

DWSD: Theresa Redden Flennoy

- » **Problem Statement:** New tenants need to go through a process of registering for their own water accounts. New account registration work orders were taking an average of almost 30 days to process correctly--30% of new registrations were taking over 80 days to complete! This was causing delays in activation, errors in payments, decreased water revenue, and increased customer aggravation.
- » **Improvement Objective:** Reduce time to complete new applications from an average of 30 days, to less than 10 days.

The water department wanted to make it an easy and pleasant experience for new residents





PROJECT LEAN

Improvements

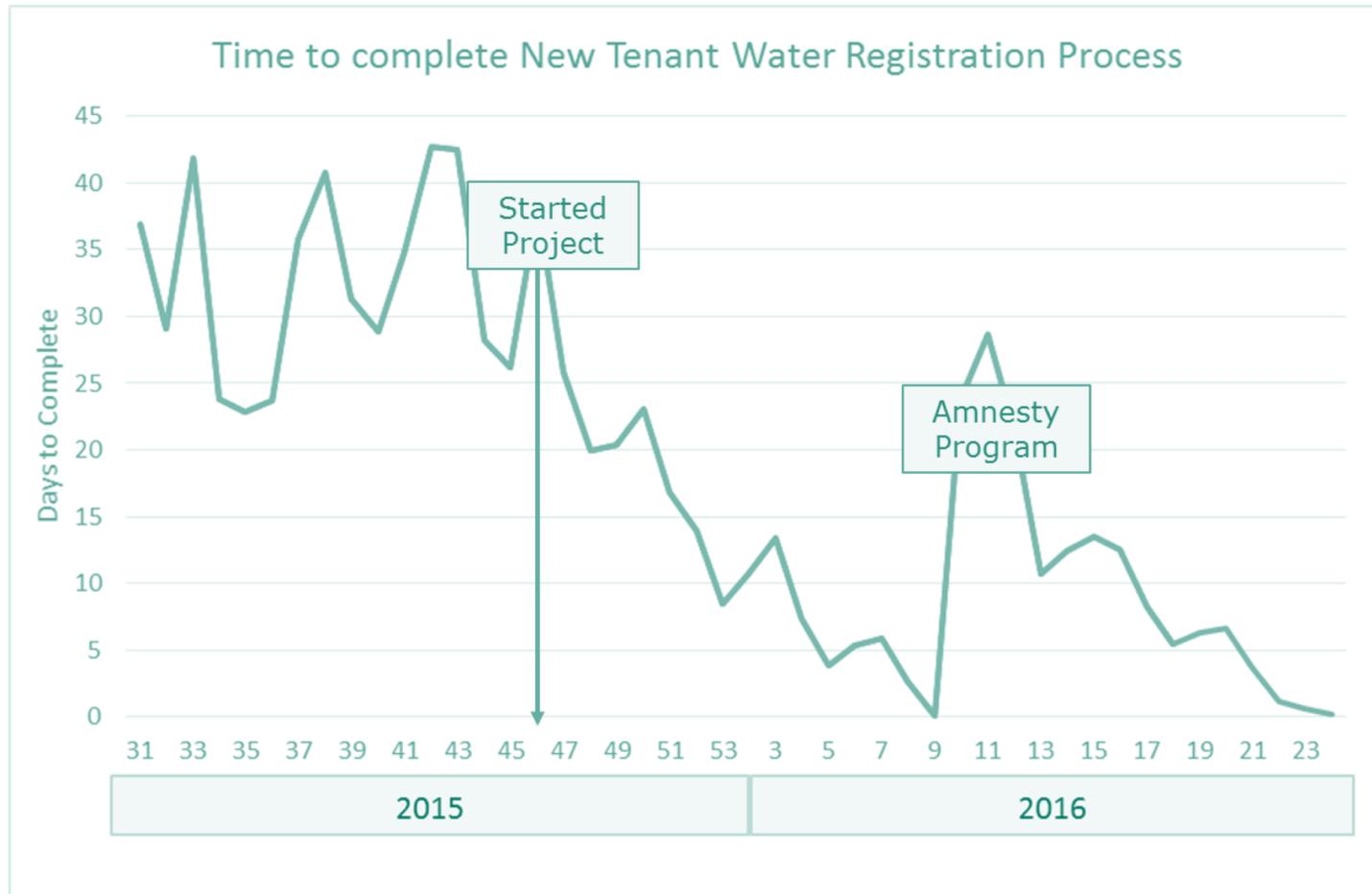
- » Improved Customer Service through cross training and signage
- » Simplified the Application Process and improved communication between customers and employees
- » Implemented account application tracking mechanisms to quickly identify when applications are taking too long
- » Eliminated duplication efforts across multiple Water Department branches

Reduced Average Time to Complete New Water Application from 30 days to less than 7 without compromising the number of applications DWSD could process

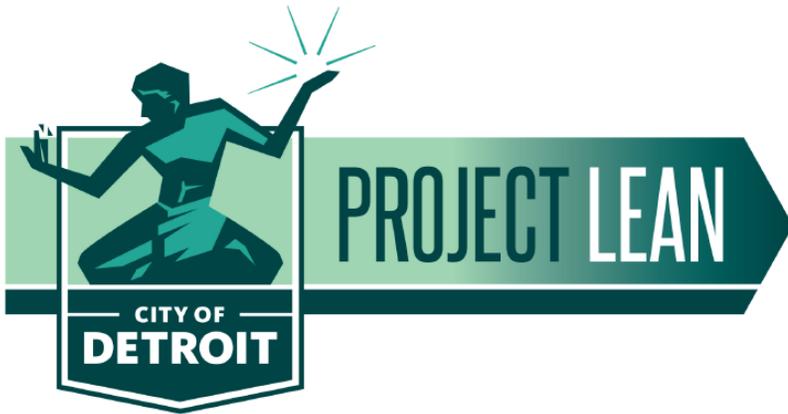


PROJECT LEAN

Impact



You can see that the applications have been taking significantly less time on average



Team Members

This project couldn't have been possible without the support and resources given by:

- » Rob Presnell-Chief Operating Officer
- » Mark Anthony Cooper-Chief Customer Service Officer
- » Liza Downer- Collections Team Leader
- » Brittney Watkins-Landlord Tenant Customer Service Specialist