

FY2020 - DC Water Escalations & Executive Inquiries Summary

Source	Customer Concern														Grand Total	
	Resolution (Below Source)	Billing	Disconnect	Dispute	Estimated Bills	Fee Adj	High Bills	Impervious	Info Request	Online Svc	OPC Inquiry	Other	Payment	Reconnect		Service Request
DC Government			1				1									2
Cus advised of payment required to restore service.			1													1
High usage investigated and closed.							1									1
GM/CEO			1		2	3	2	2				1	1			12
Actual reading obtained.					2											2
Adjustment processed						3										3
Cus advised of payment required to restore service.			1													1
High usage investigated and closed.							2									2
Information requested provided.												1				1
Payment posted or payment arrangements.													1			1
Updates processed in Billing area.								2								2
OMAC (DC Water)	2	1					17					1				21
Billing concern explained or statement provided.	2															2
Cus advised of payment required to restore service.			1													1
High usage investigated and closed.							17									17
Information requested provided.												1				1
OPC	1	1	1	1	2	1	1	1			65		4	2	1	81
Actual reading obtained.					1											1
Adjustment denied						2										2
Billing concern explained or statement provided.	1															1
Cus advised of payment required to restore service.			1											2		2
Dispute investigated and closed.				1												1
High usage investigated and closed.							1									1
Information provided to GM contact.											65					65
Information requested provided.								1							1	2
Payment posted or payment arrangements.													4			4
Updates processed in Billing area.								1								1
Other	1	1	1	1	1		5			3				1		13
Actual reading obtained.					1											1
Billing concern explained or statement provided.	1															1
Cus advised of payment required to restore service.			1											1		2
Cus assisted with online concern.										3						3
Dispute investigated and closed.				1												1
High usage investigated and closed.							5									5
Repeat Contact	1			1			5				2	1				10
Billing concern explained or statement provided.	1															1
Dispute investigated and closed.				1												1
High usage investigated and closed.							5									5
Information provided to GM contact.											2					2
Information requested provided.												1				1
Grand Total	5	5	3	4	5	5	31	3	1	3	67	3	5	3	1	139