

**Fiscal Year 2017**  
**Customer Conversations Final Report**  
*Asset Management and Levels of Service*



## Acknowledgements

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Thank you for an exceptional job in planning and organizing the meetings as well as preparing and training the sub-group facilitators, and leading the facilitation of the meetings.

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## Executive Summary

The purpose of the Customer Conversations effort, begun in FY14, is to engage Water Authority customers through topic forums. The FY17 program focused on obtaining customer input on Levels of Service (LOS). LOS is one of the key asset management concepts developed by the Environmental Protection Agency to provide a foundation for many asset management best practices. The Water Authority is in the process of updating its Comprehensive Asset Management Plan, and LOS will be a key component in the updated plan.

For the FY17 Customer Conversations meetings, staff developed an Importance-Urgency Matrix to better understand customers' expectations for 10 LOS indicators:

<b>Reliability/Quality</b>	<b>Customer Service</b>
<ul style="list-style-type: none"><li>▪ Water Line Integrity</li><li>▪ Wastewater Line Integrity</li><li>▪ Sewer Odor Complaints</li><li>▪ Water Quality Complaints</li><li>▪ Water System Leakage Loss</li></ul>	<ul style="list-style-type: none"><li>▪ Average Wait Time (minutes)</li><li>▪ Average Talk Time (minutes)</li><li>▪ First Call Resolution</li><li>▪ Billing Accuracy</li><li>▪ Notification of Planned Outage</li></ul>

Participants, in a series of table-top exercises, used the Importance-Urgency Matrix to help identify LOS priority areas and opportunities for improvement. Based on the four Customer Conversations meetings, the Reliability and Quality service level areas were identified as the most important and/or urgent. Public health and cost concerns were the main drivers behind these ratings. With respect to Reliability, customers felt that reducing risk and increasing planned maintenance would reduce expensive emergency repairs and contribute to a more reliable water and wastewater system. Drinking water quality received high marks as customers felt that the water quality is consistently good and contributes to a good quality of life.

Participants identified the Notification of Planned Outage as the highest priority Customer Service LOS. Two additional exercises sought input on notification standards and methods to improve communication of planned outages. Many of the call center-associated LOS metrics were rated the lowest in terms of priority. However, customers provided meaningful comments that will help direct resources and setting customer service targets. Customers noted that many of the call center LOS metrics were interconnected to each other; therefore, it is important to balance these LOS metrics when considering performance targets.

Many customers thanked the Water Authority for allowing them to participate and provide feedback on these LOS, which are major factors in the utility's Asset Management Plan. Input from Customer Conversations will assist in updating the plan and setting performance targets. Based on the customer feedback, the utility will begin to provide quarterly status reports on several service level metrics based on the major LOS categories.

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## **INTRODUCTION**

The purpose of the Customer Conversations effort, begun in FY14, is to engage Water Authority customers through topic forums. Through the FY17 Goals and Objectives, the governing board directed staff to continue the initiative for a fourth year, this time as a means of obtaining customer input on levels of service.

Water Authority staff established a steering committee to oversee the development and implementation of four scheduled meetings following a format used in previous Customer Conversations forums. Staff utilized the 2011 guidance document “Assessing Customer Preferences and Willingness to Pay” from the Water Research Foundation on how to plan and conduct focus groups. The Water Authority was a participating utility in this research and was used as a case study. The Water Authority hired a facilitator to assist in the planning, organizing, and facilitating of the four Customer Conversations meetings.

All four of the planned Customer Conversations meetings were held in August 2017. Participants, all Water Authority customers, were recruited through email, the Water Authority website, and the NextDoor neighborhood social network. The two-hour meetings were held throughout the community at the following locations: 1) Don Newton/Taylor Ranch Community Center; 2) Manzano Mesa Multigenerational Center; 3) North Domingo Baca Multigenerational Center; and 4) South Valley Senior Center.

The utility’s Technical Customer Advisory Committee (TCAC) hosted each meeting and members of the TCAC attended these meetings to observe the process and listen to customer comments. The TCAC’s attendance is consistent with its mandate to assist and facilitate public review and discussion on Water Authority policies, plans and programs.

A total of 140 customers attended the four Customer Conversation meetings. Each participant received a \$20 credit on their water/sewer bill for attending. All attendees had to pre-register for the meeting online. A confirmation letter was sent to pre-registered customers a week before the meeting to confirm their registration and as a reminder to attend the event.

## **METHODOLOGY**

### Meeting Format

Participants were assigned tables to ensure a balanced male-to-female ratio. Typically, there were two-thirds female to one-third male. At each meeting, there were seven tables. Each table had a group facilitator and a recorder. The facilitator sat at the table to assist with the program, discussion and exercises. The recorder stood near the table with an easel pad to record comments or questions from the participants. About five staff members attended the meetings to answer questions during the discussion and exercises.

At the beginning of each meeting, staff provided a presentation on the utility's Asset Management program and Levels of Service and defined the following terms:

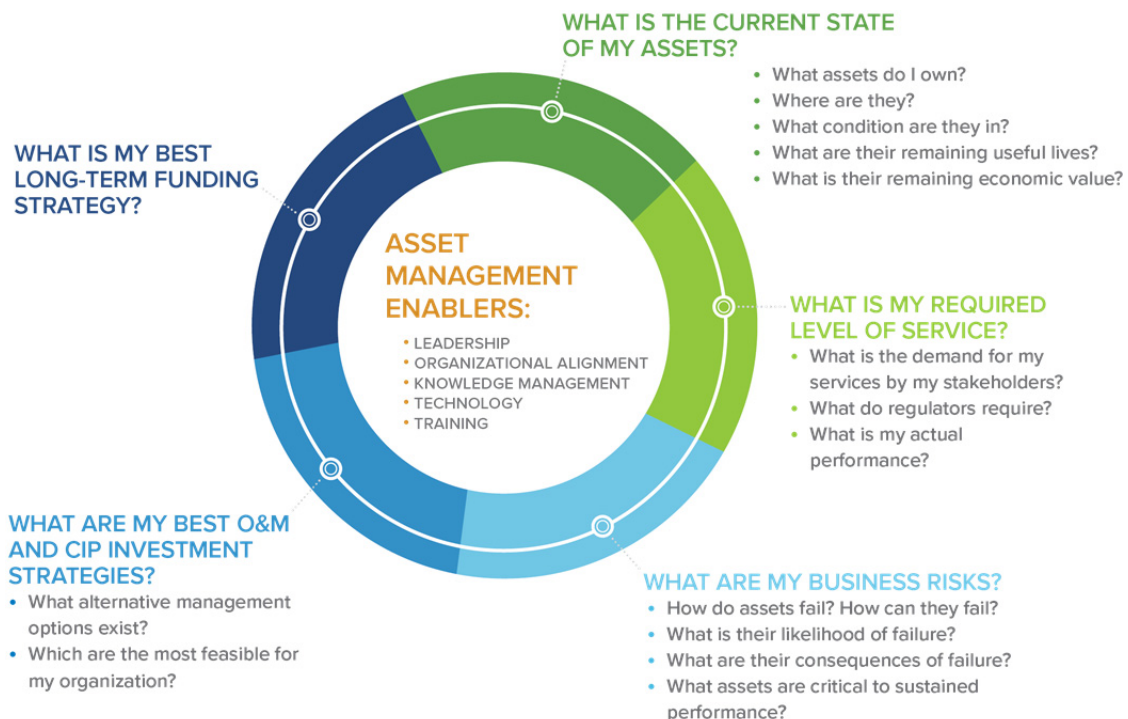
- **Asset Management:** A business discipline for managing the lifecycle of infrastructure assets to achieve a defined level of service at the least cost and risk to the utility.
- **Levels of Service:** The utility's commitment to deliver service at a specified level of quality and reliability.



*Frank Roth, Water Authority Staff, presenting on the definitions of asset management and levels of service*

Staff described how Levels of Service (LOS) is one of the key asset management concepts as shown in Figure 1. These five core questions were developed by the Environmental Protection Agency to provide a foundation for many asset management best practices. Staff also discussed how LOS fits into the utility's Asset Management Plan (AMP) and Capital Improvement Program (CIP). The presentation addressed how Asset Management is used to prioritize infrastructure renewal through the CIP.

**Figure 1 – Asset Management 5 Core Questions**





The Water Authority completed its first AMP in 2011 and will be updating the plan in 2018. The purpose of this year's Customer Conversations was to obtain input and feedback in three of the four LOS categories. These four categories were developed by the American Water Works Association (AWWA). They include:

- **Regulatory** – drinking and clean water standards mandated by regulators like the EPA
- **Reliability** – providing continuous uninterrupted service to the customer
- **Quality** – water or wastewater quality (taste, smell, color)
- **Customer Service** – respond to customer needs/inquiries courteous timely manner

Within these categories, the Water Authority identified ten LOS metrics to review with customers (see Figure 2), each a major factor in the AMP and each in an area requiring no technical expertise or prior training on the part of participants. Preparatory to the meetings, staff reviewed with customers the utility's performance compared to other utilities for most of the 10 metrics. The comparative data was obtained from the FY15 AWWA Utility Benchmarking Survey for most metrics. The performance graphs for each LOS metric are in Appendix A.

**Figure 2 – Ten Service Levels**

<b>Reliability/Quality</b>	<b>Customer Service</b>
<ul style="list-style-type: none"> <li>▪ Water Line Integrity</li> <li>▪ Wastewater Line Integrity</li> <li>▪ Sewer Odor Complaints</li> <li>▪ Water Quality Complaints</li> <li>▪ Water System Leakage Loss</li> </ul>	<ul style="list-style-type: none"> <li>▪ Average Wait Time (minutes)</li> <li>▪ Average Talk Time (minutes)</li> <li>▪ First Call Resolution</li> <li>▪ Billing Accuracy</li> <li>▪ Notification of Planned Outage</li> </ul>

In order to obtain input on the ten LOS, staff developed an exercise to help facilitate discussion on what the customers felt was important and/or urgent. Staff adapted the "Eisenhower Principle" methodology, shown in Figure 3, of importance versus urgency so that the customers could provide meaningful feedback to the utility on these ten LOS.

**Figure 3 – Importance-Urgency Matrix**

	<b>High Urgency</b>	<b>Medium Urgency</b>	<b>Low Urgency</b>
<b>High Importance</b>			
<b>Medium Importance</b>			
<b>Low Importance</b>			

*Eisenhower Principle:* In 1954, President Eisenhower said in a speech: "I have two kinds of problems: the urgent and the important. What is important is seldom urgent and what is urgent is seldom important." This "Eisenhower Principle" is said to be how he organized his

workload and priorities. Urgent tasks are tasks that have to be dealt with immediately. Important tasks are tasks that contribute to long-term missions and goals.

In order to achieve high levels of service, the utility must be effective and efficient. In other words, it must spend its time on things that are important and not just the ones that are urgent. When the utility can distinguish between important and urgent activities, it can overcome the natural tendency to focus solely on short-term, urgent activities at the expense of important long-term goals and objectives.

### **Activity 1**

The purpose of this exercise was to better understand customers' expectations around the 10 LOS and to help identify priority areas and opportunities for improvement. The lead facilitator, Elizabeth Lynch Phillips, provided an overview of the activity and instructions to participants. Group facilitators laid out an oversize sheet of the Importance-Urgency Matrix in the center of the table and placed one set of cards of the Ten LOS metrics on the side of the matrix. Participants were provided with Service Level Definitions that described the Ten LOS metrics. They were also provided copies of the presentation that showed the LOS metric performance. Group facilitators guided the participants through the activity, and the participants as a group discussed and rated each metric by the level of Importance and Urgency using the Importance-Urgency Matrix. Participants were instructed to rate these metrics based on the information presented and based on their own experiences.

Through discussion and consensus, the facilitator guided the participants in placing the 10 LOS cards in one of the nine squares of the matrix. More than one card could be placed in a single square, but facilitators dissuaded participants from putting numerous cards in the "High Urgency, High Importance" square. After each group table completed placing the squares in the boxes, group facilitators asked participants to reflect on the placement of metrics and if adjustments were needed. After reaching consensus, the group facilitator taped down the cards in the squares so that staff can record the placement of the metrics.



*Roundtable Discussion of  
Ten Service Level Metrics*

## Activity 2

The purpose of this activity was to better understand customers' thoughts specifically on the Planned Outage Notification LOS. Participants were asked their opinions on the optimal amount of notification they would like to have in advance of planned water outages. They were informed that general notification to impacted residents and businesses could occur 4-6 weeks in advance of the start of planned project via either door hangers or public meetings. Before work begins, the current practice of the Water Authority is to provide 2 to 5 days' notice when communicating specific outages during the project. Facilitators led participants through a discussion about whether the 2-5 days notice is too little, sufficient, or too much notice.



*Participants discussing Planned Outage Notification*

*Carlos Bustos, Water Authority Staff, assisting customers with questions*

## Activity 3

Related to Activity 2, group facilitators asked what are they best ways to communicate planned outages. After developing a list, participants were asked to consider the pros and cons of the various methods that they considered.

## Report Out

Group facilitators reported out on the outcome from the group activities. Facilitators stated which metrics were in the “High Urgency, High Importance” square, the sufficiency of the 2-5 days notice, and a few ideas or suggestions for communicating planned outages.



*Group Facilitator reporting out results from activities*

## RESULTS

### Activity 1 – Level of Service Priorities

Based on the four meetings conducted with customers, the Reliability-associated service levels were ranked the highest in priority and the Customer Service-related service levels were ranked the lowest. Figure 4 shows the ranking of the ten service levels.

**Figure 4 – Ranking of Service Levels**

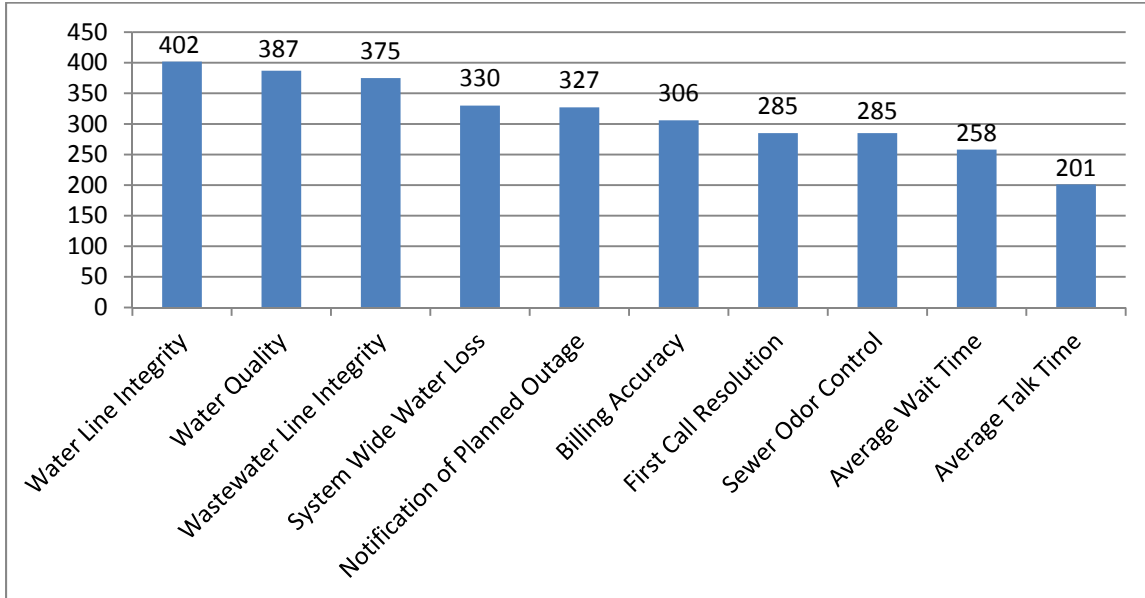


Figure 5 shows the top three service levels that were rated by customers in terms of High Urgency or High Importance.

**Figure 5 – Top Three Service Levels for High Urgency and High Importance**

High Urgency	High Importance
Water Line Integrity	Water Quality
Wastewater Line Integrity	Water Line Integrity
Water Quality	Wastewater Line Integrity

Figure 6 shows the lowest three service levels that were rated by customers in terms of Low Urgency or Low Importance.

**Figure 6 – Bottom Three Service Levels for Low Urgency and Low Importance**

Low Urgency	Low Importance
Average Talk Time	Average Talk Time
Billing Accuracy	Average Wait Time
First Call Resolution	First Call Resolution

Figure 7 provides a summary of customer comments on the three service level categories.

**Figure 7 – Summary Comments by Service Level Category**

<p><b>Reliability</b></p> <ul style="list-style-type: none"> <li>▪ Public health is a major concern from unsanitary conditions or potential sewage in the streets or river</li> <li>▪ Utility must focus on reducing risk</li> <li>▪ Conservation is important but not as urgent</li> <li>▪ Reliability is important; it reduces risk; it reflects strong employee dedication</li> <li>▪ Support operations and maintenance activities especially planned maintenance to reduce costly emergency repairs</li> <li>▪ Turn-around-time is important in restoring service</li> <li>▪ Disruption of traffic is a major concern</li> <li>▪ Need more education on the impact of flushable wipes on the system</li> <li>▪ More leaks means higher water bills</li> <li>▪ Water/sewer lines are a priority because it affects other levels of service</li> </ul>
<p><b>Quality</b></p> <ul style="list-style-type: none"> <li>▪ Water quality is consistently good, not urgent matter but still important</li> <li>▪ High quality water is highly valued</li> <li>▪ Albuquerque's water is better than other places customers have visited</li> <li>▪ Important to maintain water quality standards</li> <li>▪ Because of reliability, no concerns about taste, smell, color of water</li> <li>▪ Good water quality contributes to good quality of life</li> <li>▪ Sewer odor is not urgent unless you have to experience/deal with it</li> <li>▪ Impression that sewer odor is not a system wide problem, focus on the hot spots</li> <li>▪ Depends if you are in proximity of the odor issue</li> </ul>
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>▪ Confident billing issue will be corrected, not urgent</li> <li>▪ Support smart metering to improve billing accuracy</li> <li>▪ Seniors and low-income are most impacted by billing errors</li> <li>▪ Water system loss appears to costs money</li> <li>▪ Water loss performance impressive compared to other cities</li> <li>▪ Water loss is more of an environmental/resource concern than fiscal concern</li> <li>▪ Compared to PNM/NMGC, wait time is better; It is better than private sector</li> <li>▪ Calling back not a major issue; this is an expected level of service</li> <li>▪ Average talk time acceptable; utility is eventually fix the problem</li> <li>▪ Average talk time affects wait time</li> <li>▪ Would prefer the issue be resolved even if it takes longer talk time</li> <li>▪ Would prefer customer service to provide courteous service and not concerned with cutting off customer to make time quota</li> <li>▪ Average talk time not as important as average wait time and first call resolution</li> </ul>

<b>Customer Service</b>
<ul style="list-style-type: none"><li>▪ Evaluate ways to reduce wait time such as call back service</li><li>▪ Provide ability to track issue related to restoration of service; hotline or website</li><li>▪ Better communication on outages – planned or emergency</li><li>▪ Work on better communication with customers</li></ul>



### **Activity 2 – Assessing Appropriate Timing and Methods of Notification of Planned Outages**

Overall, customers felt that the 2 to 5 days notice was sufficient. Most thought that customers would forget any notice after five days. However, it was noted that business customers will need longer period of notice – between 5 to 10 days. Customers do appreciate at least 48 hours notice in order to prepare for the planned outage. More details can be found in Appendix B.

### **Activity 3 – Choosing Preferred Method of Notification of Planned Outages**

Related to Activity 2, group facilitators asked what are they best ways to communicate planned outages. Below is a summary of ideas provided from this activity. More details can be found in Appendix B.

- Door hangers are sufficient but there is a concern if no one is home, it could alert potential burglars; property crimes has increased significantly in the past five years
- If people use their garages to enter their home, they may not see the door hanger
- Consider a thin magnet notification that attaches to the garage
- Notice should include tips on how to prepare for the outage especially if it is going to be an extended length of time
- Notify apartment managers for larger complexes so that they can notify all tenants
- Provide outage notifications on website and Water Authority app and through press releases to the media
- Send out a postcard or letter in the mail to both owner and renter if applicable
- Send out an email to customers that may be impacted
- Send out an automated phone call to customers that may be impacted
- Use Nextdoor Neighborhood app to notify customers in the neighborhood affected
- Use electronic signs on the streets that will be affected
- Coordinate with City Office of Neighborhood Coordination for notifying customers of larger projects
- Consider a combination of methods based on size or complexity of the project

### **CONCLUSIONS**

Based on the results, the Reliability and Quality service level areas were the most important and/or urgent. Public health concerns and fixing expensive emergency repairs were the main drivers for rating these LOS. Customers felt that reducing risk and increasing planned maintenance will contribute to a more reliable water and wastewater system. Customers were impressed with the utility's performance in the Water System Leakage Loss LOS. They did not see it as an urgent matter but recommended that the utility continue to focus on maintaining a low water loss rate for financial and water resource reasons.

Customers provided high marks on the drinking water quality. Customers felt that the water quality is consistently good and contributes to a good quality of life. The Water Quality LOS may not be the most urgent LOS but customers stated that it is important to continue to provide high quality water. The Sewer Odor Control LOS also received several comments. Most customers felt that this LOS was not urgent but very important. They thought that sewer odor was not a system-wide problem; therefore, they recommended that the utility focus on hot spots because when it is a problem, it can be a major inconvenience.

The Notification of Planned Outage was the highest rated Customer Service LOS. Activities 2 and 3 further explored input on the notification standard and methods to improve communication of planned outages. Many of the call center-associated LOS metrics were rated the lowest in terms of priority. However, customers provided meaningful comments that will help direct resources and setting customer service targets. Customers noted that many of the call center LOS metrics were interconnected to each other; therefore, it is important to balance these LOS metrics when considering performance targets.

Many customers thanked the Water Authority for allowing them to participate and provide feedback on these LOS. Customer feedback is important as these LOS are major factors in the utility's Asset Management Plan and customer input will be helpful in updating the Plan and setting performance targets. Based on the customer feedback, the utility will begin to provide quarterly status reports on several service level metrics based on the major LOS categories.

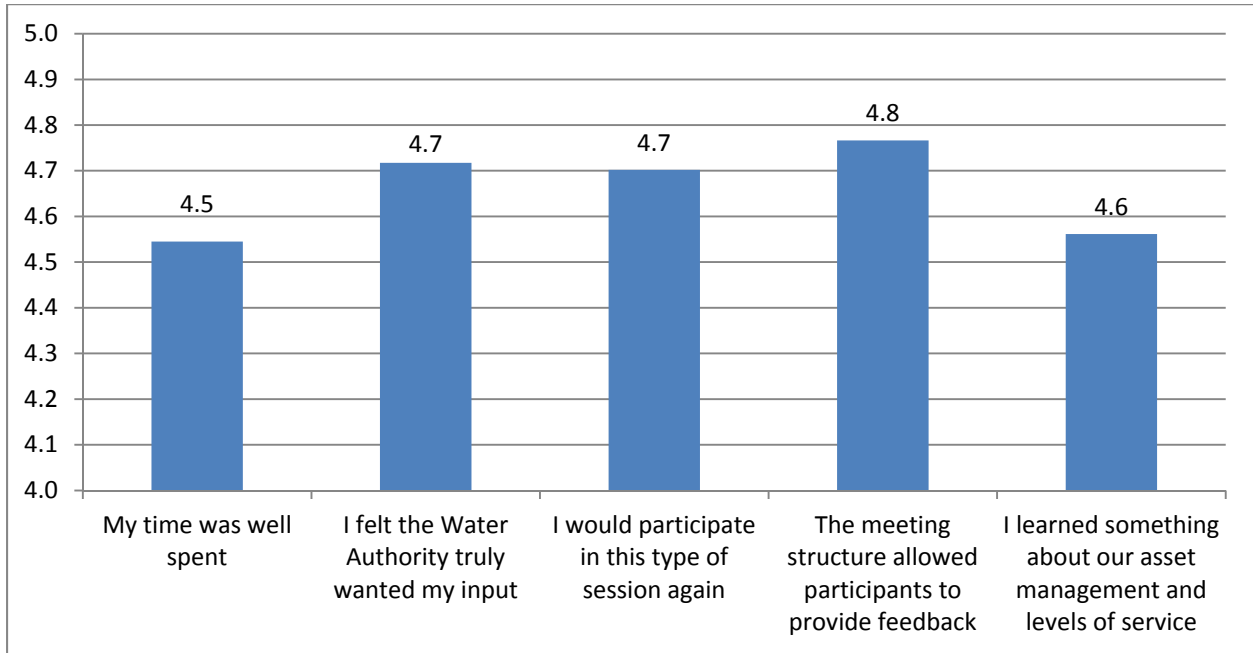
## **EVALUATIONS**

At the end of the meeting, staff asked the participants to complete an evaluation form for feedback on the meeting and process. Participants were asked to rate five statements on a scale of 1-5 with 1 indicating no agreement and 5 indicating complete agreement. The five statements were:

- My time was well spent
- I felt the Water Authority truly wanted my input
- I would participate in this type of session again
- The meeting structure allowed participants to provide feedback
- I learned something about our asset management and levels of service

From the cumulative score of the four meetings, participants rated these five areas 4.5 or higher on a scale of 1 to 5 as shown in Figure 8. Participants were also invited to provide additional comments on their evaluation form that can be found in Appendix B.

**Figure 8 – Meeting Evaluation Scores**

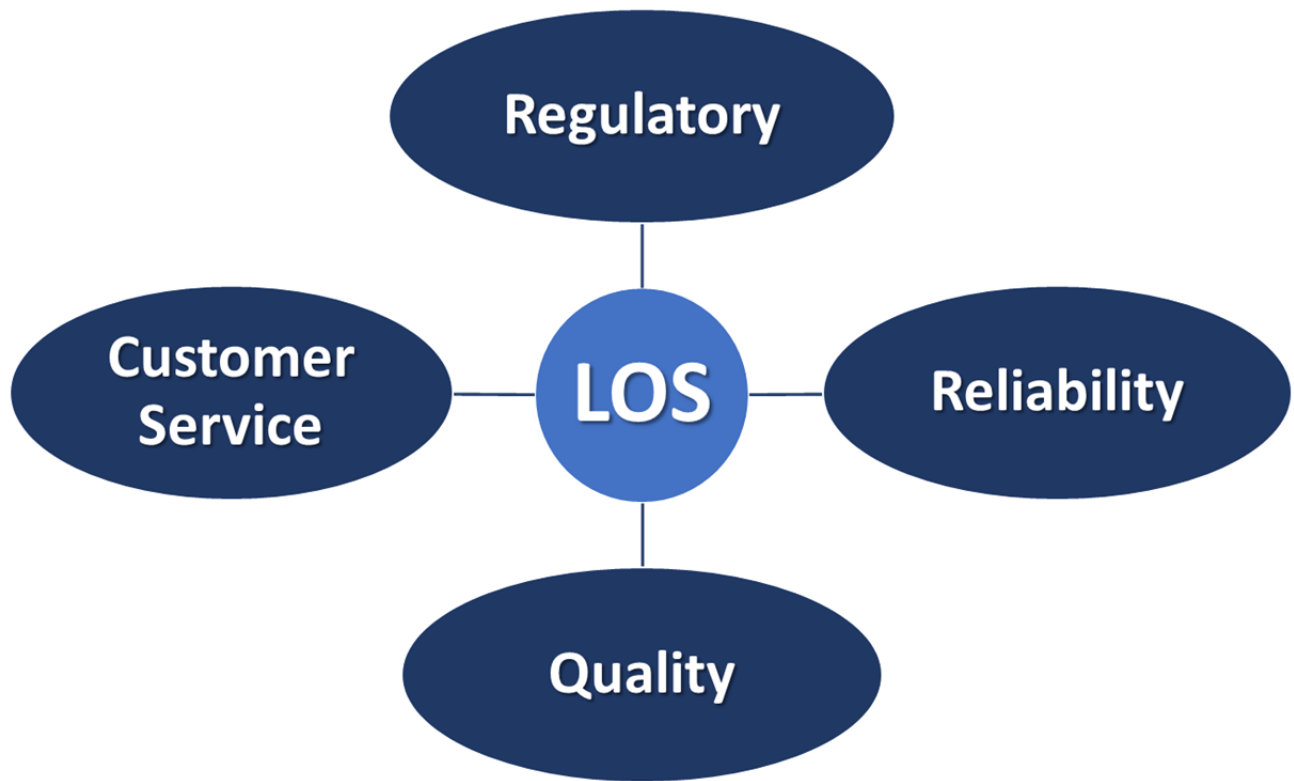




# Appendix A – Level of Service Performance Graphs

Ten Level of Service Performance Graphs in the categories of Reliability, Quality and Customer Service.

Reliability/Quality	Customer Service
<ul style="list-style-type: none"> <li>▪ Water Line Integrity</li> <li>▪ Wastewater Line Integrity</li> <li>▪ Sewer Odor Complaints</li> <li>▪ Water Quality Complaints</li> <li>▪ Water System Leakage Loss</li> </ul>	<ul style="list-style-type: none"> <li>▪ Average Wait Time (minutes)</li> <li>▪ Average Talk Time (minutes)</li> <li>▪ First Call Resolution</li> <li>▪ Billing Accuracy</li> <li>▪ Notification of planned outage</li> </ul>



# Top Ten Service Levels

## Reliability/Quality

- Water Line Integrity
- Wastewater Line Integrity
- Sewer Odor Complaints
- Water Quality Complaints
- Water System Leakage Loss

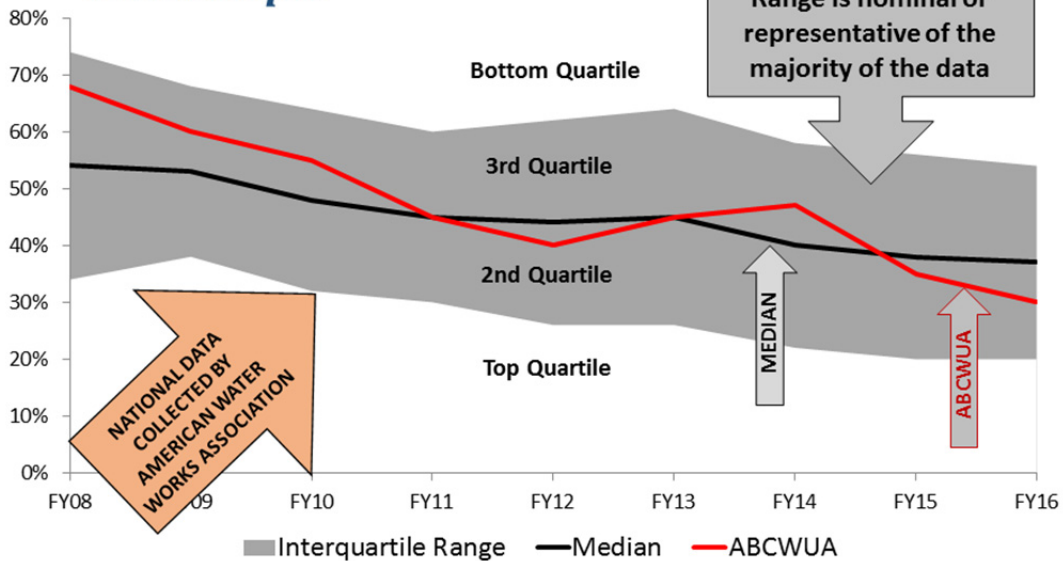
## Customer Service

- Average Wait Time (minutes)
- Average Talk Time (minutes)
- First Call Resolution
- Billing Accuracy
- Notification of planned outage

1

Customer Conversations

## Performance Chart *An Example*



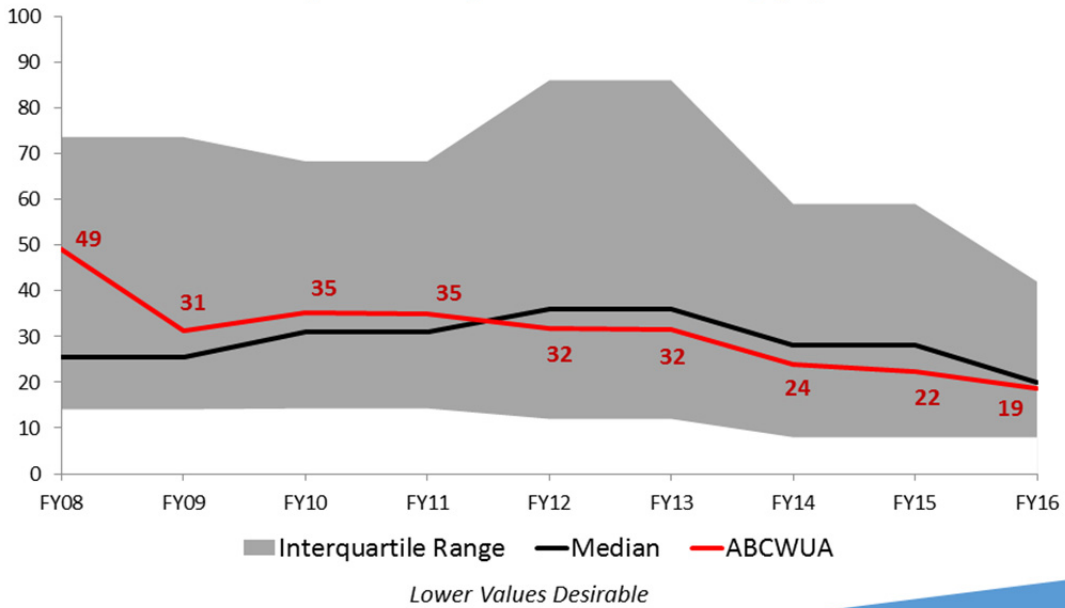
Lower Values Desirable

2

Customer Conversations

## Water Line Integrity

### *Leaks/breaks per 100 miles of pipe*

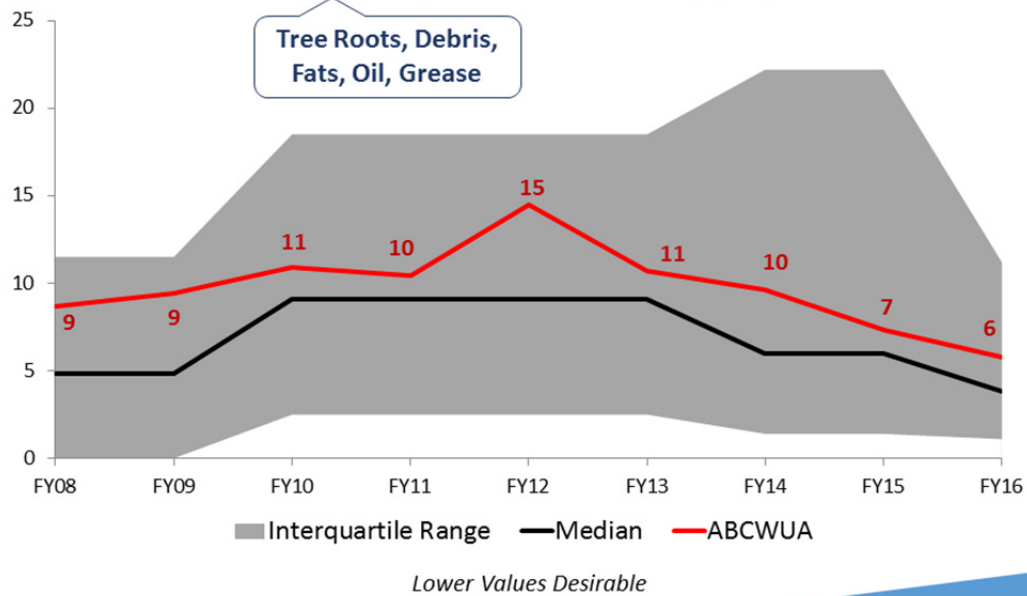


3

Customer Conversations

## Wastewater Line Integrity

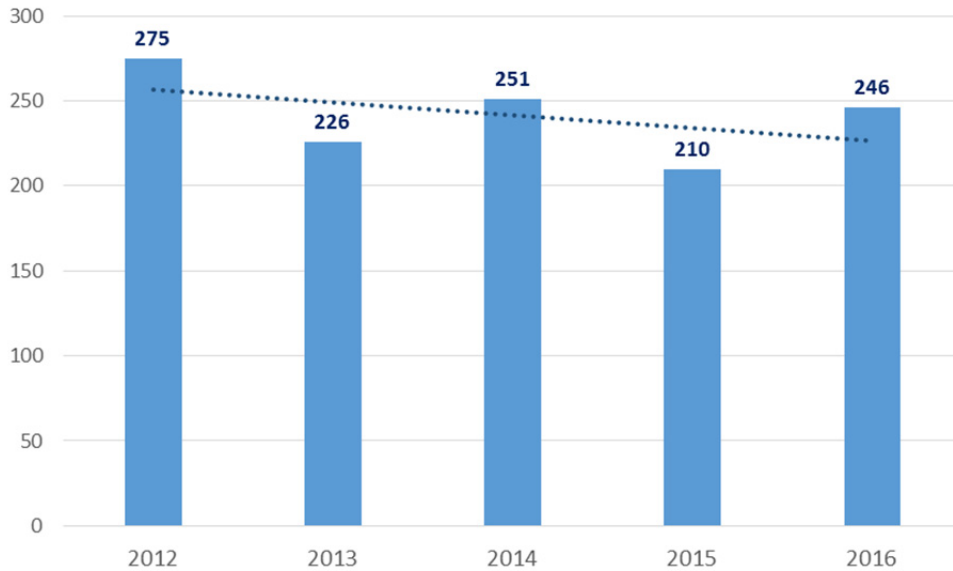
### *Failures per 100 miles of pipe*



4

Customer Conversations

# Sewer Odor Complaints



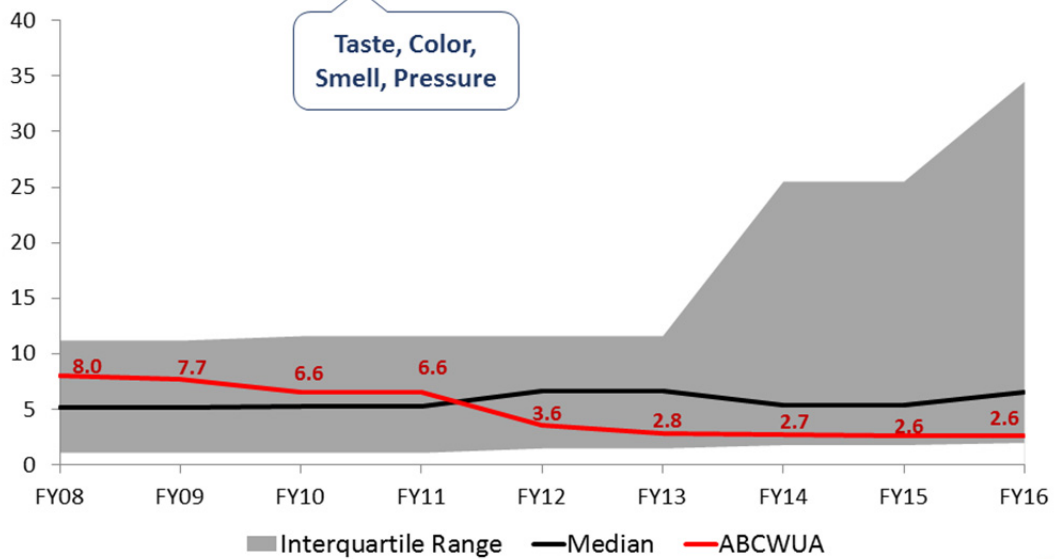
Average 242 complaints or 1.2 complaints per 1,000 customers

5

Customer Conversations

# Water Quality Complaints Rate

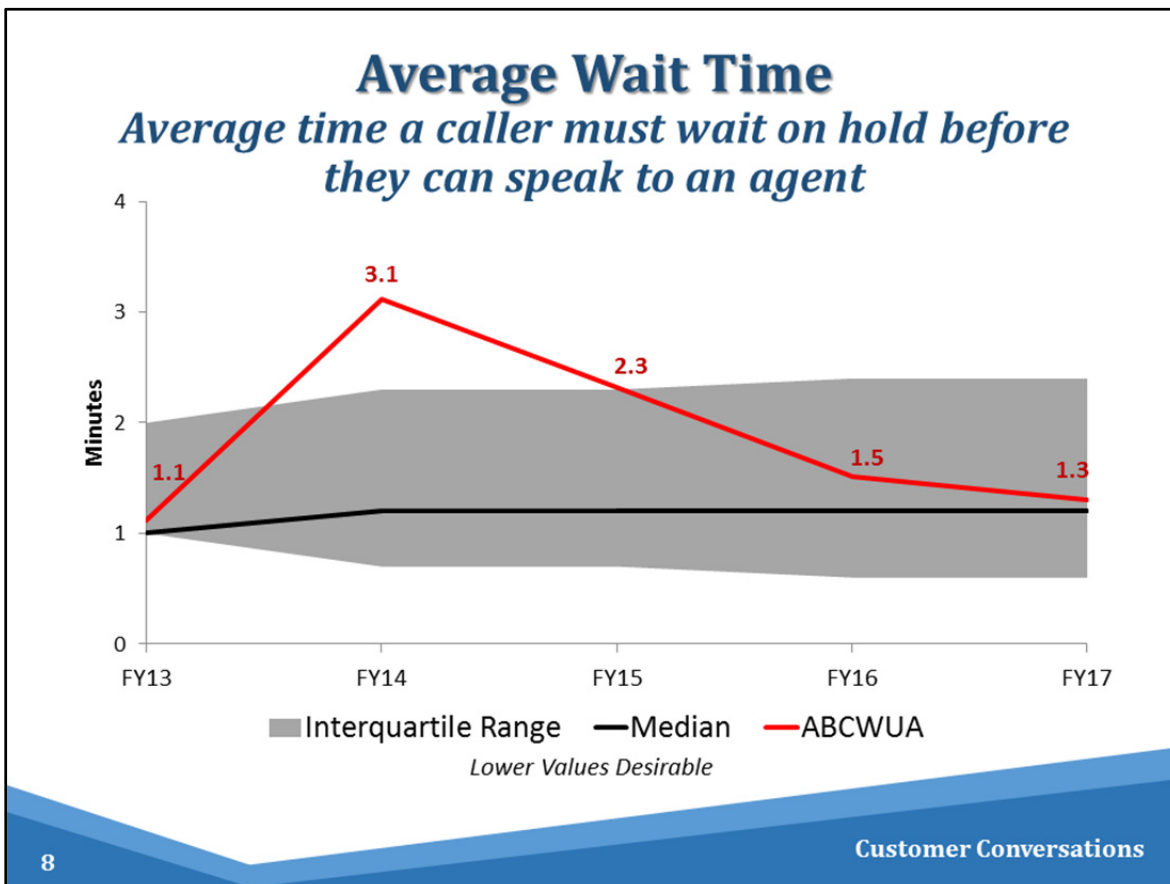
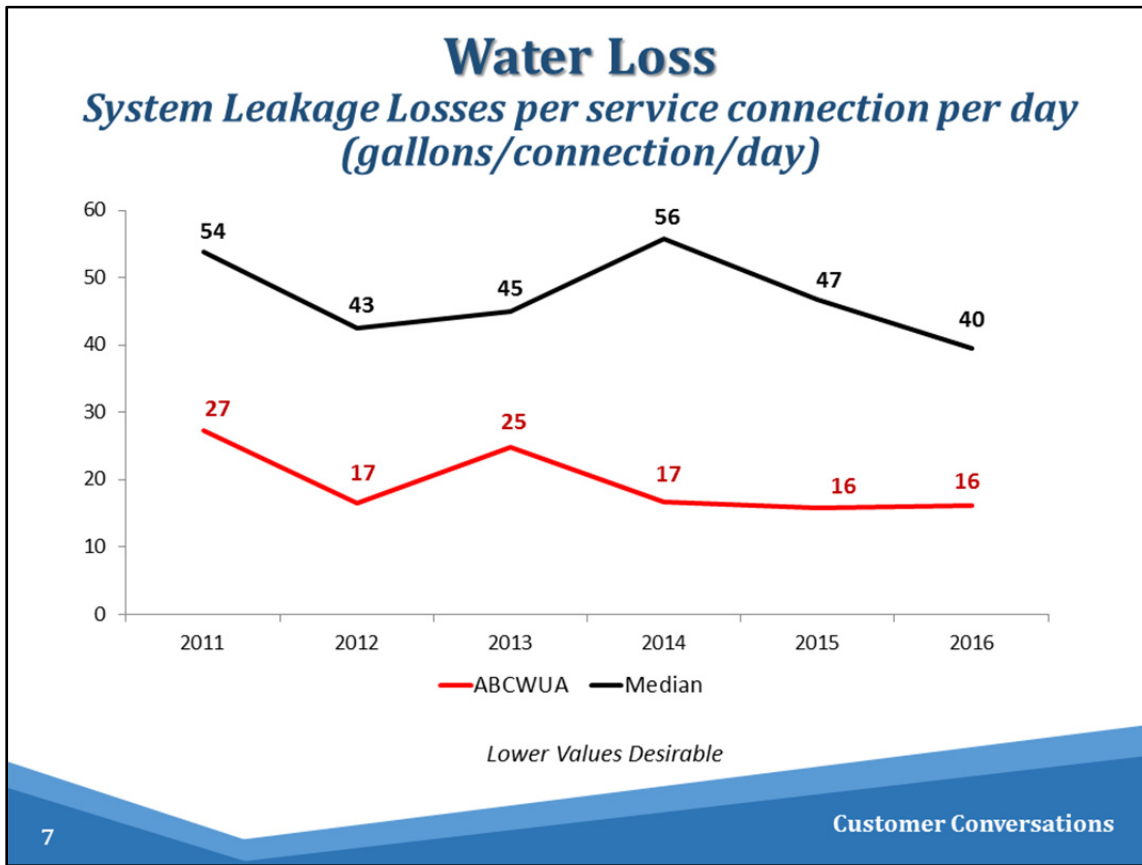
*Number of complaints per 1,000 customer accounts*

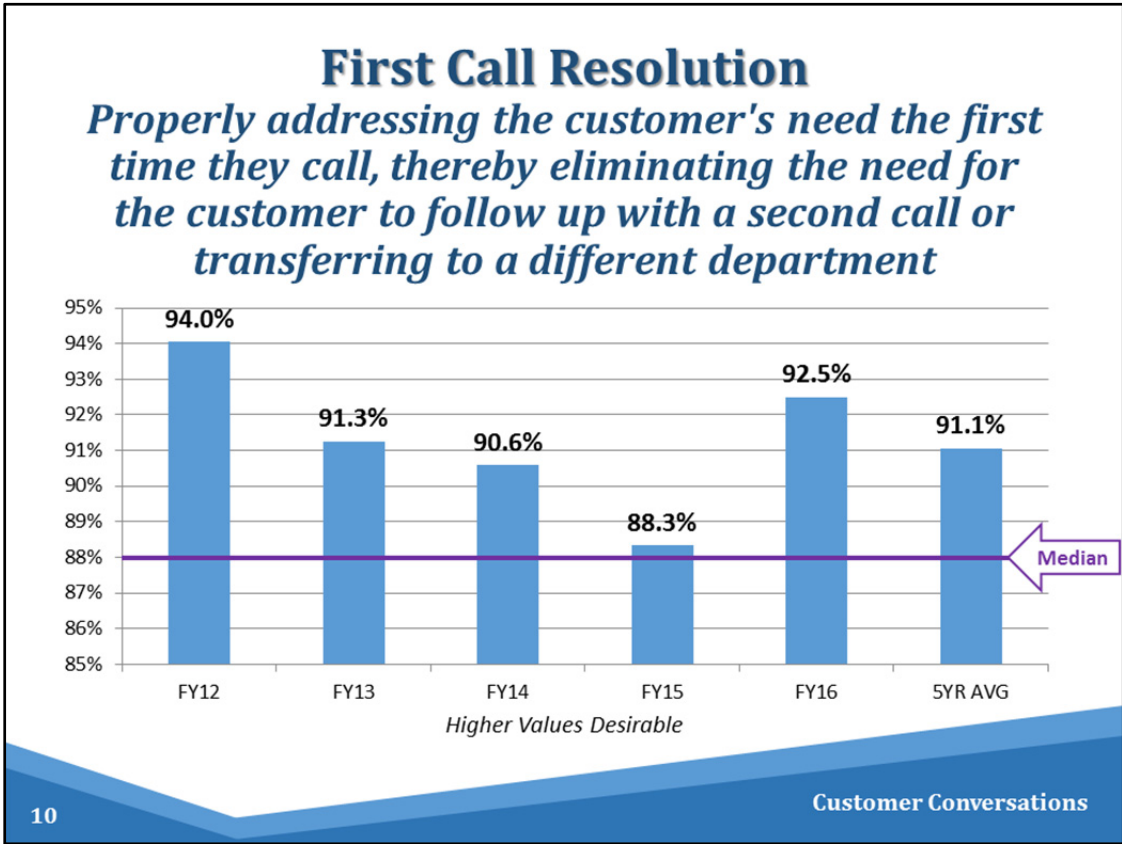
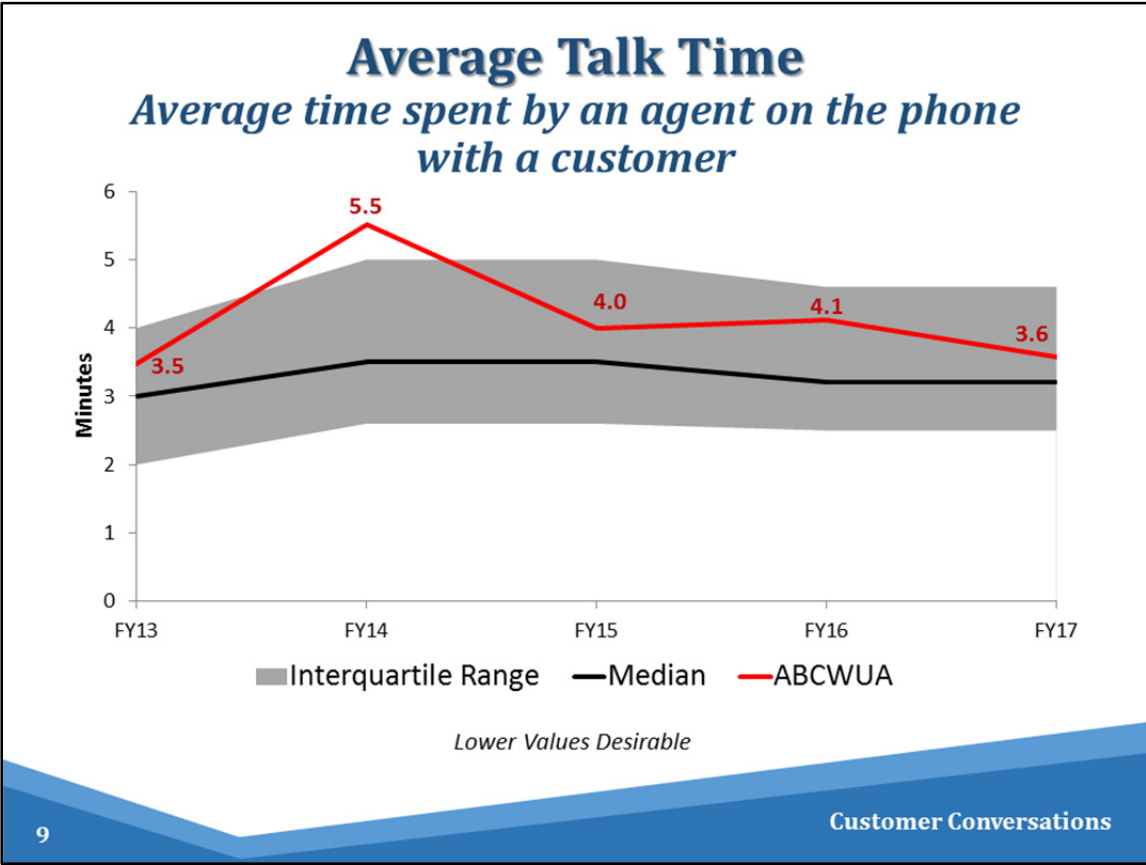


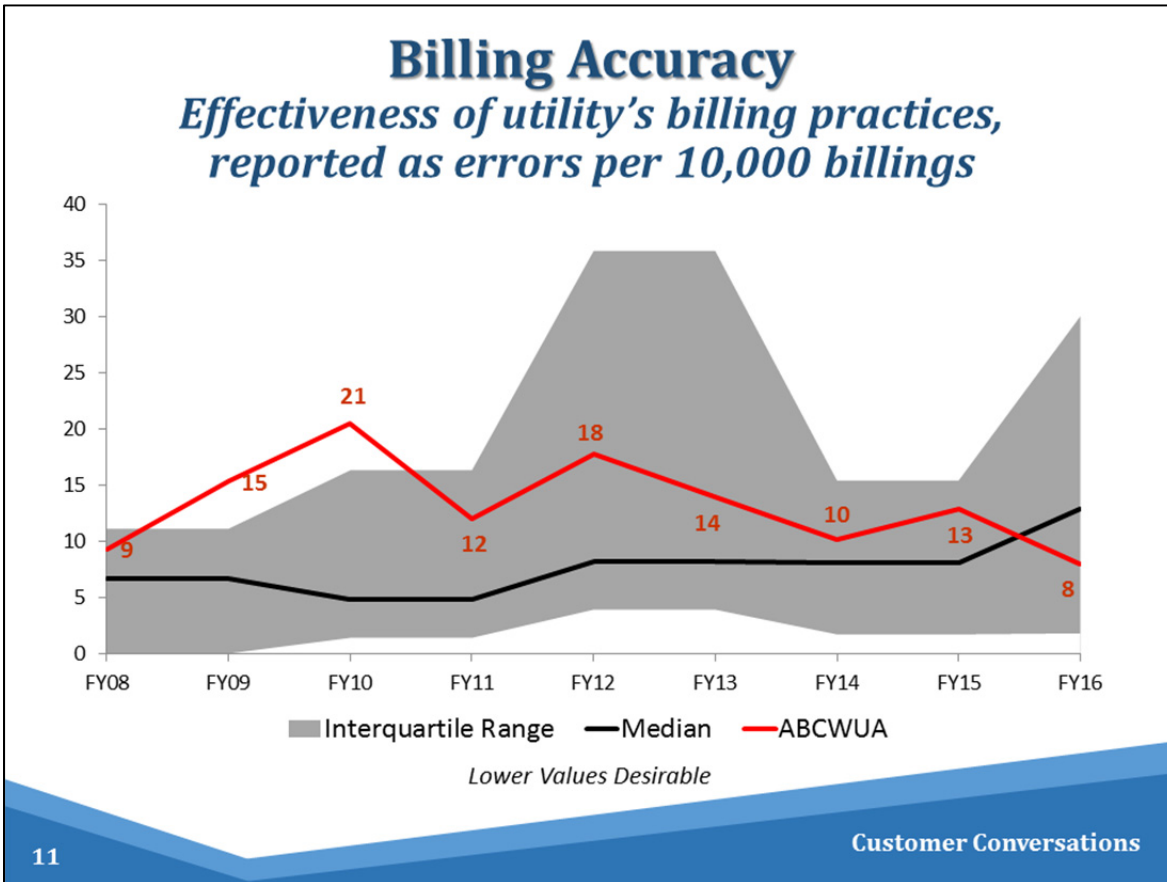
*Lower Values Desirable*

6

Customer Conversations







## Planned Outage Notification

*Advanced notification of water/sewer service disruption*

- General notification for impacted residents and businesses can occur 4-6 weeks in advance
  - Door hangers
  - Public meetings
- Before work begins, provide **2 to 5 days notice** when communicating outages during the project
  - Shut-offs, traffic detours, driveway closures

12 Customer Conversations

# Appendix B – Customer Comments

August 1, 2017

## ACTIVITY 1:

### GROUP 1

Sara Sanasac, Facilitator

Mo Hobbs, Recorder

#### **Wastewater Line Integrity (Failures): High Urgency, High Importance**

This was considered a matter of high importance and high urgency due to health concerns and the fact that no one wants to have this happen anywhere near them.

#### **Water Line Integrity (Breaks/Leaks): High Urgency, Medium Importance**

Everyone felt it was of high importance and high urgency at the beginning of the discussion, but after more clarification on the Wastewater Line Integrity, they felt that the latter was more important. Ultimately this was considered a high urgency when it occurs, but only of medium importance relatively speaking.

#### **Sewer Odor Control: High Urgency, Low Importance**

This was initially thought to be of medium urgency and importance, but then was moved to high urgency and low importance because the group felt that it is extremely urgent when it happens to you, but does not happen often.

#### **System Wide Water Loss: Medium Urgency, High Importance**

There were some difficulties in deciding where to place this because some members felt that this should be of high importance and urgency due to water conservation concerns, while others were more concerned with Water Line Integrity (i.e. the concern that they would not get water to their house). One member placed it in the high urgency and high importance category. Everyone was finally able to come to the consensus that it is highly important in this climate, although not as urgent a problem as Wastewater Line Integrity.

#### **First Call Resolution: Medium Urgency, Medium Importance**

The group felt that this was less important than breaks/failures and water quality. No members had any experiences where they did not have a first call resolution, and most had never called to complain.

#### **Notification of Planned Outages: Medium Urgency, Low Importance**

From start to finish, the group believed this Level of Service to be of medium urgency relative to the other categories, but of low importance because it is not a common occurrence.

#### **Average Wait Time: Medium Urgency, Low Importance**



The group initially felt that this was highly important but only medium urgency. After further discussion, group came to consensus that it is still of medium urgency, but is less important compared to emergency breaks in sewage, potable water lines and water quality.

**Water Quality: Low Urgency, High Importance**

This was initially considered by one group member as the most important thing to them and placed it at high urgency and high importance. After other members clarified that this Level of Service only included taste, color, and odor, it was moved quickly to low urgency. They maintained that it was still very important, but that it is almost always of good quality and rarely does it become an urgent need.

**Billing Accuracy: Low Urgency, Medium Importance**

Right from the start, the group did not feel that this was of high urgency, because it could eventually get rectified. Because the group felt that breaks in the sewer or potable lines and water quality were more important, it was placed at medium importance.

**Average Talk Time: Low Urgency, Low Importance**

The group felt that five minutes was not a long time to be on the phone, and that as long as they didn't have to wait too long to speak to someone and the call was resolved the first time, they did not really mind speaking to someone for a bit longer.

**General Comments:**

- **Average Wait Time and Average Talk Time:** to reduce the amount of time that customer service representatives are on the phone, the Authority should provide customers with an online comment/communication option. Later in the discussion, group members also suggested that they should have a specific phone line they could call for comments and suggestions.
- **System Wide Water Loss, Wastewater Line Integrity and Water Line Integrity:** The group felt that replacement of existing lines and anticipated fixes were much better than emergency repair. They recommended using a system that focused on fixing the oldest pipes and equipment first because these were most likely to fail. The group also wanted more communication on Wastewater Line Failures and Water Line Breaks if it was in their area, possibly via text or email.
- **Matrix Exercise Generally:** The group liked that the urgency/importance activity involved tradeoffs and prioritization. One member recommended that the agenda and activity be sent out ahead of time so customers would have time to give the exercise more thought and consideration.
- **Water Authority's Website:** One group member was extremely unhappy with the current website design, and especially that there are two separate websites; one for billing and one for everything else.
- **Communication:** Provide status reports of service levels.

## **GROUP 2**

Heidi Howley, Facilitator

Finn Knutson, Recorder

### **Wastewater Line Integrity (Failures): High Urgency, High Importance**

This was placed at a high importance solely due to the fact that we are not up to par with other places. This was placed at a high urgency because it needs to be dealt with as soon as possible because it affects many other things.

### **Water Line Integrity (Breaks/Leaks): High Urgency, Medium Importance**

This was placed at a medium importance because it was decided that it was neither high nor low. This was placed at high urgency because of the concern with wasting any water.

### **Water Quality: High Urgency, Medium Importance**

The group placed this at medium importance as a compromise, because half of the group said it was of high importance and half said it was of low importance. Those who said it was of high importance said that they regularly drink straight from the tap while those who said that it was of low importance use a filter. We did all agree that it was of high urgency because everyone wants fast access to good quality water.

### **System Wide Water Loss: High Urgency, Low Importance**

This was placed at a high urgency because of the financial impact, but at low importance because, compared to other places, Albuquerque is doing very well in this department.

### **Notification of Planned Outages: Medium Urgency, High Importance**

The group placed this at a high importance because they thought that the people that were being affected by these outages needed to be notified on time so that they could plan accordingly. The group placed this at a medium urgency because too much time between the notification and what you are being notified about could make you forget about it. At the same time, too little time between notification and outage would leave people unprepared.

### **Sewer Odor Control: Medium Urgency, Medium Importance**

This was placed at medium importance because to the majority of people it isn't a huge problem, just to those whom it most affects. This was placed at a medium urgency because it is a big problem, it just doesn't affect very many people.

### **Average Wait Time: Medium Urgency, Low Importance**

This was of low importance because the amount of time customers spend waiting on the phone with the Water Authority, as compared to the time spent with other companies, is relatively low. The group placed this under the category of medium urgency because it was deemed more urgent than average talk time.

### **First Call Resolution: Low Urgency, Medium Importance**

This was placed at medium importance because needing to call back was not seen as a big problem, though it can be frustrating to those who have to do it. This was placed at a low urgency due to the fact that the caller/customer is the one managing their time.

**Billing Accuracy: Low Urgency, High Importance**

This was seen as being of high importance for the sole reason that it deals with people's money. This was placed at a low urgency because the group felt that as long as the Water Authority's mistake was corrected eventually, it's okay.

**Average Talk Time: Low Urgency, Low Importance**

This was of low importance because the amount of time customers currently spend talking to the Water Authority is acceptable. Average talk time is also of low urgency because again, the talk time we have now is fine.

**General Comments:** None.

**GROUP 3**

Myra Segal, Facilitator  
Kate Mendoza, Recorder

**Water Quality: High Urgency, High Importance**

This was by far the most important service to the customers in this group. Customers discussed how they may get a glass of water in some other place and it may stink or taste terrible. Customers highly valued good water quality over time and how it would be a very urgent issue if the water quality were poor.

**Sewer Odor Control: High Urgency, Medium Importance**

Customers in this group had never really had issues with sewer odor control where they live. They said that sewer odor control may be more urgent because it may smell very bad, but it wasn't as important as other issues, such as water quality.

**Billing Accuracy: High Urgency, Medium Importance**

Customers were concerned about how they were being billed for water. We discussed the winter baseline use and how rates are tiered in the summer for usages over the established baseline uses. Katherine Yuhas, the Water Authority's Water Resources Manager, came to the table to explain how the Water Authority charges for water during the irrigation season when users use double or triple the amount of their established baseline use.

**Wastewater Line Integrity (Failures) AND Water Line Integrity (Leaks/Breaks): Medium Urgency, High Importance**

Customers said these two services were definitely paired in both urgency and importance. Customers highlighted that they need their wastewater to make it all the way to the Wastewater Treatment Plant, but they also need their drinking water delivered. They noted that it would be a major public health issue for wastewater line failure, but also how crucial it is to have water delivered directly to the home. We also discussed that it is far cheaper for the Water Authority to do maintenance on water and wastewater lines than it is to do major emergency repairs.

**First Call Resolution: Medium Urgency, Medium Importance**

Generally, customers said it was not their priority to have the Water Authority solve their issues the first time. Customers said that it seemed like 50% of the time, the issue was resolved the first time. The customers also made the point that if the issue was really important, they would call back and make sure the issue was resolved. They did not seem concerned about the first call resolution as long as the issues were solved.

**Average Wait Time: Medium Urgency, Low Importance**

The wait time did not bother customers in this group, although customers said the wait time would be more of a problem if there was a very urgent issue concerning water or sewer lines. It was noted that none of the customers in this group had ever had occasion to call Water Authority Customer Service.

**System Wide Water Loss: Low Urgency, High Importance**

We discussed examples of system wide water loss including leaky pipes and joints, but noted that water was still being delivered/transported without a change in water pressure (unless there was a major break). The system is inefficient and needs maintenance. Customers recognized that system wide water loss was an issue of low urgency, but of long term importance because we are a conservation-minded city of the Southwest.

**Notification of Planned Outages: Low Urgency, Medium Importance**

No specific comments noted, but see Activities 2 and 3.

**Average Talk Time: Low Urgency, Low Importance**

Customers said the average talk time was not as important to them as long as their issue was resolved. Again, it was noted that none of the customers in this group had ever had occasion to call Water Authority Customer Service.

**General Comments:**

- **Understanding Your Bill** – customers discussed the structure of the Water Authority bills and said they felt that there is too much data and too many graphs on the bill that are not very easily understood. Customers asked the Water Authority to structure bills so they are more easily understood. They also asked the Water Authority to make the data presentation on the bills more digestible and show how it directly translates to how much customers are charged for water. Customers really wanted to understand why their water bills are high and for that to be directly explained in the water bill.
- **Meters** – Customers were very concerned about just how, and how often, the water meters are calibrated. More specifically, customers were concerned with the calibration procedures of the smart meters. Customers understood there would be some error associated with the measurements, but they really wanted to know how accurate the meters are.
  - Related to the smart meters, customers also wanted triggers to alert the Water Authority of water usage that doubles in one month so the Water Authority would review the usage and ensure there were not leaks occurring.
- **Santolina Proposed Development** – The community of Santolina proposes to use as much water as Rio Rancho. The Water Authority has stated that they could support the new community's water supply needs, but customers were very concerned where the water would actually come from. Customers were also concerned with who was tasked with putting together the specifications to build the lines, storage tanks, and other infrastructure needed to support the Santolina community. There were also concerns over operations and maintenance in the future. In 20 years when the pipes are clogged, will the Water Authority be picking up the maintenance costs? The developer would initially pay for installation and hook-ups, but the long-term needs of the community would be tasked to the Water Authority. If the Water Authority is already falling short of saving for future maintenance and replacement of existing water infrastructure, how is the Water Authority going to manage a whole new community in the future?

- **Cockroaches** – One customer was particularly concerned about having cockroaches in the sewer lines around their home. They have been hiring a contractor to come spray for the roaches, but they were not aware that the Water Authority would come and spray the sewer lines to help prevent cockroaches from coming into the house. The customer said that the cockroaches were an issue of very high urgency and high importance.
- Great job Water Authority! The Water Authority is far better than PNM or New Mexico Gas Company!

## **GROUP 4**

Will Sharon, Facilitator

Christina Hoberg, Recorder

### **Sewer Odor Control: High Urgency, High Importance**

The group believed the issue of Sewer Odor Control to be the most important and urgent issue on the board. When in proximity to an odor it can be extremely unpleasant and the group felt that it was an indication that there could be potential health issues. Because of this, the group felt that the issue is highly important, and needs to be taken care of right away.

### **Wastewater Line Integrity (Failures): High Urgency, Medium Importance**

Wastewater Line Integrity is of high urgency because it is always urgent when a failure happens but the statistics look good based on the current numbers. So if the Water Authority continues to do the maintenance, this makes it of medium importance. One customer commented that after the Water Authority fixed a wastewater break on his street, his own home backed up. He believes the debris was flushed out and backed up his sewer line. He had to spend \$500 on repairs.

### **Water Quality: Medium Urgency, High Importance**

This is of very high importance to the customers, but they recognize it is not currently an issue so it is of lower urgency. Maintaining the water quality standards is crucial. One customer feels like he does have an odor problem with his water that comes and goes.

### **Water Line Integrity (Breaks/Leaks): Medium Urgency, Medium Importance**

They do need to be dealt with right away and can create hazards, but one customer has seen water lines being broken for several days. Overall, it seems to be handled well. There were also concerns in the group about water lines in some older houses that had broken after smart meters were installed in a neighborhood.

### **Average Talk Time: Medium Urgency, Low Importance**

The group stated that the call time was a little bit longer than average, and that if it were inexpensive to make the talk time shorter, then it wouldn't hurt to address it. Otherwise the group felt that it was not a big deal if a call lasted 4.5 or 5 minutes.

### **Billing Accuracy: Low Urgency, High Importance**

It is always very important to customers to have an accurate bill, but the group felt that their bills are usually accurate and the problems with a bill can be corrected in the future so it is low urgency.

**System Wide Water Loss: Low Urgency, Medium Importance**

System Wide Water Loss is an important concern in planning for the future, particularly because we live in a desert and need to make sure that the natural resources of the river and aquifer do not dry up. While overall the losses are low, it is always a good idea to improve on water loss if we can.

**First Call Resolution: Low Urgency, Low Importance**

First call resolution is convenient but customers are not too concerned if they have to call back a second time for 5 minutes.

**Notification of Planned Outages: Low Urgency, Low Importance**

It is important to have information about planned outages, but the current 2-5 day notice is enough. There is no need to change the standard.

**Average Wait Time: Low Urgency, Low Importance**

Average wait time is pretty good, customers are used to it. The group requested that the Water Authority change the music that's played while people are on hold.

**General Comments:**

- The group seemed overall to be satisfied with the current conditions and standards that the Water Authority is upholding. They believe it is very important to continue with maintenance on infrastructure so that we do not have less water, lower water quality or more water line failures. Health and safety are primary concerns; environmental concerns are secondary but still very important to several group members.

**GROUP 5**

Kymerly Johnson, Facilitator  
Ruby Gates, Recorder

**Wastewater Line Integrity (Failures) AND Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

The group believed that these are both health, disease avoidance, and safety issues, are extremely important for system-wide integrity, and are even more urgent than Water Quality.

**Water Quality: High Urgency, High Importance**

This issue is important for survival, health and disease avoidance. Problems need to be resolved/addressed quickly. This is the most important Level of Service from the perspective of an individual customer.

**Sewer Odor Control: Medium Urgency, High Importance**

The group saw this as a quality of life and health issue.

**System Wide Water Loss: Medium Urgency, High Importance**

No specific comments.

**Notification of Planned Outages: Medium Urgency, Medium Importance**

Notification does need to happen, but this is less urgent and less important than other issues.

**Billing Accuracy: Medium Urgency, Medium Importance**

No specific comments.

**First Call Resolution: Low Urgency, Medium Importance**

No specific comments.

**Average Wait Time: Low Urgency, Medium Importance**

While this was seen as having low urgency overall, the group noted that the length of time a customer has to wait may feel urgent at the time of the call (because customers do not want to wait for an extended period of time). It was noted that a lower wait time could improve customer relations. The group inquired and received clarification that the Average Wait Time Level of Service had to do with customer services issues, not emergencies such as a water line break

**Average Talk Time: Low Urgency, Low Importance**

Money should go to more expensive priorities such as Waterline Integrity and Wastewater Line Integrity.

**General Comments:**

- Customer service issues were seen as much less urgent and much less important than other issues and group members wanted to see The Water Authority focus on the latter.
- Provide service levels in new Asset Management Plan and communicate progress in meeting targets.

**GROUP 6**

Karen Kline, Facilitator

Molly McCarthy, Recorder

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

The group felt it was important that waste not contaminate other water sources. The group found the idea of a wastewater line failure disgusting overall. They noted that “What goes in must go out”, so having a working bathroom is a daily necessity.

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

Reliability is very important. When you turn on the tap you expect water to come out. The group noted that water quality doesn’t matter if there is no water!

**Water Quality: High Urgency, High Importance**

The group saw this as a health issue. Customers expect a standard level of water quality that should be maintained.

**Average Wait Time: High Urgency, Low Importance**

The group felt that while it's frustrating to wait, two minutes is nothing compared to the wait times at other companies. Waiting is a part of life, and you can't find out about issues like Sewer Odor Control unless you pick up the phone.

**Billing Accuracy: Medium Urgency, High Importance**

Nobody wants to pay more than they owe, and it is the responsibility of the Water Authority to see that bills are accurate.

**Sewer Odor Control: Medium Urgency, High Importance**

No specific comments.

**System Wide Water Loss: Medium Urgency, Medium Importance**

The group discussed the fact that this issue doesn't directly affect the customer, but agreed that the Water Authority does need to be responsible and consider future generations.

**First Call Resolution: Medium Urgency, Low Importance**

This was not seen as a concern as long as the problem is resolved. There are times when a customer service representative may need to ask for advice from a specialist, and that is okay.

**Notification of Planned Outages: Low Urgency, High Importance**

No specific comments noted, but see Activities 2 and 3.

**Average Talk Time: Low Urgency, Low Importance**

The group felt that if you are talking to someone, it feels like progress is being made, and that a thorough job is preferable to a faster call that is not as productive or doesn't address the problem.

**General Comments:** None.

**GROUP 7**

Leslie Kryder, Facilitator

Mariah Everett, Recorder

**Water Quality: High Urgency, High Importance**

Water is critical for human survival, and people need to be able to drink the water in their house. It was important to the group that they not have to worry about taste/smell/color before they use water.

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

If a wastewater line were to break, customers' health could be in danger. Customers were concerned that the results of a break could get back to the river. Customers do not want wastewater out on the streets anywhere. The group commented that they pay money to keep these things running smoothly, and that they don't want to be affected if something were to fail.

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

No specific comments.



**Sewer Odor Control: Medium Urgency, High Importance**

The group found that while this issue can be a bit of an inconvenience, this topic is not a huge issue. It was more important to the group that they not have to hesitate before they ingest or use their water.

**System Wide Water Loss: Medium Urgency, High Importance**

No specific comments.

**Billing Accuracy: Medium Urgency, Medium Importance**

The group felt that while customers do want their bills to be correct, on the occasions where they are not accurate, the situation can be fixed fairly easily.

**Notification of Planned Outages: Medium Urgency, Medium Importance**

No specific comments but see Activities 2 and 3.

**First Call Resolution: Medium Urgency, Low Importance**

The group noted that while they did not want to have to call more than once, this issue didn't seem like a problem to them at this time.

**Average Wait Time: Medium Urgency, Low Importance**

The group felt that this was not an issue at all, and that the Water Authority is already doing a very good job at this Level of Service.

**Average Talk Time: Low Urgency, Low Importance**

Just as with Average Wait Time, the group felt that this was not a concern at this time, and that the Water Authority is already doing a very good job at this Level of Service.

**General Comments:** None.

## ACTIVITY 2

3 groups felt that the current practice of 2-5 days notice is ideal, with the following comments:

- If you put the notice out too far, people will forget.
- Repairs are not something that can be avoided, and as long as customers get some sort of notice they will be fine
- 2 days is sufficient for customers to be able to collect some water (i.e., fill a bathtub with water, get bottled water from a store, etc.) in the event that their water is completely turned off.
- One group commented that the initial, general notification (currently 4-6 weeks in advance) should be made as soon as the potential outage is known about (i.e., weeks or months in advance), and then again 2-5 days before the actual outage.

1 group felt that the ideal period of advance notice would be 4-5 days, with the following comments:

- Any earlier than 4 days, customers might forget; any less notice would give customers insufficient time to prepare.

1 group felt that the ideal period of advance notice would be no less than 5 days, with the following comments:

- If a customer happened to be out of town, a shorter notice period would be insufficient.
- Customers need time to go to the grocery store, or plan to stay elsewhere.
- The group was glad to know that there was also a 4-6 week general notification.
- One idea was to have the number of days of advance notice be proportional to how long a repair would take – i.e., a one-day outage would need less notice than a one-week outage.

1 group felt that the ideal period of advance notice would be no less than 7 days, with the following comments:

- Less than 7 days would give customers insufficient time to prepare; more than 7 days is too far out and customers might forget.
- The notice itself should include tips on how to prepare for the outage, particularly if it is going to be an extended length of time (i.e., an outage of 1-2 days).

1 group felt that the amount of notice should be commensurate with the length of the outage, but that 5 days might be too far in advance.

- If the outage will last a long time, affected customers should be notified farther in advance than if the outage was going to be brief.
- In any event, 5 days might be too long a notice because after 5 days some customers may forget about the upcoming outage and be surprised at having no water.

**Miscellaneous comments generated from this activity:**

- In addition to being notified of a planned outage, there needs to be more communication when there is a plan to change regulations or standards (i.e., fluoride). There should be more than one line of communication on these issues, and should include emails.
- The initial, general notification (currently 4-6 weeks in advance) should be made as soon as the potential outage is known about (i.e., weeks or months in advance), and then again 2-5 days before the actual outage.
- Blocking a customer's driveway and causing them to have to park on the street for several days would not be acceptable; concerns are about not having access to garage, and theft/insurance issues.

## ACTIVITY 3

Following are the various methods of notification suggested by the participants, along with any pros or cons discussed for each, as well as any general comments:

DOOR HANGERS (top choice of 2 tables)

Pros:

- It works when garbage collectors hang notifications, and it would be a great job for Water Authority Interns.
- Most people can't miss these.
- Could tape to garage in case people don't use their front door.
- Could ring doorbell upon delivery.

Cons:

- Waste of time and money.
- You won't see them if you're out of town.
- If you're out of town and they stay on your door, it could alert potential burglars that you're out of town.
- Some people go into their houses through their garage and wouldn't see the door hangers.

ELECTRONIC NOTIFICATION (top choice of 1 table)

IN GENERAL

Pros:

- Nearly everyone uses some sort of technology these days, so this method is best.

Cons:

- At one table, only 1 out of 6 customers said that they would download any apps for purposes of being notified of water outages. In general, the table did not prefer any electronic options, including the Water Authority app, social media, or even electronic road signs.

EMAIL

Pros:

- A separate email from the Water Authority with the subject line "Water Outage" would be very helpful, especially for people who already receive paperless bills.
- Most people regularly check their email and it can reach customers even if they are out of town.

Cons:

- Not everyone checks their email, and some customers don't have email at all.

TEXT

Pros:

- Most people regularly check their texts and it can reach customers even if they are out of town; some people would prefer texts to emails.

Cons:

- Not everyone checks their texts, or even have texting capability.

SOCIAL MEDIA (discussion primarily focused on the "Nextdoor" Neighborhood App and Water Authority's App)

Pros:

- Convenient for some.

Cons:

- Not everyone wants to have to use this to get notifications.

## NEIGHBORHOOD SIGNS (top choice of 1 table)

### Pros:

- While leaving your house or just driving around, customers will definitely see them.

### Cons:

- Waste of money
- Customers who are out of town or who don't leave their houses would not see them.

## PHONE CALL (AUTOMATED)

### Pros:

- Automated message from the Water Authority would work well.

## TELEVISION ANNOUNCEMENTS

### Pros:

- Most people regularly watch the news. According to one member of a table, news channels are required to make announcements such as these.

### Cons:

- Not everyone watches the news.

## US MAIL

### Pros:

- A postcard would work well, as long as it didn't end up being more expensive than door hangers.
- Everyone gets US Mail (vs. electronic methods of notification).

### Cons:

- Waste of money
- You can't receive mail if you're out of town.
- People could mistake it for junk mail.

### **Miscellaneous comments generated from this activity:**

- The cost of delivery method must be considered.

# August 15, 2017

## ACTIVITY 1:

### **GROUP 1**

Ed McCorkindale, *Facilitator*

Lily Gates, *Recorder*

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

The biggest concern here was how this might affect the health of citizens. If we have wastewater problems, then our Sewer Odor Control topic could become a larger issue. A lot of our water is reclaimed and we want to make sure the system is functioning properly.

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

This issue has the potential to cause the biggest upset in neighborhood life and increased traffic.

**Water Quality: Medium Urgency, High Importance**

No specific comments.

**First Call Resolution: Medium Urgency, Medium Importance**

No specific comments.

**Notification of Planned Outages: Medium Urgency, Medium Importance**

No specific comments.

**Sewer Odor Control: Medium Urgency, Low Importance**

The group felt this was only relevant if it was due to a Wastewater Line Integrity Failure.

**System Wide Water Loss: Low Urgency, High Importance**

No specific comments.

**Average Wait Time: Low Urgency, Medium Importance**

No specific comments.

**Billing Accuracy: Low Urgency, Medium Importance**

The group felt that bills should be correct, but if by chance a bill was not correct, it would only become a problem if was not resolved within the billing cycle. The group noted that it was also an easy fix once a problem was detected.

**Average Talk Time: Low Urgency, Low Importance**

Given the statistics as explained in the presentation at the beginning of the meeting, this wasn't of particularly high concern as the Water Authority is doing well as compared to the rest of the country. Even if it became more of a problem, it would still be of relatively low importance.

**General Comments:**

- In general, the group was most concerned with problems that would directly affect their water or construction in their general area. The majority of customers seemed to have a good opinion of the Water Authority from past experience. Some wanted to know more about what resources they have within the Authority.

**GROUP 2**

Renee Gregorio, *Facilitator*

Kelsey Bicknell, *Recorder*

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

The group noted the high cost of this item, and that it is important for the entire system to be maintained.

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

The group was concerned with water being wasted, and with paying for wasted water. Also, they felt that if the problem is not taken care of, there will not be enough water to consume.

**Sewer Odor Control: High Urgency, Medium Importance**

The group noted that business owners would care more about his issue based on customers' needs. Overall, the group did not feel like this is currently a major issue.

**System Wide Water Loss: High Urgency, Medium Importance**

The group noted the long term importance of this Level of Service, and concern over the influence of drought on future water loss.

**First Call Resolution: Medium Urgency, High Importance**

It was important to the group that they feel like they were able to clearly communicate whatever issue they have. The importance or urgency of this issue depends on the importance of the issue that the customer is calling about – i.e., First Call Resolution for calls about leaks is a must. They would like to see better infrastructure for this (i.e a 311 type number to dial). The group cares about quality customer service.

**Water Quality: Medium Urgency, High Importance**

The only noted comment had to do with the topic of fluoride and the unknown health benefit/risk of putting it in the drinking water.

**Average Wait Time: Medium Urgency, Medium Importance**

While this issue was not a high concern for this group, they did say that they would be interested in email/chat options to alleviate wait time.

**Billing Accuracy: Medium Urgency, Medium Importance**

This issue is important to both the customer and to the Water Authority. Customers should not be over-charged, but the Water Authority needs to charge correctly (i.e., not under-charge) so that it can make money.

**Notification of Planned Outages: Low Urgency, High Importance**

The group felt that issue is more important to high water users. They commented that this is a policy based protocol, and that they felt that the Water Authority is already doing a good job in this area.

**Average Talk Time: Low Urgency, Low Importance**

Being able to communicate the issue is important to customers, and the call should take as long as is needed to get the problem solved.

**General Comments:**

- Keep customers informed on the performance of the utility and the status of its infrastructure needs

**GROUP 3**

Karen Kline, *Facilitator*

Mo Hobbs, *Recorder*

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

This parameter was chosen first and immediately placed as a matter of high importance and high urgency. The group felt this was high on the list because a break or leak may mean that water would not get to their house. They also were concerned about the costs of emergency maintenance, and that it gets more expensive if not fixed right away. Participants noted that that when there is a break, they feel that the Water Authority is always very quick to respond, and commended the Water Authority for the fact that they have been seen working on a break 24 hours a day for several days.

**Water Quality: High Urgency, High Importance**

There was some discussion that this may not be high urgency because the Water Authority is already doing pretty well, but after talking about the importance of safety, odor and taste, it remained as high urgency and importance. One participant felt that her water tasted like chlorine and when she called, someone told her to run all the faucets in the event chlorine was getting backed up. Participant said it did not help, and after hearing everyone else say their water tasted fine, she felt it could be her neighborhood (Inez, at Wyoming and Indian School). Another participant mentioned they wished the water was softer.

**Wastewater Line Integrity (Failures): High Urgency, Medium Importance**

Although extremely urgent if a sewer line breaks, the participants felt this was of medium importance, because it does not happen often. No one at the table had ever experienced this problem, but knew if it happened to them, they would want it fixed right away.

**System Wide Water Loss: Medium Urgency, High Importance**

Right away, everyone saw the importance of this issue, and commented that we cannot afford to be losing water in this environment. It was considered of medium urgency because everyone felt that the Water Authority is doing well at addressing this problem by replacing old infrastructure. One participant expressed that had he not been to this presentation, he would not be aware that we are doing better. Another participant mentioned that she felt the Water Authority was doing better because she used to see more fire hydrants leaking but hasn't seen any for quite some time.

**Billing Accuracy: Medium Urgency, Medium Importance**

The group considered this of medium importance and urgency because they felt that no one wants to be charged for more than what they have used. The group believed, however, that billing accuracy is already pretty good, and that fixing leaks is much more important and urgent; bills can be fixed later down the line, but fixing leaks and breaks is more time sensitive.

**Notification of Planned Outages: Medium Urgency, Medium Importance**

Participants felt that this was quite important but felt that the 4-6 week notice gave plenty of time to prepare for outages.

**Sewer Odor Control: Medium Urgency, Low Importance**

The group did not feel that this was important because none had had a problem with this. However, they did consider that it would be of some urgency if it ever were to become an issue.

**Average Wait Time: Medium Urgency, Low Importance**

Customers feel this is similar to, but somewhat more urgent than, Average Talk Time, since waiting to talk to someone is less preferable than talking with someone for a longer time, especially if the call was regarding an emergency situation.

**First Call Resolution: Low Urgency, Medium Importance**

The group commented that while, of course, it was important to have your problem fixed the first time, everyone felt that the Water Authority was doing very well in this area. One participant mentioned that when he calls for a problem, someone is always there to fix it within 30 minutes to an hour.

**Average Talk Time: Low Urgency, Low Importance**

This is less of a concern than Average Wait Time, as customers would prefer to talk to someone than to be on hold, especially if the call was regarding an emergency situation.

**General Comments:** None.

**GROUP 4**

Sara Douglas, *Facilitator*

Mariah Everett, *Recorder*

**Water Quality: High Urgency, High Importance**

One customer at the table was able to share information regarding water pressure issues. Many at the table felt that this was the #1 issue out of all of the Levels of Service. It was noted that if water does not taste good, it can cause fear about whether the water is safe to drink. One person mentioned Flint as an example of the impact of poor water quality. There was a question about why regulatory issues such as chemicals and toxins were not included within water quality for purposes of the exercise, to which the facilitator responded that since attention to this type of issue is mandated by regulation, The Water Authority has no discretion in how much attention to give it.

**Billing Accuracy: High Urgency, High Importance**

Many customers have issues understanding their bills, and the billing system in general. The group also expressed frustration and upset over billing inaccuracy (specifically overbilling), especially for people on a fixed income, or who are retired. One customer mentioned having to go in circles when he called in to inquire about this bill, and felt that customer service reps were unable to explain how the billing system worked.

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

If there was ever an issue, urgent resolution would be needed.

**Notification of Planned Outages: High Urgency, Medium Importance**

The group noted that it is important to know about outages, because no one wants to come home and find that there is no water or no driveway access.

**First Call Resolution: High Urgency, Low Importance**

No specific comments.



**System Wide Water Loss: Medium Urgency, High Importance**

No specific comments.

**Wastewater Line Integrity (Failures): Medium Urgency, High Importance**

Customers do not want to deal with unpleasant smell. This issue is rated as having lower urgency than Water Line Integrity because sewer lines are not under pressure, while water lines are. It would be of high importance and high urgency if there was a backup in the house or in the street.

**Sewer Odor Control: Medium Urgency, Medium Importance**

No specific comments.

**Average Wait Time: Medium Urgency, Low Importance**

High wait time is worse than a high talk time because for talk time, you already have the attention of the customer service agent.

**Average Talk Time: Low Urgency, Low Importance**

No specific comments.

**General Comments:**

- Customer service issues were seen as much less urgent and much less important than other issues (i.e., issues that affect the quality and reliability of water), except for Billing Accuracy, which had frustrated a few of the customers. It was noted, however, that customer service issues do affect customer perceptions/ satisfaction, and that many people interact with this part of the Water Authority the most.

**GROUP 5**

Sara Sanasac, *Facilitator*

Finn Knutson, *Recorder*

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

This was placed at a high importance and a high urgency because it is an issue of integrity. We cannot waste water here in New Mexico. There was also concern that a problem in this Level of Service could cause odor problems.

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

This was also placed at a high importance and urgency because it affects us all and we need to preserve our water.

**Water Quality: High Urgency, High Importance**

The group had a lengthy discussion about this topic. They initially placed this metric at a medium importance and a low urgency because this topic only addressed taste, color, smell, and water pressure. Then the group agreed that if it dealt at all with potability, it should be placed at high importance and high urgency.

**Sewer Odor Control: High Urgency, Medium Importance**

This was placed at medium importance because while it can be a problem, it can be tolerated. The group also said that if it became a problem, it would need to be dealt with quickly so it was put at a high urgency level.

**Average Wait Time: High Urgency, Low Importance**

This was not seen as a huge problem, but the group noted that no one wants to be kept waiting.

**System Wide Water Loss: Medium Urgency, High Importance**

This is a very important issue due to the current state of drought we are in here in Albuquerque. It was placed at a medium urgency because the group felt that it wasn't the most pressing issue present.

**Notification of Planned Outages: Medium Urgency, Medium Importance**

The group placed this at a medium importance because they thought that it was pretty important to know when your outage is going to be, but said that it did not need to be dealt with nearly as urgently as other things.

**First Call Resolution: Medium Urgency, Low Importance**

The group commented that this Level of Service is not bad in its current state, but noted that it should be dealt with ahead of Average Talk Time, due to the inconvenience of having to call a second time.

**Billing Accuracy: Low Urgency, High Importance**

This is of high importance for the sole reason that it deals with people's money. This was placed at a low urgency because as long as the Water Authority corrects any mistakes, eventually things are resolved.

**Average Talk Time: Low Urgency, Low Importance**

The group placed average talk time at a low importance and urgency because they felt that it is not as bad as waiting longer to talk to someone or having to call a second time. They came to the conclusion that as long as their issue was resolved by the time they got off of the phone, it didn't really matter how long they had talked.

**General Comments:** None.

**GROUP 6**

Heidi Howley, *Facilitator*

Molly McCarthy, *Recorder*

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

The group felt that a failure could let waste into the river, and that sewage in pipes where it shouldn't be could compromise pipes, which would cause the pipes to need more maintenance. Albuquerque's performance is already bad on a national scale. The group felt that the Water Authority should educate people and businesses about what not to flush.

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

A break or leak could let contaminants into the water. This issue also drives up customers' bills.

**First Call Resolution: Medium Urgency, High Importance**

If the staff is adequately educated/informed, the customer shouldn't have to call back. The group was, overall, very against having to call a second time.

**Water Quality: Medium Urgency, High Importance**

The group noted that the Water Authority gets few complaints per year already, and should just maintain its current quality level. The high importance rating comes from the fact that customers ingest water.

**Notification of Planned Outages: Medium Urgency, Medium Importance**

The group felt that the Water Authority should have a separate conversation about this topic with business owners.

**Sewer Odor Control: Medium Urgency, Low Importance**

The group felt that this issue is less important than water quality because this can't get you sick. They felt that an odor could indicate waste water line integrity failure. They noted that this issue is not a big deal until it happens to you.

**Billing Accuracy: Low Urgency, High Importance**

The group noted that any error would be corrected/caught eventually, so this was less urgent than other Levels of Service. They urged the Water Authority to "just get it right".

**System Wide Water Loss: Low Urgency, High Importance**

The group believed that it is the Water Authority's job to be responsible. This is a long term issue with no immediate impact. The group commented that we are doing well on a national scale, but also noted that we live in the desert so our water is more precious than for many other areas in the nation.

**Average Wait Time: Low Urgency, Medium Importance**

The group commented that the Water Authority maintains a very low wait time already. This Level of Service would become more important in case of an emergency. A Water Authority staff member did let the group know about the emergency call line. The group said they would use an online chat service if there was one.

**Average Talk Time: Low Urgency, Low Importance**

As long as First Call Resolution is achieved, it doesn't matter how long the call takes.

**General Comments:** None.

**GROUP 7**

Jillian Gonzales, *Facilitator*

Ruby Gates, *Recorder*

**Wastewater Line Integrity (Failures) AND Water Line Integrity (Breaks/Leaks):**

**High Urgency, High Importance**

If our water lines are not working, this will create issues in just about every other area. We need to stop any problem before it gets a lot larger.

**Notification of Planned Outages: High Urgency, Medium Importance**

No specific comments, but see Activities 2 and 3.

**Average Wait Time: High Urgency, Low Importance**

The group believed that this was not much of an issue. Waiting to speak with someone is a waste of time, but once you are talking to a customer service representative, the amount of time you're on the phone with them shouldn't matter if the problem is being solved.

**Water Quality: Medium Urgency, High Importance**

The group commented that issues with water quality would lead to other issues later on.

**Sewer Odor Control: Medium Urgency, Medium Importance**

The group noted that a bad smell wouldn't kill anyone, but that it would definitely be a nuisance.

**Average Talk Time: Medium Urgency, Low Importance**

Just as with regard to Average Wait Time, the group believed that this was not much of an issue. They felt that once you are talking to a customer service representative, the amount of time you're on the phone with them shouldn't matter if the problem is being solved.

**System Wide Water Loss: Low Urgency, High Importance**

Customers don't want to pay for water that's not being used. A problem with this Level of Service would also create issues with estimates.

**First Call Resolution: Low Urgency, Low Importance**

The group believed that this was not much of an issue.

**Billing Accuracy: (not ranked)**

The group noted that an error in billing could be easily fixed, and nobody at the table had ever had an issue with it before.

**General Comments:**

- This group was very concerned about stopping problems before they start. They felt that if the Water Authority focuses on a few of the major problems, that would then solve the smaller issues.
- The group felt that people should get their water bill separately from the rest of their utility bills.

## ACTIVITY 2

3 groups felt that the current practice of 2-5 days notice is ideal, with the following comments:

- If the notice was any farther out, people would tend to forget.
- This amount of notice is plenty, especially given the initial 4-6 week general notice; this notice is actually a second reminder.
- This is plenty of time to collect extra water for safety.

3 groups felt that 2-5 days was not sufficient, and that the ideal period of advance notice would be between 5 and 10 days, with the following comments:

- Particularly if the customer was a business, a notice of at least 10 days would be appropriate.
- Less than 5 days is just not enough time to plan.
- 2 days is not enough because people may be on a long vacation.
- More notice is always better.
- Water authority should alert customers as soon as a plan was made to begin repairs/construction.
- People would be likely to forget about the initial 4-6 week notice.
- Once participant at this table suggested keeping the amount of notice commensurate with the length of time the repair would take – i.e., an outage of 2 days would require a week’s notice, etc. (this was also the general consensus of the table noted below).

1 group felt that the ideal period of advance notice should be commensurate with the severity of the project, and the length of time of the planned outage, with the following comments:

- 2-5 days is just not enough if it is a major project and the outage will be significant.

## ACTIVITY 3

Following are the various methods of notification suggested by the participants, along with any pros or cons discussed for each, as well as any general comments:

DOOR HANGERS (top choice of 1 table, last choice of 1 table)

Pros:

- Good for elderly people who may not go outside (and hence wouldn’t see neighborhood signs) and/or don’t go online.
- Good for renters.
- These are hard to ignore.
- Good idea, as long as there’s a way to ensure they are securely attached to the door.
- Best for single family housing.

Cons:

- Many comments from various tables were made regarding the safety/security concerns that come with using door hangers (i.e., if it stays on your door, it is a signal that you are probably out of town, making you vulnerable to break-ins).
- Property crimes has increased significantly in the past five years
- Could blow away.
- Many people don’t use their front door.

ELECTRONIC NOTIFICATION (top choice of 2 tables)

EMAIL

Pros:

- Just about everyone has email.
- This and text are the most accessible to the most people.
- This and text are good for people with paperless bills.

## TEXT

### Pros:

- This and email are the most accessible to the most people.
- This and email are good for people with paperless bills.

### Cons:

- Not everyone uses text messaging.

## SOCIAL MEDIA (top choice of 1 table) (discussion primarily focused on the “Nextdoor” Neighborhood App and Water Authority’s App)

### Pros:

- Would work well.

### Cons:

- Not everyone knows about these Apps.
- This was a strong NO for one table, noting that the elderly community is unlikely to use social media.

## NEIGHBORHOOD SIGNS (top choice of 1 table)

### Pros:

- Big signs will get people’s attention.
- Might be the only way that renters or tourists (Air BnB visitors) find out.
- Good idea, as long as they don’t contain too much information.

### Cons:

- If there is too much information, it could be confusing and hard to read.

## US MAIL (top choice of 1 table)

### Pros:

- Everyone gets mail.
- Could include notice with bill.

### Cons:

- Won’t work if someone’s on vacation.
- This is a waste of paper.

## PHONE CALL (AUTOMATED MESSAGE)

### Pros:

- Particularly good if it’s time-sensitive – use robot if necessary.

## TELEVISION AND/OR NEWSPAPER

### Miscellaneous comments generated from this activity:

- Several tables commented that multiple contact methods should be used (notably a combination of electronic and non-electronic).
- Multiple customers at several tables commented that customers should be able to choose, or Opt-In to, which method(s) they would like to use. A list of possible options (like those listed above) should be included in their bill, or on the Water Authority website.

# August 21, 2017

## **GROUP 1**

Leslie Kryder, *Facilitator*

Ruby Gates, *Recorder*

### **Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

This needs to be taken care of or it will cause other issues down the road.

### **Notification of Planned Outages: High Urgency, Medium Importance**

No specific comments noted, but see Activities 2 and 3.

### **Water Quality: Medium Urgency, High Importance**

The group said that people simply don't want poor quality water.

### **System Wide Water Loss: Medium Urgency, High Importance**

The group noted that people are being billed for water that's not being used, and felt that that was a major problem. They felt, however, that unless a very large leak was involved, this metric was not of high urgency. They pointed to the fact that this is a desert environment, and that any issue would have to be fixed eventually. They felt the Water Authority should have money put away for this when it does happen.

### **Wastewater Line Integrity (Failures): Medium Urgency, Medium Importance**

Like Water Line Integrity, Wastewater Line concerns need to be taken care of or they will cause other issues down the road. If these issues aren't fixed it will cause more people to call in and if left too long could easily get worse.

### **First Call Resolution: Medium Urgency, Medium Importance**

The group noted that no one wanted to have to call more than once. However, if a problem could not be fixed quickly, the group felt that people should get a follow up call from the Water Authority.

### **Average Wait Time : Medium Urgency, Low Importance**

The group preferred a longer talk time to a longer wait time. They commented that customers want to be listened to and not have their time wasted.

### **Billing Accuracy: Low Urgency, High Importance**

If an account or bill is estimated too high, this will affect conservation estimates.

### **Sewer Odor Control: Low Urgency, Medium Importance**

The group felt that while sewer odor was not pleasant, it was by no means life threatening.

### **Average Talk Time: Low Urgency, Low Importance**

The group did not mind a long talk time as long as something was being accomplished during the call.

### **General Comments:**

- Most things were not extremely urgent to this group as long as the issue could not easily become a larger issue.
- Communication is key. The group felt that it was okay if a problem could not be quickly solved, as long as the Water Authority let them know as soon as possible.

## **GROUP 2**

Sara Sanasac, *Facilitator*

Kelsey Bicknell, *Recorder*

### **Water Quality: High Urgency, High Importance**

If water cannot be safely consumed by the customer, there is no point to talking about any of this.

### **Notification of Planned Outages: High Urgency, Medium Importance**

Customers need time to prepare for outages and plan for parking.

### **Water Line Integrity (Breaks/Leaks): High Urgency, Low Importance**

The group felt that this issue brings up major concerns about potential property damage, i.e., in the event of a leak that leads to water coming into the home.

### **System Wide Water Loss: Medium Urgency, High Importance**

Customers pointed to the fact that we live in a desert, and hence any water loss is a problem. If it can be controlled at all, it should be. Customers/bill payers end up paying for lost water.

### **First Call Resolution: Medium Urgency, Medium Importance**

Participants in this group felt that customers would not mind being transferred if it meant the issue would be resolved. They commented that a 311 line for Water Authority issues would be integral to aiding the goal of first call resolution. If an issue is urgent, customers want it resolved ASAP.

### **Average Wait Time: Medium Urgency, Low Importance**

The group noted that having to wait before you get to talk to a customer service representative sets the tone for the entire conversation. This issue would be important to an individual customer calling in, but not to the infrastructure of the utility. Customers would like to know what position they are in in the call queue, and would like the option of leaving a number for a call back from customer service.

### **Wastewater Line Integrity (Failures): Medium Urgency, Low Importance**

This issue does not have an important impact on the environment as these lines are deep underground. The group felt that problems in this area need to be resolved, but that the long term impact is not a concern.

### **Billing Accuracy: Low Urgency, High Importance**

This issue causes no harm, and does not involve wasting any resources.

### **Sewer Odor Control: Low Urgency, Medium Importance**

This table noted that an odor could be a sign that there is a danger of a sewage line being compromised. If an odor is only outside, it is tolerable, but if it permeates the home, that is a much bigger problem.

### **Average Talk Time: Low Urgency, Low Importance**

The urgency or importance of this Level of Service is very much determined by the topic of the call.



**General Comments:** None.

### **GROUP 3**

Heidi Howley, *Facilitator*

Lily Gates, *Recorder*

#### **Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

The group felt that this could disrupt the area more than any of the other Levels of Service categories, and could result in dangerous conditions.

#### **Wastewater Line Integrity (Failures): High Urgency, Medium Importance**

This group was very concerned with whether Wastewater Line Failure would affect the quality of their water. They commented that no one wants to have sewer problems.

#### **Water Quality: High Urgency, High Importance**

No specific comments.

#### **Sewer Odor Control: High Urgency, Low Importance**

The group commented that “No one’s going to die from a bad smell.”

#### **Billing Accuracy: Medium Urgency, High Importance**

Since bills could be indicative of problems on your property, it’s important that they are correct, since customers would want to know about it sooner than later. The group noted that, overall, an inaccuracy in a bill was an easy fix.

#### **System Wide Water Loss: Medium Urgency, Medium Importance**

No specific comments.

#### **Average Wait Time: Medium Urgency, Low Importance**

The statistics reported in the presentation by the Water Authority indicate that we don’t have a problem with this issue right now. If the wait on the phone were an excessive amount of time then they might have an issue, but currently this Level of Service is running well.

#### **First Call Resolution: Low Urgency, High Importance**

The statistics reported in the presentation by the Water Authority indicate that we don’t currently have a problem with this issue.

#### **Notification of Planned Outages: Low Urgency, Medium Importance**

No specific comments, but see Activities 2 and 3.

#### **Average Talk Time: Low Urgency, Low Importance**

The statistics reported in the presentation by the Water Authority indicate that we don’t have a problem with this issue right now.

### **General Comments:**

- Overall, the customers in this group were most concerned with problems that would directly affect their water, or construction in their general area, and less concerned with managerial issues such as average talk, average wait time and first call resolution.

### **GROUP 4**

Sara Douglas, *Facilitator*

Reagan Roby, *Recorder*

### **Wastewater Line Integrity (Failures) AND Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

Customers felt that they had been punished in the past as a result of failures and leaks in waterlines, and had had to pay more in their bills for these failures. It was very important to them that the Water Authority work as hard as they can to prevent these issues. They really wanted to see the water company continue to make improvements within their systems.

### **Water Quality: High Urgency, High Importance**

The group as a whole felt that it is very important to keep the quality of water at a good level, and that this needs to be a long term stability goal. They all felt that the water quality that they are currently experiencing has been very consistent and is great.

### **System Wide Water Loss: High Urgency, Medium Importance**

The group felt that this level of service could be considered a grey area to them. They would like to see this issue minimized as much as possible.

### **Notification of Planned Outages: High Urgency, Medium Importance**

Customers were very big on the idea of giving every community and person options on how they would like to be notified. They had some bold ideas on using visuals like orange barrels to really get people's attention once working has started. They would love to see the water company work with different types of communication methods for different areas and communities.

### **Billing Accuracy: Medium Urgency, High Importance**

A few customers had concerns with their bills being very inaccurate at times. The table agreed that digital meters has made and will make billing more accurate. One customer was concerned about her experience with in-person water bill payment. She said that every time she went to pay her bill the water company was short staffed and she felt that she constantly spent long periods of time waiting to be helped.

### **First Call Resolution: Medium Urgency, High Importance**

The group felt this subject was very important and felt that getting a problem fixed right away was vital. They all agreed that they did not want to call the water company multiple times to get an issue resolved. One customer shared an experience in which she called to report water running down her street possibly from a sprinkler leak. She said that after she called in no one ever got back to her about what the issue was and whether it had been resolved. She did notice later on that the possible leak was still there. The group felt that they should be notified when the water company has fixed a problem that they called in about.

**Average Wait Time: Medium Urgency, Low Importance**

The majority of the group did not have a problem with wait times. One customer did say that she was upset by how long she has had to wait on the phone at times but did not feel that this was the most urgent or important issue in retrospect.

**Average Talk Time: Medium Urgency, Low Importance**

Customers did not seem to care about how long they needed to wait on the phone as long as the issue was actually resolved.

**Sewer Odor Control: Low Urgency, High Importance**

Customers felt that this issue is important to keep up with. No one at the table had experienced any sewer odor issues, but noted that they obviously did not want to deal with any in the future. They also mentioned that it wouldn't be truly affecting their quality of living if they were to experience a sewer odor.

**General Comments:** None.

**GROUP 5**

Jillian Gonzales, *Facilitator*

Finn Knutson, *Recorder*

**Water Quality: High Urgency, High Importance**

This was placed at high urgency and high importance because as customers, the group did not feel like they have control over this issue. They would like this to further improve.

**Sewer Odor Control: High Urgency, High Importance**

This was placed at a high urgency and a high importance because a few of the people in the group had experienced this issue and it was a huge problem for them.

**Notification of Planned Outages: High Urgency, Medium Importance**

The group said that a well-timed notification was important to them.

**Wastewater Line Integrity (Failures): Medium Urgency, High Importance**

The group ranked this at high importance and medium urgency because they felt that Albuquerque has many old lines, which makes failures more prone to happen. Also, when a line does fail, it causes issues in other categories. For example, if a line fails there may be issues with sewer odor control. Due to this, System Wide Water Loss would also increase, and anything to do with calling the water authority for assistance would get slightly backed up.

**Water Line Integrity (Breaks/Leaks): Medium Urgency, High Importance**

The group feels that while this is very important, just as is Wastewater Line Integrity, it is not the most pressing issue. It was noted however that we cannot afford to lose this water.

**First Call Resolution: Medium Urgency, Medium Importance**

The group felt that it is annoying to have to call back about the same problem.

**Average Wait Time: Medium Urgency, Low Importance**

The group indicated that this is a slightly bigger problem than Average Talk Time because it is better to be talking to someone than to be kept waiting. Some members of the group had previously had good experiences with the Water Authority regarding this Level of Service.

**Billing Accuracy: Low Urgency, High Importance**

The group ranked this Level of Service high in importance because it deals with customers' money and lives directly. The group was concerned that the Water Authority may not be billing them correctly. They were concerned about the system of unit measurement.

**System Wide Water Loss: Low Urgency, Medium Importance**

While the group felt that this was an important issue, they also felt that it was not one of life or death.

**Average Talk Time: Low Urgency, Low Importance**

Overall the group had had good experiences talking to the water authority on past occasions. They felt that as long as you were talking with a customer service representative (as opposed to waiting to talk to someone), it felt like your problem was getting addressed.

**General Comments:** None.

**GROUP 6**

Ed McCorkindale, *Facilitator*

Meagan Oldham, *Recorder*

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

The group was very concerned about the risk of waste backing up into the house, as well as other unsanitary conditions.

**Water Quality: High Urgency, High Importance**

There was a high concern for avoiding contaminants in the water.

**Water Line Integrity (Breaks/Leaks): High Urgency, Medium Importance**

The group was very concerned with having continuous access to water.

**System Wide Water Loss: Medium Urgency, High Importance**

The group expressed similar concerns as those noted regarding Water Line Integrity.

**Notification of Planned Outages: Medium Urgency, High Importance**

The group felt strongly that people need to be able to plan as far ahead as possible. They also understood that some people do not get, or look, at notifications in the same timely manner as others.

**Average Talk Time: Medium Urgency, Medium Importance**

As long as the issues are being resolved, then time is not as much of an issue.

**First Call Resolution: Medium Urgency, Medium Importance**

No specific comments.

**Average Wait Time: Medium Urgency, Low Importance**

If the issue is not being resolved then the wait time is an issue.

**Billing Accuracy: Low Urgency, High Importance**

One customer was highly concerned about having the bill come at the same time each month.

**Sewer Odor Control: Low Urgency, Medium Importance**

The group expressed concern that an odor could be the result of a problem that could make people sick. The concern was over the cause of the odor.

**General Comments:**

- This group's main concerns were with quality of water, sewer smell, and waste water lines, and how all of these issues can potentially become health issues.

**GROUP 7**

Karen Kline, *Facilitator*

Kate Mendoza, *Recorder*

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

Customers discussed the need to have things working, not breaking. They also discussed that a water line break would be an urgent issue, and that long term repairs would be of medium urgency but of high importance. It was also noted that water line breaks and emergency repairs cost ratepayers more money over time than if the Water Authority performs maintenance to repair leaky lines before they break.

**Water Quality: High Urgency, High Importance**

Water quality was important to the group because poor water quality majorly affects one's quality of life. They did not want bacteria or other toxic things in the water. They also said it would be a very high urgency issue if the water quality was degraded.

**Sewer Odor Control: Medium Urgency, High Importance**

This issue could potentially be of importance to customers because it may have an economic impact. Customers noted that it would probably be hard to sell your home if your neighborhood frequently smelled like a sewer. Customers also said a problem with this would impact their quality of life. They said they haven't had this problem on the NE side of town. They also agreed that if the sewer odor was causing negative impacts to public health, it would be a more urgent and important issue.

**System Wide Water Loss: Medium Urgency, High Importance**

Customers noted that they aren't seeing this issue directly. The Water Authority knows most about this issue and customers wouldn't know how much the system loses unless the Water Authority told them.

**Wastewater Line Integrity (Failures): Medium Urgency, Medium Importance**

No specific comments.

**Billing Accuracy: Medium Urgency, Medium Importance**

Customers mentioned that if they had a billing issue, it could be very urgent. Billing issues would be especially urgent for seniors or people on tight budgets or fixed incomes.

**First Call Resolution: Medium Urgency, Low Importance**

One customer in this group had previously called the Water Authority. She said it was a billing issue and it was resolved the first time. She mentioned that the representative was very quick. Customers said that it would be annoying to have to call back again, but that they would do so if they needed to have an important issue resolved.

**Notification of Planned Outages: Low Urgency, High Importance**

Customers said this is important, but not necessarily urgent. They said that 4-6 weeks' notice is good for initial notification.

**Average Wait Time: Low Urgency, Medium Importance**

The average wait times were not much of a concern. It was mentioned that nobody ever feels like waiting for a long time, but sometimes you do it just to have your issue resolved, and that's understandable. Customers asked for better hold music.

**Average Talk Time: Low Urgency, Low Importance**

Customers were very happy with the average 1-3 minute wait times and the average talk times. However, customers were concerned about any effort to decrease the average talk time. They said the Water Authority should not strive to make talk time shorter because calls can feel rushed and be too brief. A longer conversation is fine, and having the issue resolved with a pleasant experience is great.

**General Comments:**

- Over all, customers in this group thought services directly related to their drinking water and wastewater were the most important and urgent. Other services, such as customer service, were not as important or urgent this group.
- Customers asked if there was a phone number they could call to hear about planned outages or outages in general. They wanted something like Comcast or PNM has. They had heard that 311 will forward you to the Water Authority to find out about the planned outages, but customers still thought it would be handy for the Water Authority to host their own automated phone line that would allow you to speak your address or would know your phone number and the automation would tell you whether or not there was a system outage.

## ACTIVITY 2

5 groups felt that the current practice of 2-5 days notice is ideal, with the following comments:

- It should be 2-5 *working* days.
- All notices should be printed in English and Spanish.
- If the notice were any longer, customers would be likely to forget.
- This amount of time catches customers' attention so they can actually remember that there will be an outage, write it on the calendar, and change their driving patterns if they need to.

- The 4-6 weeks of initial notification is great. Customers really like having the initial notification and then having the additional 2-5 day notice prior to the work actually starting. They mentioned that it would be hard to remember with only 4-6 weeks' notice, but the 2-5 day notice is the perfect addition to prepare for the outage.

2 groups felt that the ideal period of advance notice would be 5-7 days, with the following comments:

- This would especially be necessary in the case of a very large project, in order for customers to better plan for outages and construction.
- 2 days is not enough; some people may be out of town, or may not look at their mail right away which would leave them in the dark if they either never got, or had forgotten about, the initial 4-6 week notice.

## ACTIVITY 3

Following are the various methods of notification suggested by the participants, along with any pros or cons discussed for each, as well as any general comments:

### DOOR HANGERS

Pros:

- Could/should be biodegradable, like the ones used for seeds.
- Everyone sees them.
- Good if it's only a small number of homes affected.

Cons:

- May attract burglars if left on door.
- May blow away.

### ELECTRONIC NOTIFICATION

EMAIL (top choice of 1 table)

Pros:

- Subject line should indicate "Important".
- Everyone checks their email at some point.
- Good if you already get e-bills.
- Good for both long (4-6 week) and short (2-5 day) notices

Cons:

- Not everyone has access to email.
- Only good if you're tech savvy.

TEXT

Pros:

- Preferable for some customers, but not all.
- 3 out of 4 customers at one table in favor.

Cons:

- Some people don't have or use smartphones.
- Text messages are somewhat invasive and some would prefer not to have a text to their personal phones.

## SOCIAL MEDIA (discussion primarily focused on the “Nextdoor” Neighborhood App and Water Authority’s App)

### Pros:

- Good if major disturbance is expected.
- Useful for younger generation.
- Not for everyone.
- Facebook and Twitter are most effective (as some have never heard of Nextdoor)

### Cons:

- Not everyone has access to social media, or chooses to use it, particularly older generations.

## NEIGHBORHOOD/ROAD SIGNS

### Pros:

- Hard to miss if you’re driving around.
- Easy and clear method of communication to a neighborhood.

## PHONE CALL/VOICEMAIL FROM WATER AUTHORITY

## MEDIA (TELEVISION/NEWSPAPER/RADIO) ANNOUNCEMENTS (top choice of 1 table)

## US MAIL

### Pros:

- Everyone gets mail.
- Should be inserts in bills.

### Cons:

- Sometimes people don’t open their mail.

## MISC METHODS:

- One table suggested door-to-door in person notification.
- Neighborhood Association and Apartment/Condo Newsletters, or general postings on community boards in apartment or condo complexes.

## Miscellaneous comments generated from this activity:

- 3 tables commented that they felt using multiple methods of notification was the best solution, specifically, different methods of communication are best for different areas and communities..
- Customers at 3 tables felt that people should be able to choose, or Opt-In to, which method(s) they would like to use, so people can pick what works best for them.
- The Water Authority should work with homeowners and neighborhood associations and complex owners to get notifications out to residents.
- The presence of visual notices helps people know and remember what’s going on around them.
- Customers at one table liked the idea of an automated phone line hosted by the Water Authority, to which customers could call in and get the status of the system for their



area. They were informed that 311 could help with that, but customers were not aware that 311 had so many functions.

## August 22, 2017

### **GROUP 1**

Ed McCorkindale, *Facilitator*

Meagan Oldham, *Recorder*

#### **Wastewater Line Integrity (Failures): High Urgency, High Importance**

The group expressed concern that any type of backup could be very unsanitary.

#### **Water Quality: High Urgency, High Importance**

The group commented that if the water quality is not good, then none of the rest of these items matter.

#### **Billing Accuracy: High Urgency, Medium Importance**

The group believed that customers need to stay informed and happy. They felt that this is the main thing most customers see when dealing with the Water Authority.

#### **System Wide Water Loss AND Water Line Integrity (Breaks/Leaks) : Medium Urgency, High Importance**

The group felt that these two Levels of Service went hand in hand, based on the fact that we live in a desert, and the less waste the better.

#### **Notification of Planned Outages: Medium Urgency, Medium Importance**

The group commented on the importance of knowing if there was a chance that they wouldn't have water, and noted that even quality did not matter if you had NO water.

#### **Average Wait Time: Medium Urgency, Medium Importance**

No specific comments.

#### **Average Talk Time: Medium Urgency, Low Importance**

The group understood that Water Authority employees have a lot to do, and felt that the employees work hard to get each customer taken care of as quickly as possible.

#### **Sewer Odor Control: Low Urgency, High Importance**

The group felt that this Level of Service matters, but was not a major issue.

#### **First Call Resolution: Low Urgency, High Importance**

If the problem is fixed the first time, it serves to reduce stress and the overall amount of time spent on the issue.

**General Comments:**

- The group was mainly concerned with Water Quality, Waste Water issues and conservation.

**GROUP 2**

Leslie Kryder, *Facilitator*

Lily Gates, *Recorder*

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

The group stated that they did not want the water in their homes to become unsanitary.

**Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

No specific comments.

**Sewer Odor Control: High Urgency, Medium Importance**

Discussion about this Level of Service merged with the discussion about Wastewater Line Integrity, and the group noted that people did not want to not smell the sewer.

**Average Wait Time: High Urgency, Low Importance**

The group referred to the statistics shown during the Water Authority's presentation, and came to the conclusion that this issue is not currently a problem.

**Water Quality: Medium Urgency, High Importance**

Members of the group were rather concerned with the quality of their water, and discussed the situation in Flint, Michigan.

**First Call Resolution: Medium Urgency, Medium Importance**

The group referred to the statistics shown during the Water Authority's presentation, and came to the conclusion that this issue is not a problem.

**Average Talk Time: Medium Urgency, Low Importance**

The group referred to the statistics shown during the Water Authority's presentation, and came to the conclusion that this issue is not a problem.

**System Wide Water Loss: Low Urgency, High Importance**

No specific comments.

**Notification of Planned Outages: Low Urgency, High Importance**

No specific comments, but see Activities 2 and 3.

**Billing Accuracy: Low Urgency, High Importance**

No specific comments.

**General Comments:**

On the whole, the group was pleased with the current state of business. The majority of people mentioned that they didn't even know some of these Levels of Service were considered issues because they already had experienced excellent communication from and with the Water Authority.

### **GROUP 3**

Kymerly Johnson, *Facilitator*

Kelsey Bicknell, *Recorder*

#### **System Wide Water Loss: High Urgency, High Importance**

The group expressed concern about the fact that water is such a valuable resource, especially given our desert environment.

#### **Water Quality: High Urgency, High Importance**

Water quality is integral to the whole system. The group discussed issues such as those that had occurred in Flint, Michigan, and questions about customer safety.

#### **Billing Accuracy: High Urgency, Medium Importance**

The group felt the Water Authority should continue installing smart meters, due to the increased accuracy and real time usage information they provided.

#### **Sewer Odor Control: High Urgency, Medium Importance**

The group agreed that this was an inconvenient problem, and were concerned that an odor may be indicative of a problem with line.

#### **Wastewater Line Integrity (Failures): Medium Urgency, High Importance**

The group felt that sewage backup is terrible and should be dealt with immediately. There was concern about potential health risks, due to potential risk of sewage leaking into groundwater. One customer told the story of friend who had a wastewater line failure that leaked into his home.

#### **Water Line Integrity (Breaks/Leaks): Medium Urgency, High Importance**

There was concern that breaks or leaks would affect people's water bill. The group was also concerned about any water loss in general given our desert environment.

#### **Notification of Planned Outages: Medium Urgency, Medium Importance**

The group was supportive of notifications in general, and believed that more notice was always better. See Activities 2 and 3.

#### **Average Wait Time: Medium Urgency, Medium Importance**

The group noted that it was more irritating to wait than to talk. It believed that the customer should be prioritized.

#### **Average Talk Time: Medium Urgency, Medium Importance**

Customers noted that they did not care how long it took to resolve issues, as long as the issue was being dealt with.

#### **First Call Resolution: Low Urgency, High Importance**

It was important to the group to get issues resolved quickly. There was an aversion to wasting time. The group noted that resolving an issue with one call was a sign of good customer service.

#### **General Comments:**

- The Water Authority should update website information.
- People like data contained in the bills, such as usage as compared to neighbors, or compared to previous year.
- Water Authority has a good conservation program.

- City of Albuquerque is not a good steward of conservation.
- Maintain the 311-utility connection.

## **GROUP 4**

Sara Douglas, *Facilitator*

Reagan Roby, *Recorder*

### **Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

The group was very concerned with the potential levels of water being wasted, and the damage that could be caused without proper monitoring and repair.

### **Notification of Planned Outages: High Urgency, High Importance**

Customers felt that businesses needed to be notified very early on about outages. One woman works with the New Mexico Commission for the Blind and said that they have had a very hard time with working out restroom situations during planned outages that have not been notified in a proper time frame.

### **Billing Accuracy: High Urgency, High Importance**

One customer was very concerned about the inaccuracy of her bills. She has had inaccurate bills on multiple occasions. Others claimed that they don't even look at their water bills; the bills are paperless and the customers just pay via online processing.

### **Average Wait Time: Medium Urgency, High Importance**

The majority of the group did not have a problem with current wait times. One customer did say that she was upset by how long she has had to wait on the phone and that the conversation that she had was very unpleasant. She said that every time she called the Water Authority about an issue, she was not happy with how long she had to wait on the phone.

### **Average Talk Time: Medium Urgency, Medium Importance**

Most of the members at the table were fine with longer calls. One group member had a very big issue with the amount of time she spent phone with the water company to solve issues. She said on multiple occasions she was very unhappy with how long she was on the phone with the water company trying to fix her incorrect water bill.

### **First Call Resolution: Medium Urgency, Medium Importance**

A few of the members of the group had had very good experiences with getting issues fixed after their first call to the water company. One member said that she is still waiting on resolution of an issue with roaches that came around after the Water Authority started work. She was upset that she had to pay to get the roaches exterminated when they did not exist until the Water Authority started work around the area.

### **Wastewater Line Integrity (Failures): Low Urgency, High Importance**

All members of the group felt that this was a very important subject. They felt that if not watched properly, repair and the clean up of contaminants would be very costly. They did not want to deal with sewage on their properties. They recommended that the Water Authority research and collect data on

the matter to help make modifications in the systems.

**System Wide Water Loss: Low Urgency, High Importance**

The group felt that this issue cannot be fixed quickly. It is something that needs proper data collection and watching over time.

**Water Quality: Low Urgency, High Importance**

Overall the table felt that they all have amazing water quality. One customer did comment that she has noticed a chlorine taste in her water a few times. She said that it came out of nowhere and disappeared after a day or two. Another customer mentioned how she is upset with how often she has problems with hard water. The rest of the table agreed that they have all had hard water problems as well. They would like to see something done about that if possible.

**Sewer Odor Control: Low Urgency, Medium Importance**

Customers in this group did not feel like this was an issue for them. No one at the table had experienced sewer odor. They all agreed that they would just walk past it and ignore the scent if it was a problem.

**General Comments:**

- The table agreed that the water company needs to better educate people about water conservation by adding inserts into bills and adding PDF's of the inserts into paperless bills so that everyone can be informed properly.
- There were several complaints from one customer regarding the ART (Albuquerque Rapid Transit) Project currently happening in Albuquerque, namely:
  - She has had a very bad roach problem since the project started.
  - Many areas have flooded due to the water work. She has seen many businesses flooded due to the construction.
  - She would like to see better notifications of what is actually going to be done for each project. She did not feel that she had enough of an idea of the work size to know what to expect.
  - She feels that dissemination of information needs to improve in order for people and businesses to actually prepare for outages and construction.

**GROUP 5**

Karen Kline, *Facilitator*

Finn Knutson, *Recorder*

**Wastewater Line Integrity (Failures): High Urgency, High Importance**

The group felt that we were not quite up to par with other places, and they were concerned that sewer problems would cause problems with sanitation.

**Water Quality: High Urgency, High Importance**

The group commented that so much depends on our water quality. They did not want us to end up like Flint, Michigan.

**Notification of Planned Outages: High Urgency, Medium Importance**

The group felt that it was important to know when water would be out or roads would be blocked so that customers could plan accordingly.

**Water Line Integrity (Breaks/Leaks): Medium Urgency, High Importance**

The group felt this issue was more urgent than System Wide Water Loss.

**Billing Accuracy: Medium Urgency, High Importance**

The group felt that this went hand in hand with first call resolution because it is a direct customer service problem.

**Average Wait Time: Medium Urgency, Medium Importance**

The group commented that waiting was stressful, and the less of it they had to do the better.

**System Wide Water Loss: Low Urgency, High Importance**

This was placed at high importance due to a concern about losing water, but because the Water Authority is doing well in this department compared to other places, it was rated as being of low urgency.

**First Call Resolution: Low Urgency, High Importance**

Not having to call back is great, but this is not the most pressing issue under discussion.

**Average Talk Time: Low Urgency, Medium Importance**

The group felt that once you are connected with a representative from the Water Authority it didn't matter how long it took to resolve your problem.

**Sewer Odor Control: Low Urgency, Medium Importance**

The group did not have much experience with this problem prior to discussing it at this Customer Conversation, but it was assumed that sewer odor would be uncomfortable but not unbearable.

**General Comments:** None.

**GROUP 6**

Will Sharon, *Facilitator*

Christina Hoberg, *Recorder*

**Notification of Planned Outages: High Urgency, High Importance**

One of the customers had previously experienced a water shut-off on their street and none of the neighbors had water for about a day, with no warning. The customer understood that it may have been an emergency, but noted that it caused difficulty to have no warning given.

**Water Line Integrity (Breaks/Leaks): Medium Urgency, High Importance**

Customers had heard about breaks, though not experienced them. The group felt that the degree of urgency would depend upon the severity of the break. The number of breaks as noted in the presentation looked acceptable though, so the group urged the Water Authority to keep this as a priority to maintain the current level.

**Average Talk Time: Medium Urgency, High Importance**

One customer said that her son was called within 2 days of having experienced a leak, and she felt that that was positive. The group believed that customers don't like to talk on the phone for more than 5 minutes.

**Wastewater Line Integrity (Failures): Medium Urgency, Medium Importance**

The group felt that it was important to consider the water loss associated with this issue, especially given our desert environment, and noted the need to keep this at a minimum.

**System Wide Water Loss: Medium Urgency, Medium Importance**

The group noted that the median of 40 gallons is nationwide, but that most other areas of the country have more water than the Southwest. We are in a desert and water is more valuable here.

**Water Quality: Low Urgency, High Importance**

The group felt that if there was an issue with Water Quality, it could be an indication of a larger issue. While the group believes this needs to be maintained over time, it noted that it was aware of no current issues.

**Sewer Odor Control: Low Urgency, Medium Importance**

No specific comments.

**Billing Accuracy: Low Urgency, Medium Importance**

It is always important for this to be correct, but it is of low urgency. One customer had a negative experience several years ago speaking to a customer service agent that claimed a very high bill must be a leak on the property, though the resident had not found any. She felt the agent was rude. Ultimately, the bill was found to be inaccurate.

**First Call Resolution: Low Urgency, Low Importance**

Customers feel that the Water Authority has done well with this.

**Average Wait Time: Low Urgency, Low Importance**

In the experience of the group, phone calls currently seem to be answered quickly.

**General Comments:**

- General sentiments from this group were that the Water Authority is doing a good job. The group did request that the Water Authority keep the customers informed about their plans, don't raise the bills too much, and conserve as much water as possible.

**GROUP 7**

Heidi Howley, *Facilitator*

Ruby Gates, *Recorder*

**Wastewater Line Integrity (Failures) AND Water Line Integrity (Breaks/Leaks): High Urgency, High Importance**

The group felt that these issues could lead to problems with water quality, so we should stop these issues before they impact other Levels of Service.

**First Call Resolution: High Urgency, Medium Importance**

The group noted that the longer a problem takes to solve, the harder it often is to get a resolution.

**Water Quality: Medium Urgency, High Importance**

The group stated that “Nobody wants bad water because you can’t do anything with bad water”, and also discussed the importance of having water that is safe to drink.

**Billing Accuracy: Medium Urgency, High Importance**

The members of the group would like to be able to trust that the bills are accurate, but pointed out that any problem could easily be resolved.

**System Wide Water Loss: Medium Urgency, Medium Importance**

It was noted that people did not want to pay for water that’s being lost rather than used.

**Average Wait Time: Medium Urgency, Medium Importance**

The group did not feel that this was much of an issue.

**Notification of Planned Outages: Low Urgency, High Importance**

No specific comments, but see Activities 2 and 3.

**Sewer Odor Control: Low Urgency, Medium Importance**

The group noted that this issue is location dependent, so not everyone experiences it, and that how urgent/important it is depends on where you live.

**Average Talk Time: Low Urgency, Low Importance**

The group felt that this depends on the seriousness of the reason for the call, and that the more time you spend on the phone, the more likely it is that the problem will be solved.

**General Comments:**

- These customers were concerned about the issues that are affecting the community. They noted that many of the issues discussed here were already being solved. The general feeling was that as long as somebody was trying to fix any existing problems, that was acceptable.

## ACTIVITY 2

3 groups felt that the current practice of 2-5 days notice is ideal, with the following comments:

- If the notice were any longer, customers would be likely to forget.
- This should be plenty of time to do what needs to be done to prepare for an outage.

2 groups felt that the current 2-5 day notice is too short, and that the ideal period of notice should be 5-10 days, with the following comments:

- This is especially important for businesses, in that they might need more time to make accommodations for their customers.
- Not everyone checks their mail (email or US mail) as soon as they get it.



- If people are out of town when the 2-day notice comes, and they will return home to a situation they are not prepared for.

1 group was split regarding this issue, with most feeling like 2-5 days notice is sufficient, while others preferred a notice of 5-7 days. The group ultimately compromised and said that 5 days would be sufficient.

1 group felt that the ideal period of advance notice should be longer, and should involve a 'layered system', i.e., the first notice 2-3 weeks before the outage, another notice 1 week before, THEN the final notice should come a few days before, with the following comments:

- The 3 week notice could be by US Mail or email, with a door notice a day or two before.

## ACTIVITY 3

Following are the various methods of notification suggested by the participants, along with any pros or cons discussed for each, as well as any general comments:

### DOOR HANGERS (top choice of 1 table)

Pros:

- These are essential for renters who aren't the ones getting the bills.
- Large apartments could have notice at front entrance rather than a hanger on every door.

Cons:

- Will cause other issues (security issues if the door hanger stays on for a few days, which will increase risk of break-ins).
- Some people go into their house through their garage, and so wouldn't see the door hanger.
- Could get lost or fly off.

### ELECTRONIC NOTIFICATION

#### EMAIL (top choice of 2 tables)

Pros:

- Most people regularly check their email.
- Almost everyone has email.
- Inexpensive.

#### TEXT (top choice of 1 table)

Pros:

- Some people prefer text to email.
- Good for large number of people.

Cons:

- Not everyone has cell phones.

#### SOCIAL MEDIA (discussion primarily focused on the "Nextdoor" Neighborhood App and Water Authority's App)

Pros:

- Great for people who are on social media alot.
- Many people use and like Nextdoor.

Cons:

- People don't want to have to download an App.
- People may not notice announcement as it may appear as a pop-up add, which they would purposefully ignore.

## NEIGHBORHOOD SIGNS

Pros:

- They're portable and can be placed at specific locations.
- They are hard to miss if you're in town.

## PHONE CALL (AUTOMATED)

Pros:

- Customers get a call from PNM each month that reminds them to pay their bill and they find this to be helpful.

## TELEVISION ANNOUNCEMENTS

## USE AUTOMATED METER PROGRAM ONCE IT'S COMPLETED

## US MAIL

Pros:

- It worked to get people to the Customer Conversation!
- Works best for the longer (4-6 week) notification.

Cons:

- People's mail may go to a PO Box that's not checked often.
- People may be on vacation.
- Mailings cost money.
- Not everyone would get it.
- Won't work if mail goes to a landlord.

## Miscellaneous comments generated from this activity:

- A combination of methods is best – i.e., put a message in the US mail 10 days before the outage, then put it on the Water Authority's website, and then a text right before the outage.
- People need multiple notifications.
- 2 tables commented that the Water Authority should let people choose how they want to be notified.
- However the notices are delivered, they should include a specific start and end time and date.
- The idea of working with Homeowner and Neighborhood Associations wouldn't be that helpful. A member of one group worked for her Homeowners Association, and felt that notifying people about water outages shouldn't fully be her job or responsibility.

- Each area needs a choice on how to be notified, and the Water Authority should get more familiar with the demographics and analytics of each community as best as they can.
- Hold music at the Water Authority could be replaced with a recording of planned outages in the areas when people call.
- Water Authority website could be used.

# Evaluation Form Comments

- Fun, informative and worthwhile. Kudos. Representatives and assistants were of the highest quality of people. Albuquerque, NM is a good place to be.
- Grid was a bit limiting, depending on the complexity of conservation. Good exercise.
- Educate customers about Smart Meters technology and all of its capabilities
- Thank you for the opportunity to participate.
- I enjoy participating and being a part of this process. I also feel that your participation was valued.
- I thought last year's session was better for the following reasons: it was more organized, including the opportunity to share our feedback with the group; it was more meaningful and less ambiguous topic; we were able to focus on a single topic for the entire session. I liked the summary of system assets and LOS metric comparison.
- Excellent event. Fascinating information shared in presentation (Bravo Frank!) and group discussions. My only concern was that it was a bit loud so we had to repeat often during group activities, but that's a wonderful sign of having lots of interested customers sharing their thoughts. Thanks for this opportunity for customer input.
- Time was not allotted for questions of either the slide presentation or any other questions that people may have had. Would have liked to hear more on smart meters. What is the status of fluoride in the water? How is the city looking overall as far as quantity of water for the next 100 years? The handouts were an unnecessary expense, color paper, folders. I think the powerpoint alone would suffice for 85% of the attendees.
- Heidi was great! And our recorder of notes did a great job too!
- Please notify customers about the winter/summer usage penalty calculations.
- This was my second year. Very useful and informative. I will be glad to participate next year.
- We need to have a conversation regarding fluoridation. Please communicate important things like water fluoridation well before the day of hearing. I found out about the hearing the day before on Facebook. This has been communicated in the bills long before. You should do more of these so more customers can participate. Do these on trash and recycling as well.
- Thank you for the invitation to attend. This was very informative and I felt listened to.
- Thanks for listening!
- Well organized and reasonable.
- Please keep us informed on service levels and the ABCWUA's performance
- I really appreciate that you value my input. You make me feel that I am taking part in the future of this, my community.
- Very nice job. Good format.
- Very good information.
- Sara Sanasac was a great facilitator for our group in explaining all areas of discussion. Thanks!
- Thank you for soliciting my input. Very thoughtful questions over the years.
- Have concerns about resolving billing issues. People are nice but can't seem to explain the bill. It seems whatever ABCWUA is right and the customer is just to give up. Asking for a manager gets a little bit of customer service. First call resolution is resolved by you.
- After a long day at work, this was so worth my time.
- I always learn something by attending.
- Good Session!
- I'm impressed that a government based company with a monopoly in the area cares what

customers think.

- I think these are very informative and that it is awesome as it gives us the customer a sense of ownership and importance.
- I will leave feeling informed and more knowledgeable of ABCWUA's commitment to the betterment of my community.
- Very well done. Thank you for doing this – you show excellent accountability.
- Use of the matrix is a little hard to decide the urgency and important. It is better to use a number system.
- Thank you so much! You all do a good job!
- This was great and I appreciate that ABCWUA provides this forum for constructive participation.
- Thank you for collecting public input. The meeting room location is amazing good. The community center is a great place to meet. The staff was very polite and effective. I like the small groups. It was easy to offer input in a small group. The schedule was not rushed, nor too lengthy. Thank you for the printed handouts and the powerpoint shown on the screen. Please keep using Nexdoor.com to do public outreach.
- I like the Importance/Urgency Matrix
- I liked the matrix system that was used today.
- Topics and format process used is excellent! Easy to exchange information and thoughts with others.
- I realize that customer conversations forum is important for perception of customers being heard. I think committees with volunteers with high knowledge on water issues is more important.
- Very useful session. Good to hear opposing ideas and willingness to compromise.
- Our facilitator Leslie and recorder Ruby did a great job! They clarified and captured all our thoughts.
- Enjoyable presentation. Appreciate the transparency. I hope to see result of this input within the next few years. Customers should have more info on the state of our infrastructure. WUA needs to be very upfront about plans for Santolina.
- I think water is important as a customer. I feel we have power and control on the services we receive and an ability to create change. These conversations are helpful.
- It's my understanding that Albuquerque will add fluoride into the municipal water supply. This is a controversial issue that should be considered carefully.
- More could be covered in the time given.
- I think if we have a 100 year water resource plan, we should do strategic finance plans looking out 25 years.
- Heidi our facilitator was super!
- My concern is that decisions are based on an environmental basis – and not only an opportunity in the narrow perspective of just assuring their bills ok.
- Informative while having fun.
- Very good facilitation. Would like to have certain aspects open to questions. This was a good intro for me to ABCWUA!
- Ed our facilitator was great at getting everyone involved. I learned something new.
- Great information, opened my eyes to things I did not know.
- Great experience. Will do again!
- Due to the diversity of how people get information and communication, ABCWUA needs to get feedback from customers as to how to best contact people for important notifications.
- Our facilitator and recorder (Sara and Reagan) were great. We had fun!

- Today's topics were very valuable and bring more light to how the Water Authority works. Our facilitator Sarah was a great help understanding the topics.
- I learned information about the Water Authority that I did not know. I'm glad to learn their progress and provide information. I hope my input is helpful.
- I would like to express my very strong, fervent, and indelible opposition to the Santolina project on the far southwest expanse of Albuquerque. Not only is water too scarce, too precious, and gradually becoming too expensive for the majority of our population to support a major development like Santolina. This is no industry, no infrastructure, and no earthly good reason that the Water Authority should cave to the demands of the greedy developers.
- Excellent presentation and great discussions on differing ideas and points of view. I learn a lot about ABCWUA.