



Staff Report Item 13

TO: East Bay Community Energy Board of Directors
FROM: Annie Henderson, VP Marketing and Account Services
SUBJECT: SMUD Presentation (Informational Item)
DATE: July 17, 2019

Recommendation

Receive a presentation from Director of Community Energy Services at SMUD regarding their services to EBCE

Background

SMUD was selected by the EBCE board in November 2017 to be the Data Management, Billing and Call Center Services vendor. SMUD has been providing these services throughout the original enrollment of municipal and commercial customers in June 2018 and residential customer enrollment in November 2018. Their contract ends in November 2020.

SMUD will provide an overview of their services and an update on lessons learned to date.

Attachment

- A. SMUD Presentation

SMUD Community Energy Services

EBCE Operations Overview

Tracy Carlson

July 17, 2019



SMUD

Who We Are

70+
Years
Est. 1946


Providing Reliable,
Affordable Electricity
Sacramento and Placer County

6th Largest



Publicly Owned,
Not-for-profit
Electric Utility in the Nation



7 member
Elected Board of Directors



10,233 GWh
2018 Load



2,278
Employees

Mission

- Local Control
- Renewable Energy
- Greenhouse Gas Reduction
- Customer Choice
- Price Stability

SMUD

Community and Customer Commitment



Brand Trust &
Customer
Engagement

Western US
Electric Utilities



Business
Customer
Satisfaction

J.D. Power

1st
Large
California Utility



Time-of-Day
Standard for Residential Customers

American Public Power Association

2019
Community Service Award

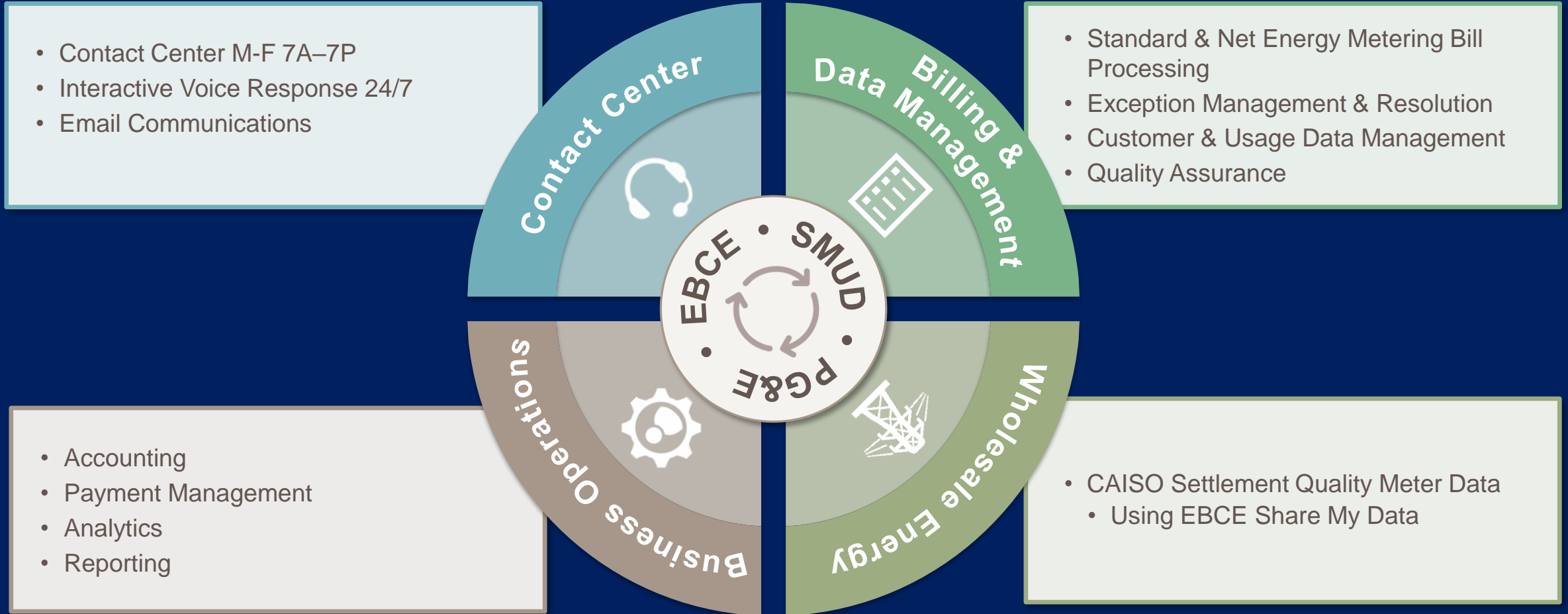


Recognized Nationally and Internationally

Innovative Energy Efficiency Programs & Renewable Power Technologies

Community Energy Services

Core Services

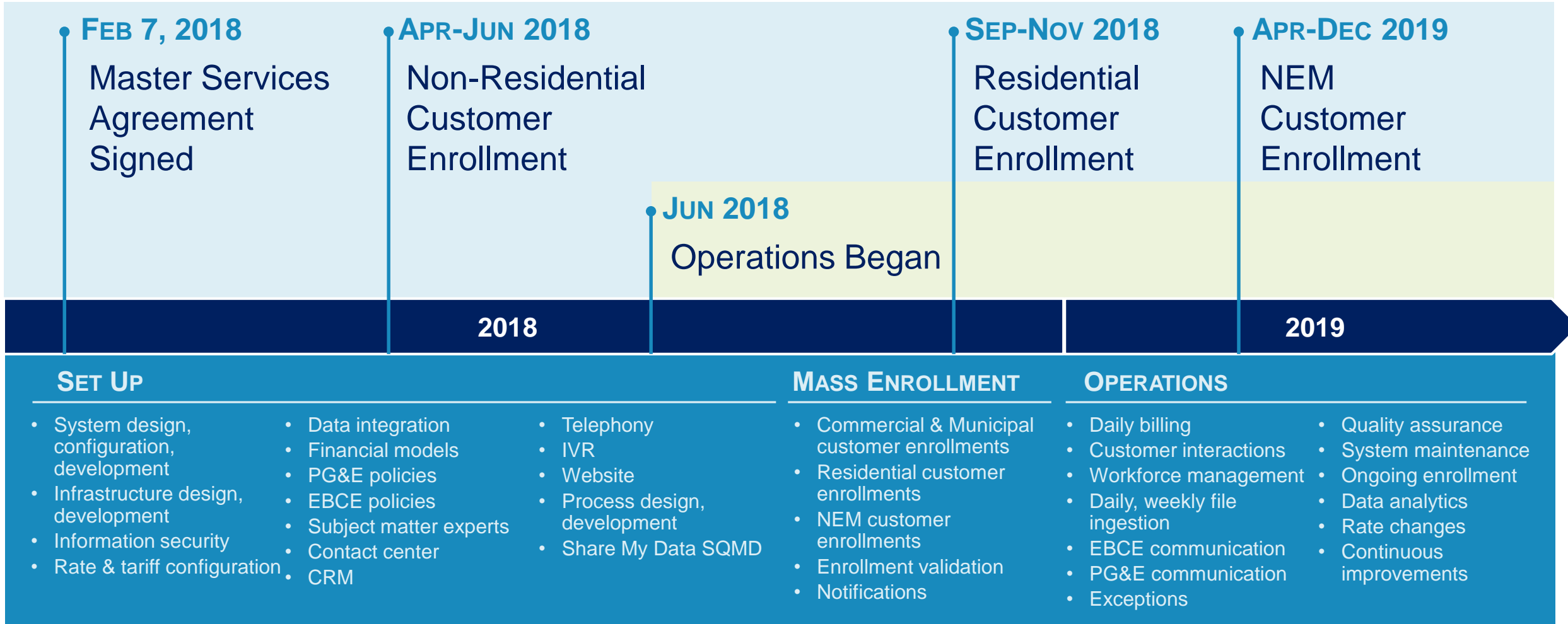


Community Energy Services
also provides service to



Community Energy Services

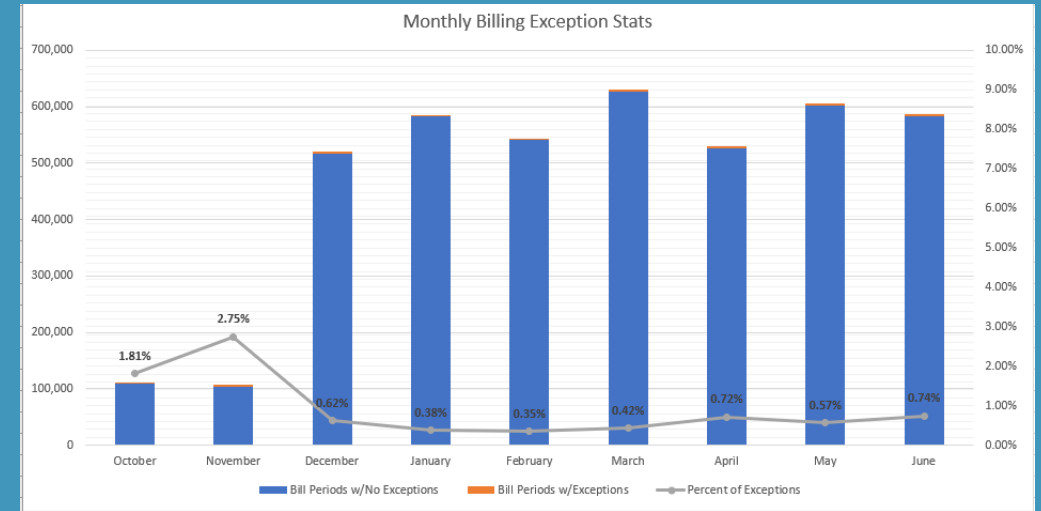
Billing, Data Management, & Contact Center Services



Billing & Data Management

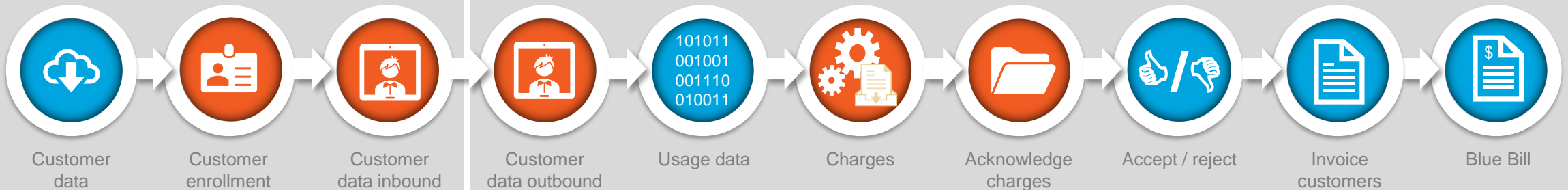
Getting It Right

- *As many as 32,321 bills daily*
- *0.63% required manual processing*
- *Collaboration & analysis*



Customer Enrollment

Usage & Billing (10 day window)

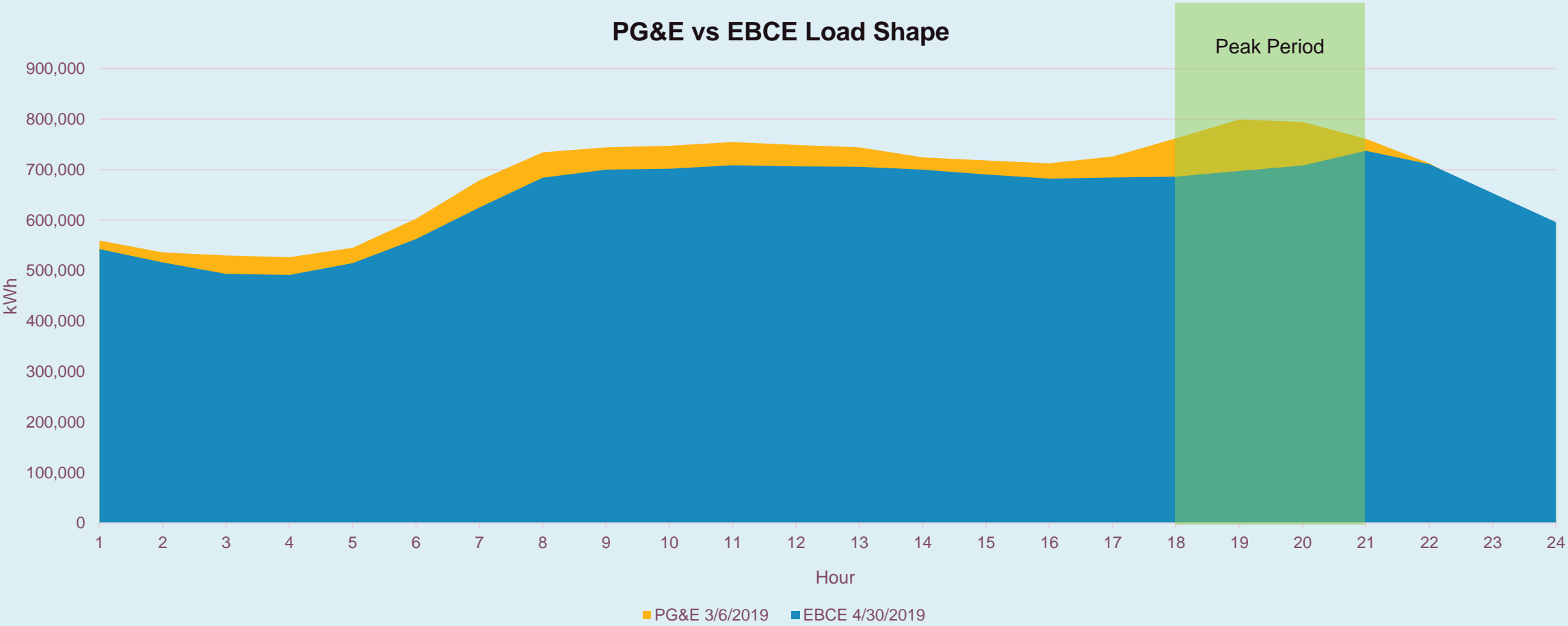


Robust Quality Assurance

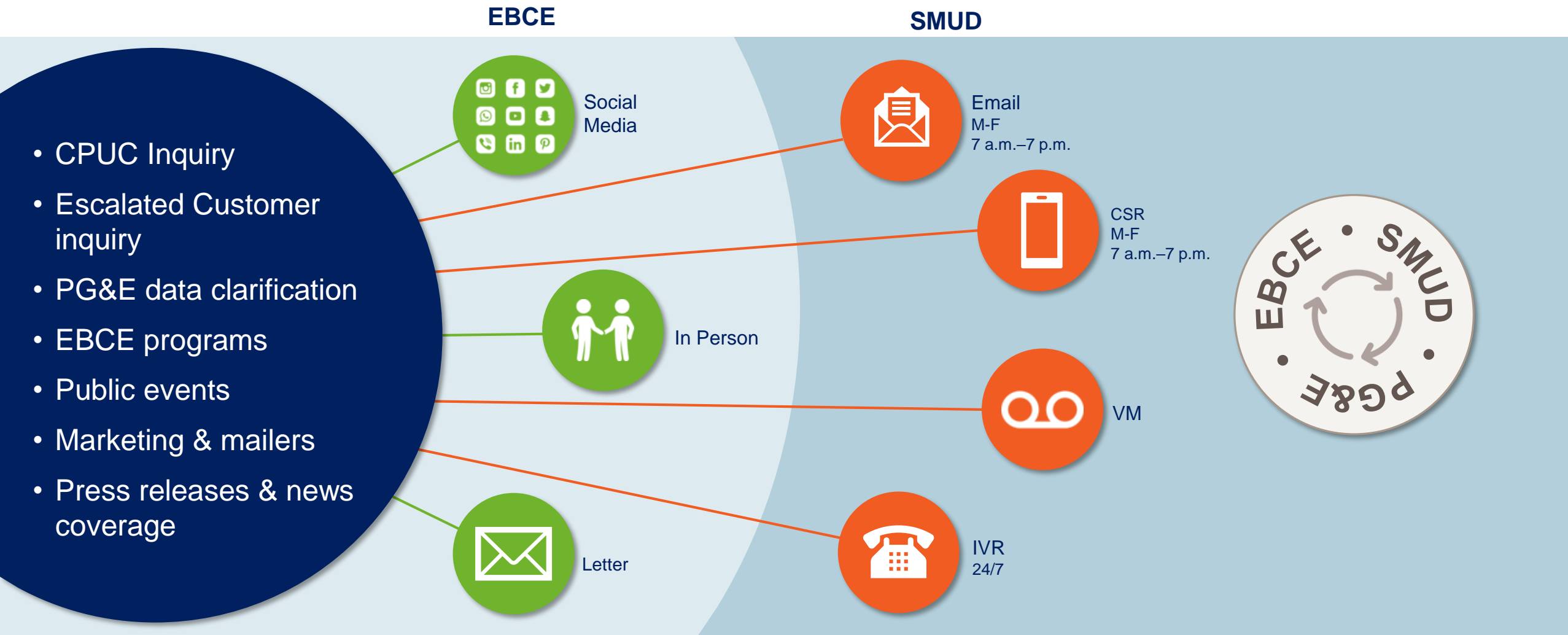


Daily Load Profile

Share My Data



Customer Communication Channels



Operations by the Numbers

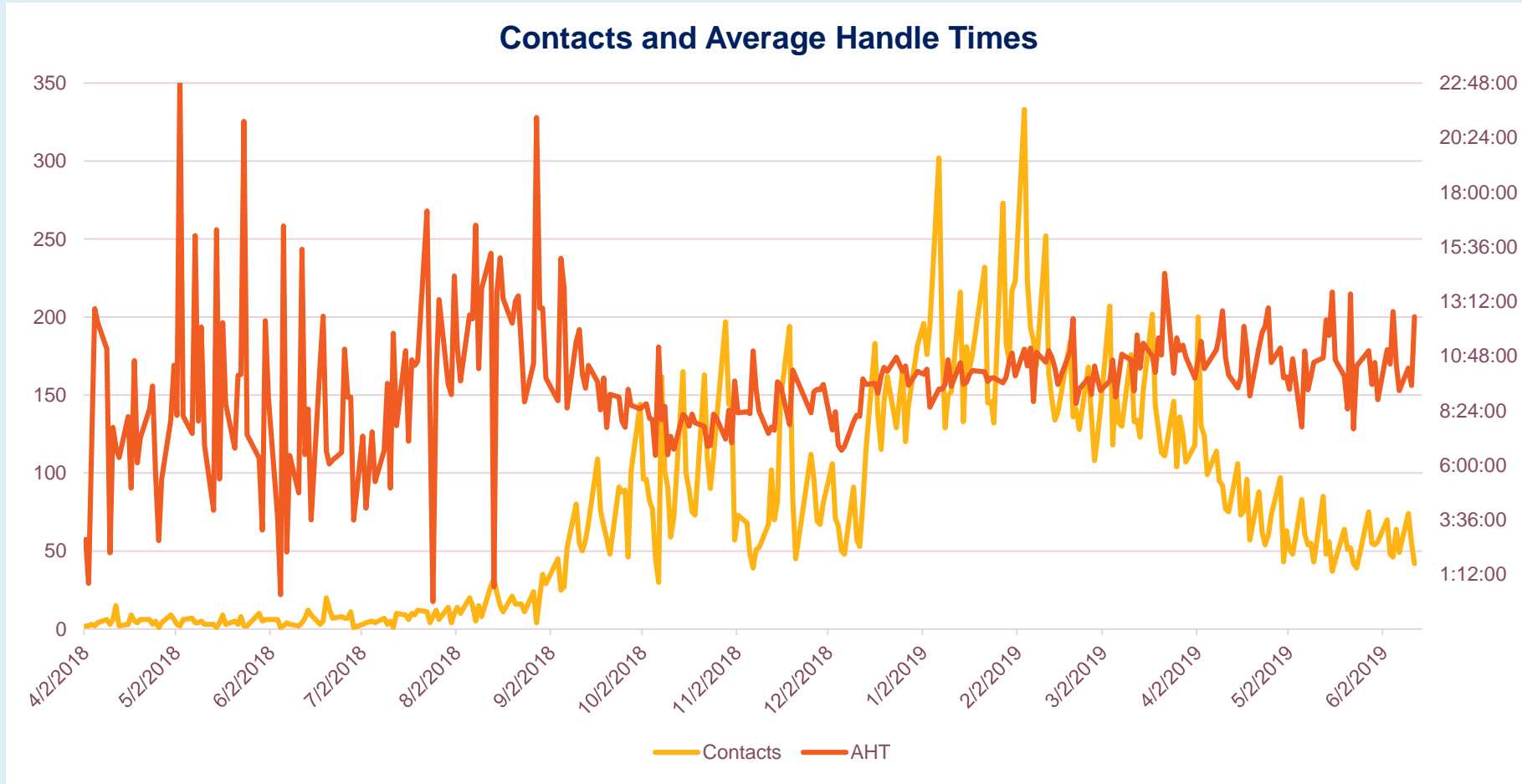


- ✓ **Successful mass enrollment for the largest CCA in California (2018)**
- ✓ **547,179 Customers-to-date**
- ✓ **Processed over 4,200,000 bills**
...totaling more than **\$405,000,000**
- ✓ **21,364 calls and counting**
- ✓ **1,500 emails**
- ✓ **500 customer call-backs**
- ✓ **Over 1,000 customer saves!**

Customer Contacts

Expect the Unexpected

Daily
Contacts
Range
From
40–300+



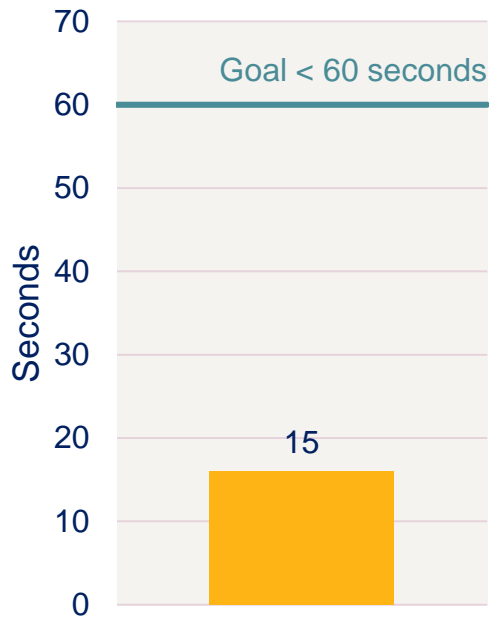
Handle
Time:
2 Mins –
>1 Hour

April 2018 - Present

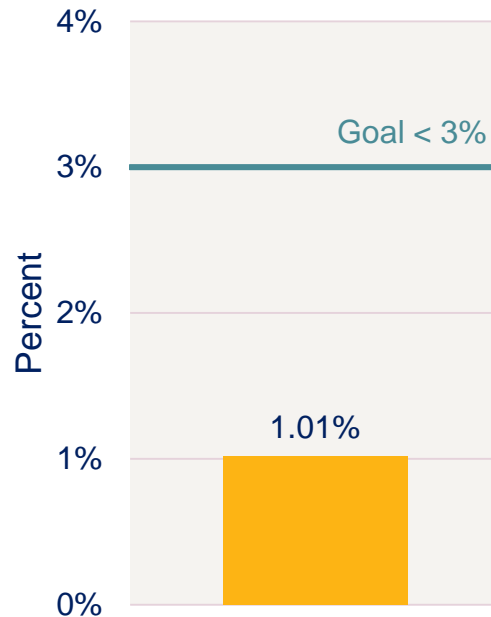


Contact Center Tracking Performance

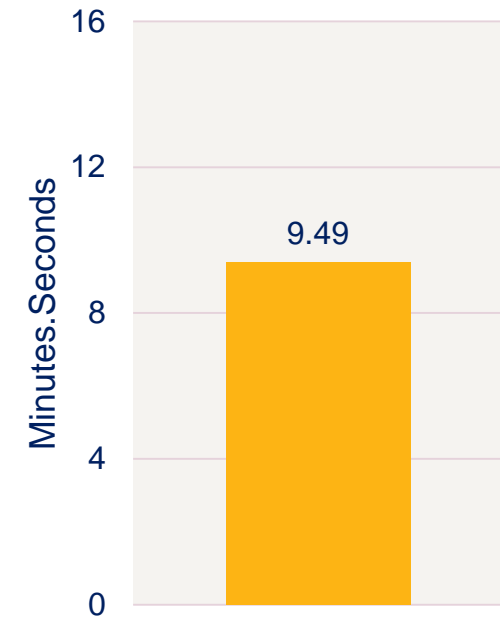
Average Speed of Answer (ASA)



Abandon Rate Percent

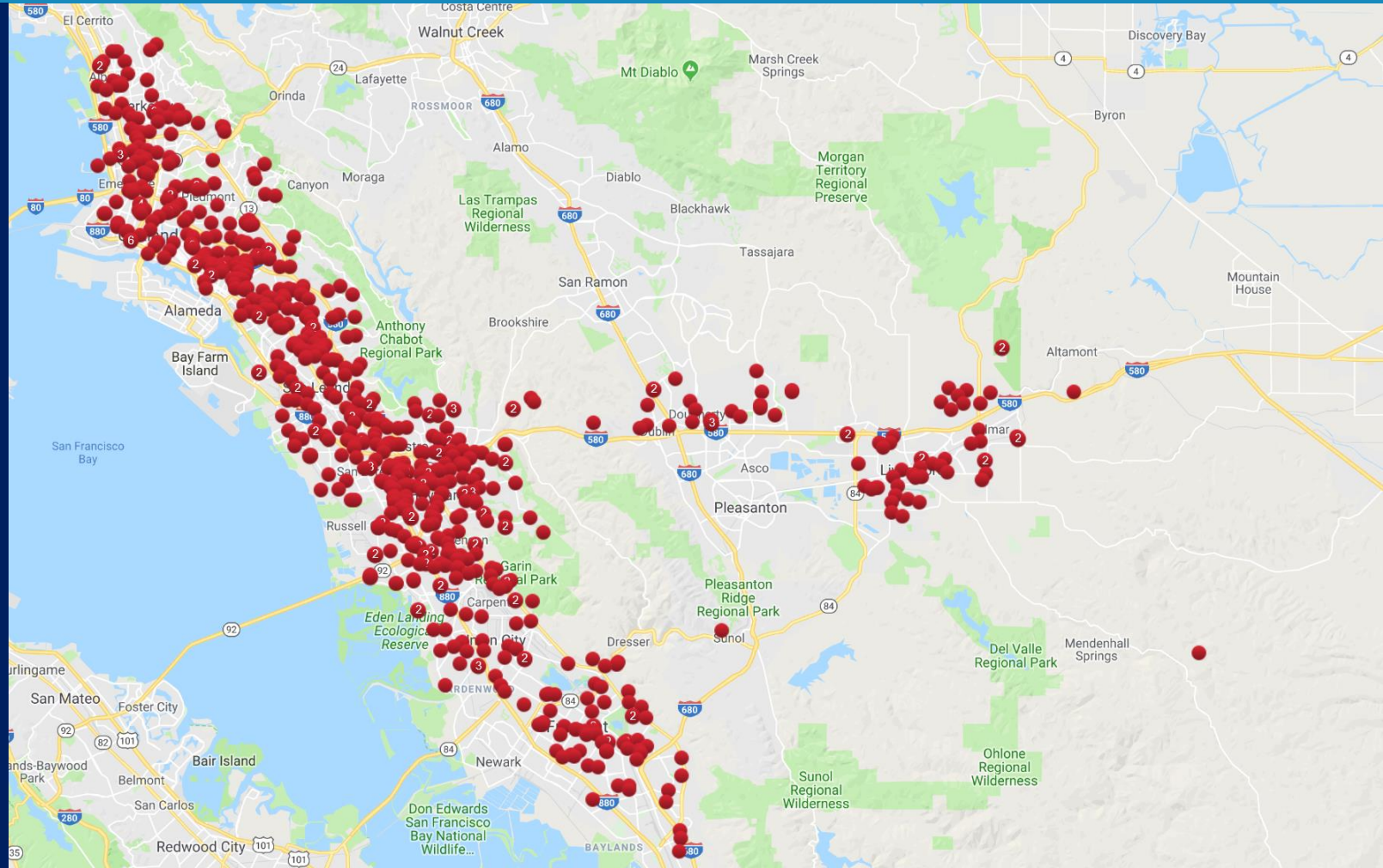
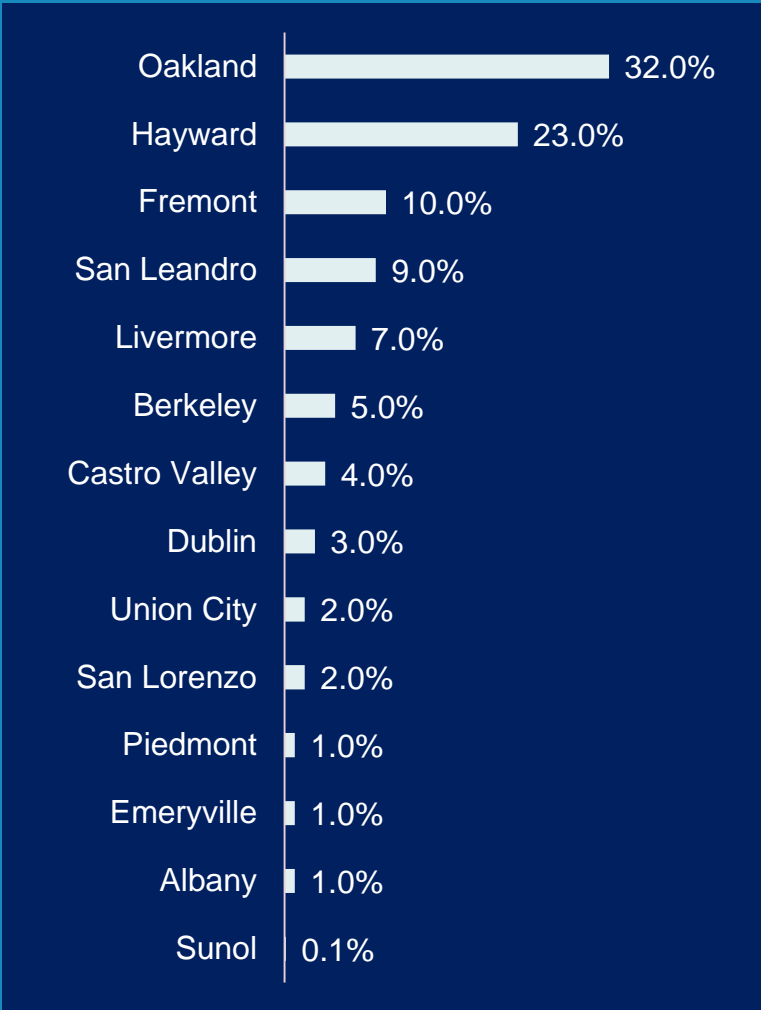


Average Handle Time (AHT)



April 2018 - Present

Customer Opt Out Saves (1000+ Saves)



What **EBCE** customers say about us...



Thank you for the explanation to help me understand my bill! – Elliot

I hope EBCE will be successful! – John

I am grateful to you for providing energy efficiency tips and how to manage my heating. – Angie

Thank you for taking the time to explain my charges in detail to help me understand. – Jill

Thank you for your patience and professionalism. – Roberto

You did a great job explaining EBCE charges. – Andrew

I am so grateful for you taking the time to explain the charges to me.

I appreciate your patience and expertise. – Bonnie

Thank you for explaining the bill so thoroughly. – Pamela

Contact Center

Ongoing Expertise



- Wildfire Safety & Impacts
- Public Safety Power Shut-Off



- Complex Calls:
 - NEM, AB 117
- Programs & EBCE Customer Relationship Options



- Time-of-Use
- Educating on Load Shift, Load Shed, Energy Efficiency
- Load Impacting Activities



- Rate Changes

SMUD Community Energy Services



Thank you!