

FY2019 - DC Water Escalations & Executive Inquiries Summary

Source	Customer Concern														
Resolution (Below Source)	Account Update	Billing	Disconnect	Dispute	Estimated Bills	High Bills	Impervious	Online Svc	OPC Inquiry	Other	Payment	Reconnect	Service Request	Usage Adj	Total
<b>DC Government</b>	1	2	2	1			1			1	3				11
Billing concern explained or statement provided.		2													2
Cus advised of payment required to restore service.			2												2
Dispute investigated and closed.				1											1
Information requested provided.										1					1
Information updated.	1														1
Payment posted or payment arrangements.											3				3
Updates processed in Billing area.							1								1
<b>DC Water Mgmt</b>		1									1				2
Billing concern explained or statement provided.		1													1
Payment posted or payment arrangements.											1				1
<b>GM/CEO</b>	3	37	1	6	1			1		13	14			5	81
Actual reading obtained.					1										1
Adjustment processed after investigation.														5	5
Billing concern explained or statement provided.		37													37
Cus advised of payment required to restore service.			1												1
Cus assisted with online concern.								1							1
Dispute investigated and closed.				6											6
Information requested provided.										13					13
Information updated.	3														3
Payment posted or payment arrangements.											14				14
<b>OMAC (DC Water)</b>			2							1					3
Cus advised of payment required to restore service.			2												2
Information requested provided.										1					1
<b>OPC</b>		2	10	1		3	3		66	12	10	2		2	111
Adjustment processed after investigation.														2	2
Billing concern explained or statement provided.		2													2
Cus advised of payment required to restore service.			10									2			12
Dispute investigated and closed.				1											1
High usage investigated and closed.						3									3
Information provided to GM contact.									66						66
Information requested provided.										12					12
Payment posted or payment arrangements.											10				10
Updates processed in Billing area.							3								3
<b>Other</b>		4	3	2	1			1		3	2		2		18
Actual reading obtained.					1										1
Billing concern explained or statement provided.		4													4
Cus advised of payment required to restore service.			3												3
Cus assisted with online concern.								1							1
Customer provided with process for service.												2			2
Dispute investigated and closed.				2											2
Information requested provided.										3					3
Payment posted or payment arrangements.											2				2
<b>Repeat Contact</b>		1		1							1				3
Billing concern explained or statement provided.		1													1
Dispute investigated and closed.				1											1
Payment posted or payment arrangements.											1				1
<b>Grand Total</b>	<b>4</b>	<b>47</b>	<b>18</b>	<b>11</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>66</b>	<b>30</b>	<b>31</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>229</b>