy of the United Water Corporate Wide Customer Service Benchmarking Program. United Water Florida has developed its program regarding responses to customer telephone calls and currently intends to use twenty-four (24) hours as the specified time period for responding to customer telephone calls. In addition, United Water Florida intends to use five (5) working days as its target time period for responding to written requests from customers.

United Water Florida also is in the process of conducting a study regarding its unaccounted for water. Because of the conversion of its billing for residential water and wastewater service from a quarterly basis to a monthly basis, United Water Florida has encountered some delays in completing its study. Therefore, United Water Florida requests an extension until February 28, 2000 for reporting the results of its study to the Florida Public Service Commission. I have alerted Jennifer Brubaker, attorney for the Staff of the Florida Public Service Commission, of United Water Florida's need for an extension. Mr. Harold McLean informed me that the Office of Public Council did not object to such an extension of time.

Please inform me when United Water Florida's request will be considered. If you have any questions or comments, please do not hesitate to call me.

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FPSC-RECORDS/REPORTING

Ms. Blanca Bayo  
November 23, 1999  
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Thank you for your assistance in this matter.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "S.G. Schildberg".

Scott G. Schildberg

SGS/cwb  
Enclosures

cc: Mr. Walton F. Hill  
Mr. Jack Schreyer  
Mr. Gary R. Moseley  
Ms. Jennifer Brubaker  
Mr. Harold McLean

**United Water Florida Consumer Response Program**

**Abstract:** United Water Florida has developed a program whereby all customer inquiries will be responded to within a specified time period.

**Method:**

1. **Written requests:** All incoming letters will be logged into the customer information system, along with the employee assigned and a follow-up deadline. The target is **to respond to written inquiries within one week (five working days)**. See example below:

The screenshot shows a 'Call Information' window with the following fields and controls:

- Resp Party Acct No: 5239787
- Call Date: 9/21/99
- Call Time: 11:47 AM
- Entered By User ID: PARKSL
- Call Code: LTRRPS
- Follow Up Date: 9/28/99
- Call Completion Date: 9/21/99
- Call Completion Time: 11:48 AM
- Comments: Customer would like to be mailed a copy of our rates. Request assigned to \_\_\_\_\_
- Buttons: OK, Cancel, New, Remove, Complete, Bkwd, Fwd

2. **Requests via telephone:** UWFL's customer service center is run by an Automatic Call Distribution (ACD) telephone system. This means incoming calls are automatically routed to the next available customer service representative. As part of our training and position requirements, **employees must respond to customer calls within twenty-four hours**. If the issue cannot yet be resolved, customers must still be contacted within this time frame and notified of the status of their inquiries. United Water has incorporated this goal and others into a corporate-wide Customer Service Benchmarking Program. A copy of the program is attached.

**Follow up:** To enforce the program objective, a report will be run weekly which lists all requests and their follow-up dates. Customer service representatives will then be required to confirm that they have responded to their assigned inquiries.

**Exception:** Leak adjustments cannot be calculated until a regular meter reading is obtained for the period in which the leak occurred. In this case, the customer will be notified of the delay. The leak adjustment will then be calculated and the credit applied within one week after the reading is obtained.

TITLE            FIELD VISIT RESPONSE TIME            REF: UW-CSBM-01

**PURPOSE:** To measure the time difference between a customer contacting United Water and a Field Representative visiting the premises.

**SCOPE:** This procedure covers visits to customers' premises by United Water Field Representatives that arise as a result of a customer contact.

**PROCEDURE:**

1. The customer contacts United Water (UW) and requests a field representative to visit.
2. The contact is logged onto the Customer Information System (CIS) and a date and time for the visit is agreed with the customer.
3. A Field Service Order (FSO) is created and issued to the relevant department.
4. The field visit takes place and the details are completed on the FSO by the Field Representative (FR), including the arrival time and date of the visit.
5. The completed details are input into the CIS.
6. At the end of each month Crystal report 1 is produced. This compares the original customer contact date and the date the visit took place.
7. The detailed report must be analyzed and any erroneous figures should be corrected. If corrections are made the report must be reproduced.
8. For all visits, the summary figure will then show the average number of days between the original customer contacts and the field visits.

**Note:** The minimum time element for this standard is one day. Following the original customer contact, a field visit anytime between that contact time and the end of the following day is counted as 1 day.

Issue: 1  
Amendment: 0  
Date: August 1999

Authorized: *GLM*  
Approved: *Leggy Ordway*

**TITLE**      **PHONE INQUIRY RESPONSE TIME**      **REF: UW-CSBM-02**

**PURPOSE:** To measure the time difference between a customer contacting United Water and that contact being completed.

**SCOPE:** This procedure covers telephone calls received by the Customer Contact Center that are resolved by telephone.

**PROCEDURE:**

1. The customer contacts the United Water (UW) Customer Contact Center (CCC) by telephone.
2. The Customer Service Representative (CSR) creates a call-log on the Customer Information System (CIS).
3. If it is thought appropriate any comments are added to the call-log.
4. If the contact is not resolved whilst speaking to the customer a suitable follow-up date is input into the call-log screen.
5. If the follow-up date is input into the call-log screen a reminder to contact the customer will be produced by the CIS.
6. Steps 4 and 5 are to be repeated if the inquiry continues to be unresolved.
7. The latest follow-up date (if any) should be present on the call-log screen.
8. Once the inquiry is complete the CSR will initiate the completion button in the call-log screen. The CIS will automatically input a completion time and date.
9. At the end of each month Crystal Report 2 is produced. This report details the difference in days between the original call creation date and the final completion date.
10. The detailed report must be analyzed and any erroneous figures should be corrected. If corrections are made the report must be reproduced.
11. The report will show the total number of contacts (a) and the total number of days to resolve those contacts (b). Dividing (b) by (a) will produce the average number of days to resolve contacts for the month.

Issue: 1  
Amendment: 0  
Date: August 1999

Authorized:   
Approved: 

TITLE TELEPHONE ANSWER TIME

REF: UW-CSBM-03

**PURPOSE:** To measure the time taken for a customer to be connected to a Customer Service Representative.

**SCOPE:** This procedure covers all customer inquiries by telephone that are received by a Customer Service Representative.

**PROCEDURE:**

1. All calls received by the Customer Contact Center are monitored by the computerized telephone system.
2. The calls monitored are those that are received on the Customer Service telephone number.
3. The computerized telephone system will be set up to measure the time taken between the customer call being identified by the system and that call being answered by a Customer Service Representative (CSR).
4. At the end of each month a report is produced from the computerized telephone system. This report will detail the average time in minutes for a customer to be connected to a CSR.
5. This average figure is input directly into the benchmark report.

**Note:** The information for this benchmark can only be produced by those Companies that operate on a computerized telephone system.

Issue: 1  
Amendment: 0  
Date: August 1999

Authorized: *[Signature]*

Approved: *Peggy Andrus*

**TITLE      TRANSFERRED CALLS**

**REF: UW-CSBM-04**

**PURPOSE:** To measure the percentage of customer telephone calls that are transferred from the initial Customer Service Representative.

**SCOPE:** This procedure covers all customer telephone calls that are initially received by a Customer Service Representative.

**PROCEDURE:**

1. All calls received by the Customer Contact Center are monitored by the computerized telephone system.
2. The Customer Service Representatives (CSR's) receive customer calls on the incoming Customer Service telephone number.
3. If any of these calls are transferred (including transfer to another CSR) by the CSR receiving the initial contact then the computerized telephone system will be set up to recognize this as a transferred call.
4. The computerized telephone system automatically monitors the number of calls that are transferred from the CSR following the initial customer contact.
5. At the end of each month a report is produced from the computerized telephone system. This report will detail the total number of calls handled by the CSR's (a) and the total number of those calls that were transferred (b).
6. Dividing (b) by (a) and then multiplying by 100 will produce the percentage of transferred calls to be input into the benchmark report.

Issue: 1  
Amendment: 0  
Date: August 1999

Authorized:   
Approved: 

**TITLE**      **FIELD VISITS KEPT ON TIME**

**REF: UW-CSBM-05**

**PURPOSE:** To measure the percentage of field visits to customers that are exercised at the agreed time.

**SCOPE:** This procedure covers all scheduled field service appointments made by United Water employees.


**PROCEDURE:**

1. The customer contacts United Water (UW) and requests a Field Representative (FR) to visit.
2. The contact is logged onto the Customer Information System (CIS) and a date and time for the visit is agreed with the customer.
3. If a visit-time is agreed with the customer then this time is input into the CIS as the scheduled time. If the visit can take place anytime during the day a PM time is input into the CIS, say 5 PM.
4. A Field Service Order (FSO) is created and issued to the relevant work group.
5. The field visit takes place and the details are completed on the FSO by the FR, including the arrival time and date of the visit.
6. The completed details are input into the CIS.
7. At the end of each month Crystal report 5 is produced. This compares the scheduled time and date of the visit to the performed time and date.
8. The detailed report must be analyzed and any erroneous figures should be corrected. If corrections are made the report must be reproduced.
9. The summary figures will then show the total number of scheduled visits (a) and the total number of scheduled visits exercised on time (b).
10. Dividing (b) by (a) and then multiplying by 100 will produce the percentage of on-time visits to be input into the benchmark report.

**Note:** For benchmarking purposes, to be on time for an AM appointment the FR must arrive before 12 noon on the agreed day, for a PM appointment the FR can arrive anytime during the agreed day.

Issue: 1  
Amendment: 0  
Date: August 1999

Authorized: 

Approved: 



**TITLE**      **EMPLOYEE TRAINING**

**REF: UW-CSBM-06**

**PURPOSE:** To measure the amount of training given to United Water employees.  
**SCOPE:** This procedure covers any relevant training that is given to any employees who interface with customers.

**PROCEDURE:**

1. Detail those work groups that interface with customers (relevant work groups).
2. Maintain a monthly record of the number of employees within the relevant work groups.
3. For those employees within the relevant work groups maintain a monthly record of the total amount of training (in hours) that they each complete.
4. Sum up (in hours) all of the training completed by all of the employees in the relevant work groups for the month.
5. This figure, along with the total number of relevant employees is input into the benchmark report.

**Note:** To confirm if training is relevant, or if a work group should be included in this benchmark contact the Benchmark Program Administrator.

Issue: 1  
Amendment: 0  
Date: August 1999

Authorized: *[Signature]*  
Approved: *[Signature]*