

## **BOWC Customer Service Meeting**

**9/6/2016**

## Agenda

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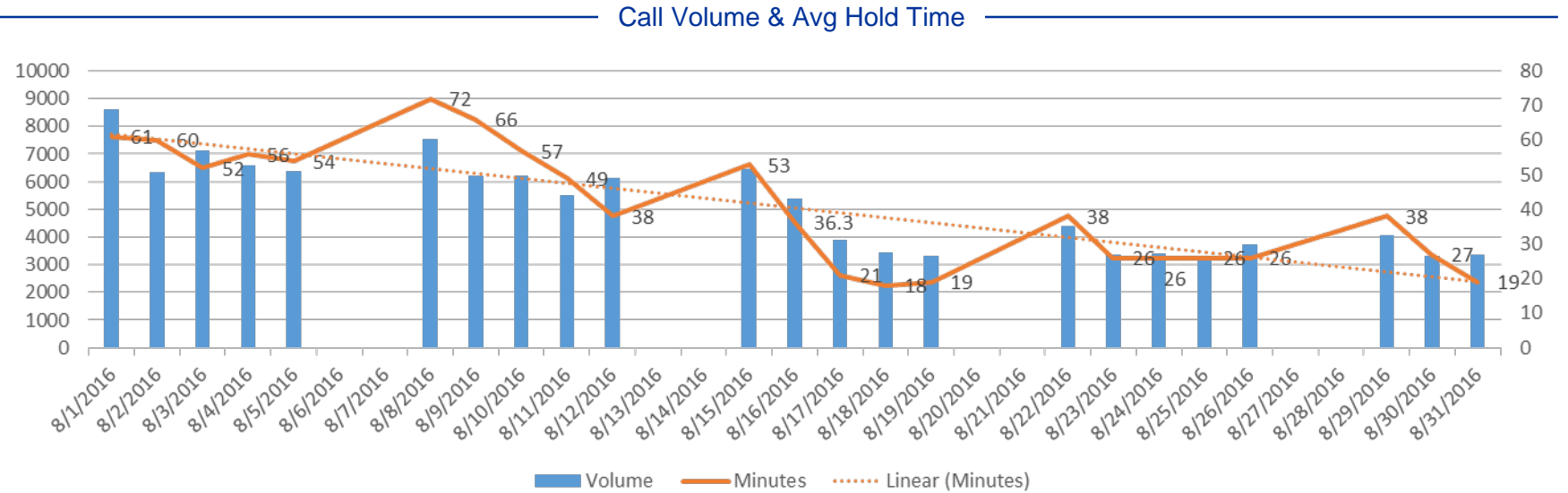
- Where we are going
- Metrics Update
- Upcoming Items
- Open Discussion

# Where we are going

Efficiency is doing things right; Effectiveness is doing the right things – *Peter Drucker*



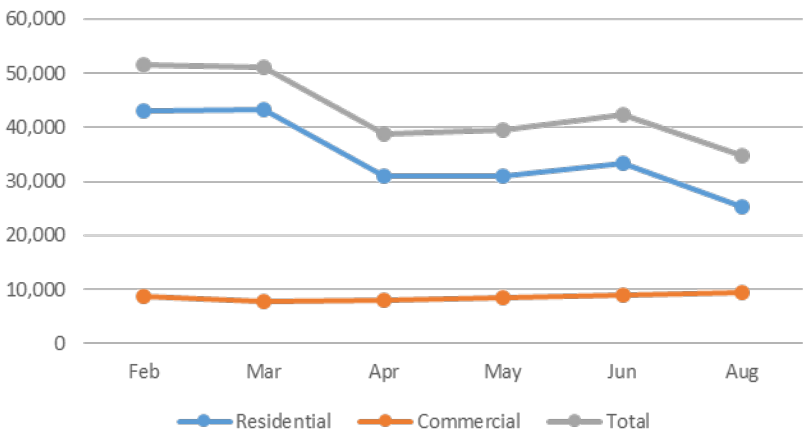
# Metrics



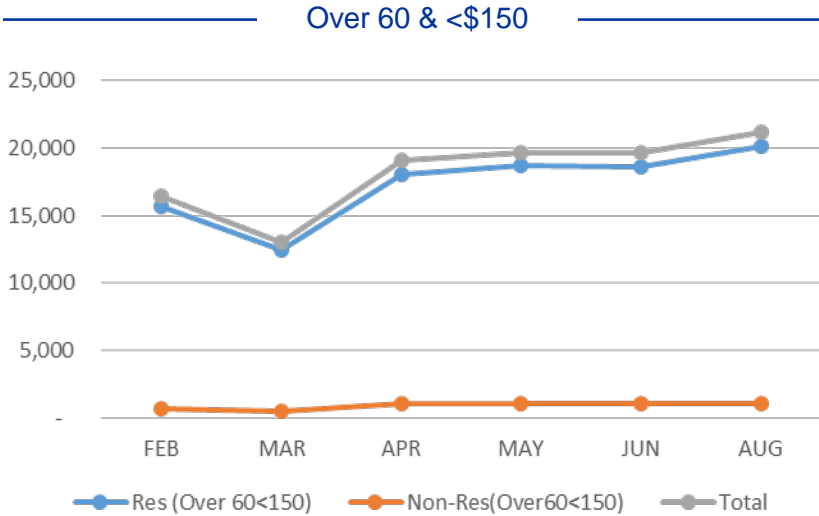
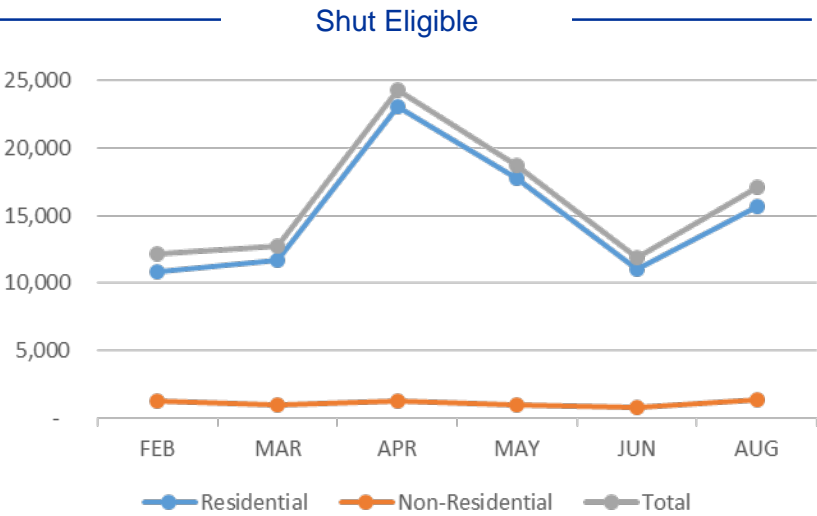
## WRAP

- 2,081 Enrollees
- 17% Delinquency (Customers that have fallen out of the program)
- 700 appointments

## Payment Agreements



# Metrics



## Upcoming

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- Kiosks
- New Bill
- Self Service Portal
- Additional Customer Service Training
- New Training Material
- Work Order Clean up
- Spanish Marketing Materials