



CITY OF BEND

City of Bend Utility Billing Improvements

Small changes lead to big impacts

City of Bend – Water Services Utility Billing



- Serve over 40,000 Customers
 - Billing monthly for sewer, water, stormwater, and transportation related utilities
- \$70 Million in yearly revenue
- 480,000 Bills per year
- 41,000 Phone calls per year (inbound and outbound)
- 9 staff members



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Identified Problems



**High Staff
Turnover**



Low Morale



**Not enough time
to train**



**Over 520 water
shutoffs per year**



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Process to Identify Improvements

- Process mapped billing process to reduce waste, looking for
 - Duplicate steps
 - Redundant steps
- Analyzed weekly billing errors
 - Identified customer setup errors
 - Changed system alert error thresholds
 - Reviewed non-payer groups to identify those needing income assistant support



Outcomes + Benefits

2,000 hours per
year saved

More time to
support new
programs

Reduce shutoffs
to less than 10
per week

Reduced calls
by 18%

Reduced new
hire turnover by
100%

