

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: OCTOBER 23, 2017

ITEM NO: 1

SUBJECT: EMPLOYEE RECOGNITION AWARD TO CUSTOMER SERVICE CREDIT AND COLLECTIONS TEAM FOR PROCESS IMPROVEMENT LEADING TO IMPROVED BUSINESS RESULTS

ISSUE:

Recognition of the Customer Service Credit and Collections team for improving the collection process resulting in improved business results.

RECOMMENDATION:

That the Board of Public Utilities recognize the following employees for their excellent work in improving the collection process for delinquent accounts yielding an additional \$200,000 in revenue to date:

- Jamie Magby, Customer Service Supervisor
- Sammie Luna, Customer Service Representative III
- Cindy Regalado, Customer Service Representative III
- Beverly Brown, Customer Service Representative II
- Darlene DeRosa, Customer Service Representative II
- Cynthia Hurtado, Customer Service Representative II
- Liza Jauregui, Customer Service Representative I
- LaVaun Johns, Customer Service Representative II
- Tammy Marshall, Customer Service Representative II
- Taft Scott, Customer Service Representative I

DISCUSSION:

Historically, delinquent utility accounts have been turned over to a collection agency and the City receives a fraction of the total amount due on the account. Recognizing the opportunity to increase collections and lower costs, the Credit and Collections team implemented a small process change to place a phone call to delinquent accounts and speak with customers before turning the accounts over to the collection agency. In the approximate ten months since this change, collections have increased by over \$200,000.

FISCAL IMPACT:

There is no fiscal impact associated in recognizing this staff.

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