

St. Charles Parish

Department of Waterworks

August 4, 2025

Greg Gorden



Waterworks Vital Stats

- **WATERWORKS MISSION:** Provide a sufficient supply of safe drinking water and water for fire protection to the citizens of St. Charles Parish.
- 57 Staff Members
 - Administrative/Office/Billing 11
 - Distribution 23
 - Treatment Plant 23
- Total Budget (FY 2025): \$16,268,909
- Total Assets: \$54,248,893



Billing & Meter Reading Stats

BILLING STATS

- **Average Customer Sales (per month):** \$1,241,107
- **Water Sales:**
 - 18% Commercial
 - 42% Industrial
 - 40% Residential
- **Water Bills Produced:**
 - Total 264,042
 - Reminder/Late Notice 57,801
 - Lock-Offs 3,509
 - Final 1,821
- **Customer Pay Methods:**
 - 21% Bank Drafting
 - 17% Mail
 - 50% Online Pay
 - 13% In-Person

METER READING STATS

- **Accounts Read:** 264,756
- **Number Reread (Inconsistencies):** 1,818
- **Water Services Installed:** 92
- **Total Meters:** 23,328
 - 211 Manual Read Meters (1%)
 - 23,117 Automatic Read Meters (99%)

2024 Production, Treatment, Distribution Stats

- Waterworks Treatment Plant Operators collect:
 - 270 chlorine samples per month throughout the water system
 - 120 chlorine samples per day at each treatment plant
- One operator per 12-hour shift performs an average of 319 water analyses.
 - 465,740 water analyses per year by each operator.
- Waterworks conducts analyses on chlorine, fluoride, pH, hardness, alkalinity, turbidity and conductivity daily in each plant and monthly throughout the distribution system.
- **Meters Read Monthly: 23,388**
- **Work Orders Completed: 18,849**

Billing Call Center - Initiated 4/7/25

- **Why did the Department do this?**
- **Customer Experience**
 - Accurately track customer call data
 - Ability to terminate use of the existing infinity line
 - No more ringing off the hook/call logjams
 - Reduce customer frustration/multiple calls
 - Provide customers the opportunity to request a call back
 - Encourage email communication to provide information, resolve issues, establish service

Call Center – Data We Track

Inbound/Outbound Calls

Calls Handled

Calls Abandoned (by Customer)

Total Handling Time (By Staff Person)

Inbound/Outbound

Average Handling Time (Inbound, Outbound)/Speed of Answer

Calls Outbound/Abandoned (By Customer)/Requeued

% of Shift Handling Inbound/Outbound Calls

Billing Call Center – Why We Track

- Ability to track staff work-load through the billing process
 - Assists with performance coaching
 - Time spent on each customer call
 - Determine which issues are time consuming
 - How to hone performance
 - Determine work balance amongst billing staff
 - Are certain staff fielding less calls?
 - If so, why?
 - Understanding process
 - Extracting information from the customer
 - If a specific issue takes all staff time to handle can management provide group coaching to staff? Can we work as a group to determine the most efficient way to address an issue?

Call Center Stats

Month	#Calls	#Missed Calls	Answer %
April	1671	13	99.2
May	2352	16	99.3
June	2342	33	98.6

Call Center Dashboard

Ignite

🔔 🧑 📞 JN JESSICA Unknown

🏠 Dashboards

📧 Inbox

🕒 History

🐾 Queues

📁 Cases

⚙️ Options

🔧 Tools

Dashboards

🔄 (0 + 0) / 1

✎️ + 🗑️

Default Dashboard ▾

Agent State

Everyone

Agent Logins 🔄 4 / 8

ACD

Idle

Non ACD

Unavailable

Not Present

Offline

🟢 AGENT 3763
1102
35:34

🟢 KELLIE LOUPE
1104
33:23

🟢 ALAYAH WELCH
1101
02:36

🟢 JAYDA VERDIN
1105
00:18

🟡 KENDRA VEDROS
1106
7:05:41:43

🟡 STEPHANIE ZAVALA
1107
5:02:51:04

🟡 JESSICA NAQUIN
1108
--:--

🟡 SIERRA FRICKEY
1103
--:--

Queue Now

📞 Water Works*1100 P200

92 Offered

99 %

0

18

00:00

0

92

Service Level

Contacts Waiting

Requeued

Longest Waiting

Abandoned

Offered

4 Idle

0 ACD

0 Non ACD

0 Unavail.

Callback Request

Name	Number	Status	Offer At	Received	Preferred Time	Destination	# of Attempts	Last Attempted	Actions
	5048758460	Queued		July 14, 2025 9:08 AM		Water Works*1100 - P200	0		🔄 🗑️ ✕

Muni-Link Integration

Customer Notifications

- **Emergency Notifications**
- **Service interruptions**
- **Advisories**
- **How to sign up**

Link to Meter Techs

- **Billing staff can send service orders to Meter Techs directly**
- **Work with Techs to resolve issues in real time**
- **Reduce repeat visits, avoid confusion, reduce customer frustration**

Muni-Link Billing Improvements – Searching Account Efficiency

ACCOUNTS Search by account, name, or address in one place.

ACCOUNT NUMBER

NAME ☐ Include Owner

HOUSE NUMBER

Equal ▼

STREET NAME

ROUTE

Select... ▼

BILLING CYCLE


Select... ▼

BILLING GROUP

Show All ▼

STATUS

Show All ▼

[Show more...](#) 

(more in-depth search filters available)

Search

Reset

You must first provide some search criteria to narrow your resulting account list.

Customer Data on One Page

INACTIVE ACCOUNT 99999909-1

Return To List

TEST ACCOUNT

Name/Address

NA NA
NA, LA 99999

Account Status: Inactive
Billing Cycle: All Routes
Address Type: Residential
eBill Conversion:

Phone:
Route: Unknown
Email:
Sewer Info:

Bill To E-Bill: Not Enrolled
Account Start Date:
Account End Date:

Utility Billing Group

Edit Account Billing Groups

General Information

Edit

Units: 1
Exclude Billing: No
Exclude Interest: No
Exclude Penalty: No
Exclude Notice: No
Exclude Lien: No
Suspended Action Code: Billing Group

Transactions

View More

Log of all billing transactions.

Balances

View Details

Balance	\$0.00
Deposits	0.00
Water	0.00
Sewer	0.00
Garbage	0.00
Tax	0.00
Unapplied Credit	0.00

Account Log

View More

Add New

Completed

Scheduled

Type

Reading

Log of all account interactions.

Services

Add New

Residential Water

Residential Irrigation

Sewer 90

Safe Drinking

** All Services **

Details

View Details

Edit

Title: Residential Water
Quantity: 1
Amount:
Enabled: Yes

Meters

View More

Add New

Number	Size	Usage	Type
v99999909	5/8"	Active 03/17/2025 0	0 Meter In

Usage

View More

No data found.

Discounts and Surcharges

View More



Add New

No data found.



Active services and history of usage.


Module Access


Billing process includes all modules on one page.


EXAMPLE BILLING BATCH - Status: Open Lock Status: Unlocked [Edit](#)  


Billing Cycle:	Cycle 6	Description:	EXAMPLE BILLING BATCH	
Billing Group:	Utility Billing Group	Date:	Bill: 08/07/2025	Due: 08/22/2025



Cycle Reading Form
 Suggested Next Step



Generate Reading File



Enter/Edit Readings



Calculate Estimates



Readings Report



Calculate Billing



Billing Reports


Generate Mailing List


Print Bills


Post Billing


Send eBill Notifications


Close Cycle File

Certain modules unavailable without completion of prior necessary steps.

Service Order Creation

No data found.

Payment Method

NO PAYMENT METHOD

Deposits

Title	Customer	Receipt Date	Balance
1" WA Meter Deposit		04/01/2019	-180.00

Service Orders

SO #	Task	Status	Scheduled Date	Completed Date
387558	CK METER WORKS	In Progress	07/22/2025 12:00 AM	
361996	FA	Completed	06/27/2024 12:00 AM	06/27/2024 3:13 PM
323284	REOPEN	Completed	10/04/2022 11:00 PM	10/05/2022 11:00 PM
322771	LO NONPYMENT BILL	Completed	10/03/2022 11:00 PM	10/04/2022 11:00 PM
321066	CURBSTOP	Completed	09/06/2022 11:00 PM	09/07/2022 11:00 PM

No data found.

Payment Plan

NO PLAN ENABLED


Sales Tax

Title	Enabled	Status
Sales Tax	Yes	Active

Service Orders

SO #	Task	Status	Scheduled Date	Completed Date
387558	CK METER WORKS	In Progress	07/22/2025 12:00 AM	
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321066	CURBSTOP	Completed	09/06/2022 11:00 PM	09/07/2022 11:00 PM

Look Ma, No Paper!

 MUNI-LINK SERVICE ORDERS MODULE								
<div>Filters Actions Columns</div>								
Scheduled Time	Order #	Task	Address	Assigned To	Status	Account #	Completed Date	Completed By
	370760	CHG METER	15012 RIVER RD HAHNVILLE, LA	WB CHG METER/REGISTER	Open	318000095-1		
	370759	CHG METER	15652 RIVER RD HAHNVILLE, LA	WB CHG METER/REGISTER	Open	317000430-3		
	370754	CHG METER	242 JOE LOUIS LN HAHNVILLE, LA	WB CHG METER/REGISTER				
	370753	CHG METER	15150 RIVER RD HAHNVILLE, LA	WB CHG METER/REGISTER				
	370752	CHG METER	14989 RIVER RD HAHNVILLE, LA	WB CHG METER/REGISTER				
	370746	CHG METER	15630 RIVER RD HAHNVILLE, LA	WB CHG METER/REGISTER				
	370745	CHG METER	156 SCHOOL HOUSE RD KILLONA, LA	WB CHG METER/REGISTER	Open	311002000-1		
	370743	CHG METER	206 ADAMS ST KILLONA, LA	WB CHG METER/REGISTER	Open	311001200-1		
	370280	CHG METER	14651 RIVER RD HAHNVILLE, LA	WB CHG METER/REGISTER	Open	322001970-1		

Quick access to a
database that stores
all service orders.

Muni-Link – Call Center Real Time Example

Situation: Water Main Damage impacting parts of Willowdale and Ama – June, 30, 2025

8:30 – 11am 171 calls

Dept. sent direct message to Cycle 1&4 customers (Willowdale/Ama) alerting them of low pressure and Distribution crew in route to area

8:30 – 9am 40 calls

9:00 – 10am 104 calls

10:00 – 11am 27 calls

Dept. sent second message about repair completion and resumption of pressure

Result: Ability to track calls for a specific event; direct messaging customers reduced calls and kept customers notified throughout the event

Capital Projects: Updates

- **East Bank Miss. River Intake: Project closeout stage**
- **East Bank Warehouse: Project is complete**
- **East Bank Treatment Plant Repairs: Project is complete**
- **LA 18/River Road Cast Iron Water Line Replacement: Project is underway**
- **Spillway Water Line Replacement: Aug. 25th NTP**

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