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

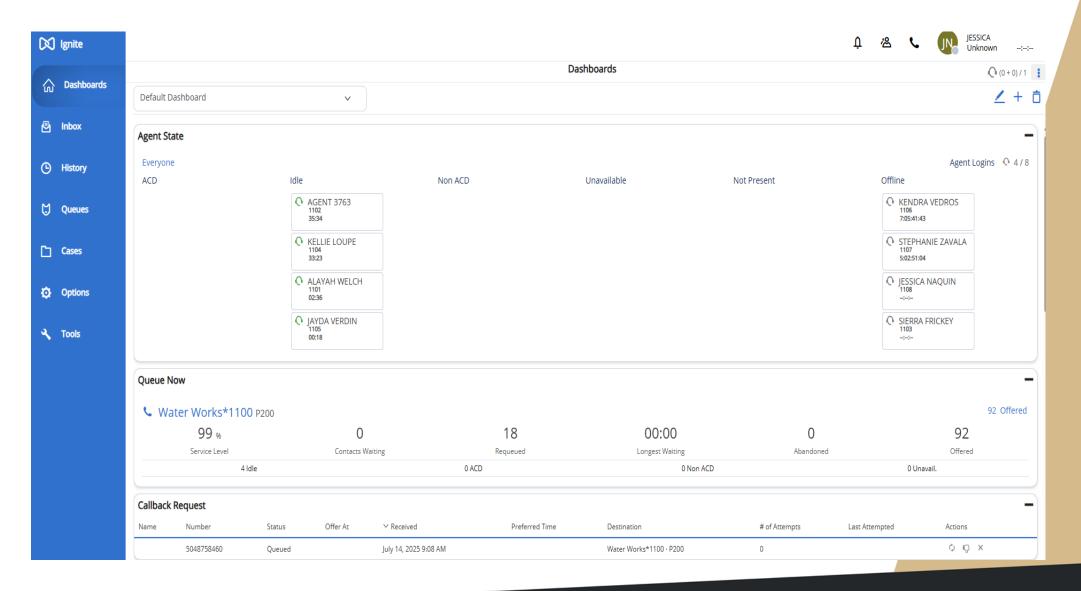
Billing Call Center – Why We Track

- 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



Muni-Link Integration

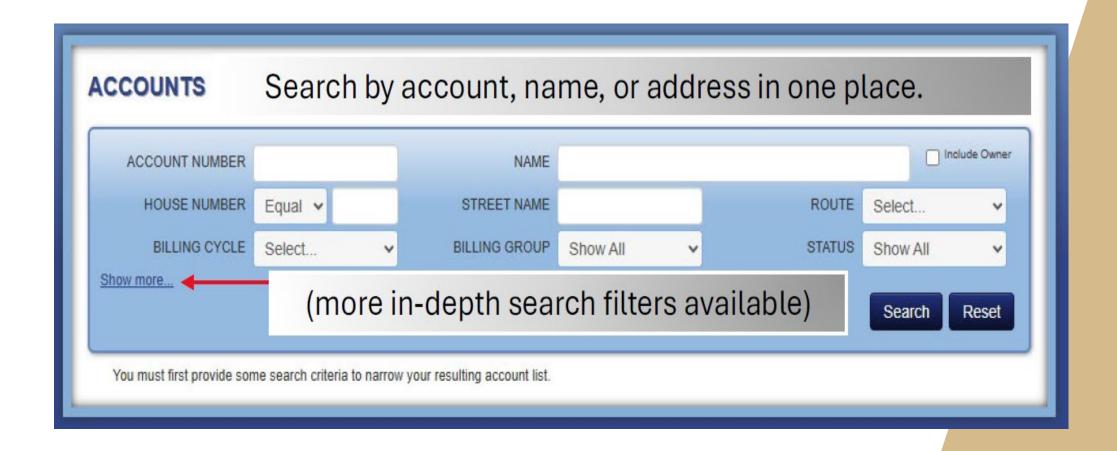
Customer Notifications

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

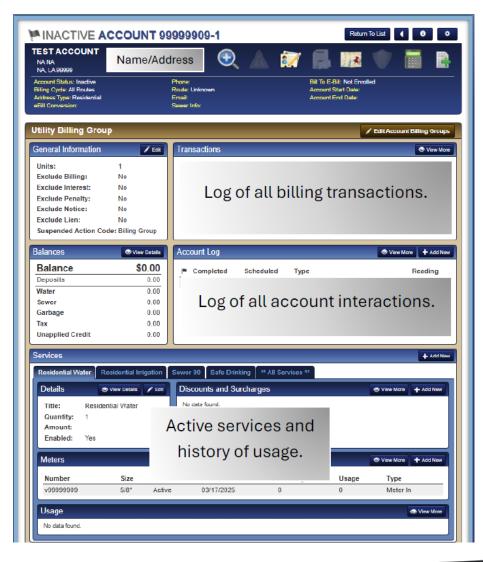
Link to Meter Techs

- 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

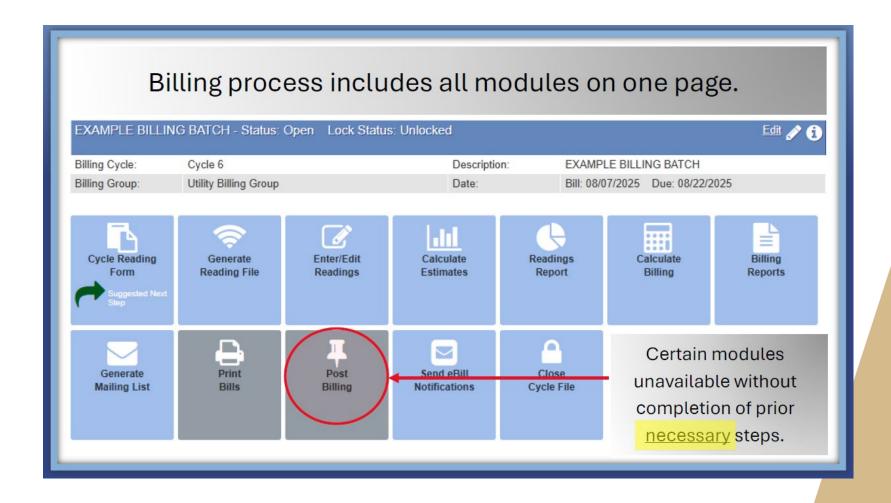
Muni-Link Billing Improvements – Searching Account Efficiency



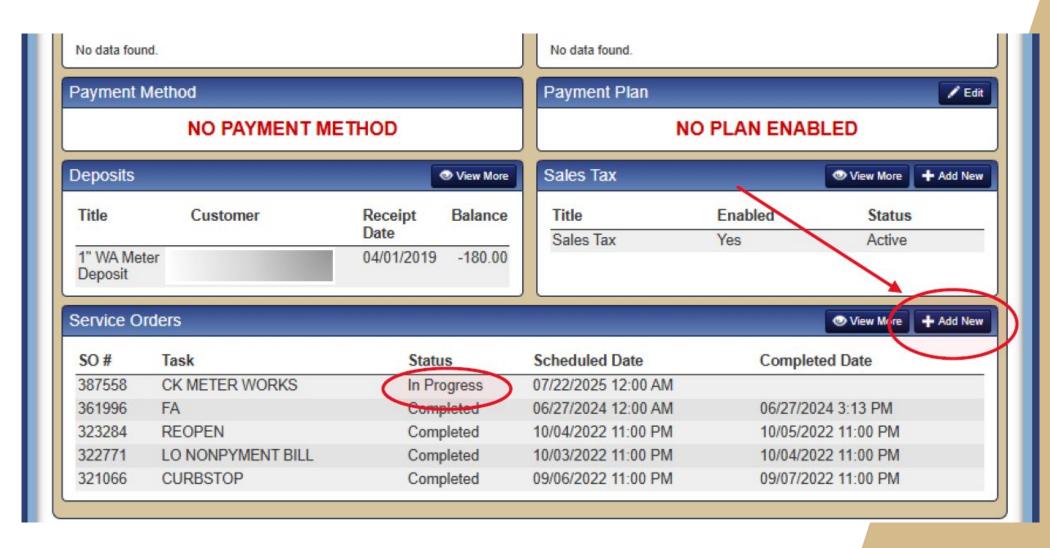
Customer Data on One Page



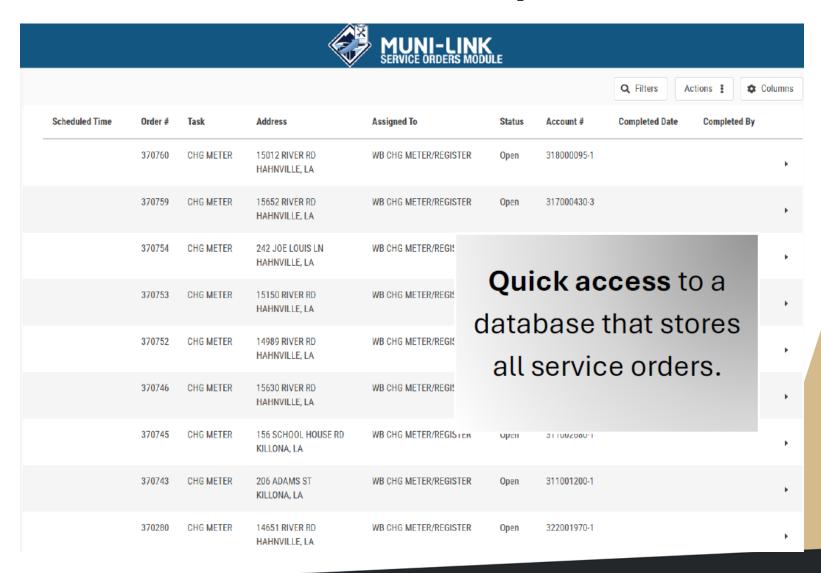
Module Access



Service Order Creation



Look Ma, No Paper!



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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