

2010 Budget Issue Paper

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|------------------------------------|---|-------------|--|---------------|
| Department: | Seattle City Light | | | |
| BIP Title: | Customer Services Reductions | | | |
| BIP Number: | SCL-175 | | | |
| Budget program(s) affected: | SCL320 | | | |
| Estimated \$ change: | GF \$ | | Other \$ | |
| | 2009 | 2010 | 2009 | 2010 |
| | \$ | \$ | \$ | \$(1,455,054) |
| Regular positions affected: | No. of Positions: | | Total FTE Change: -11 (Only 10 positions abrogated, difference made up by Distribution BCL) | |
| Other departments affected: | - | | | |
| Capital/Operating budget: | Operating, estimated rate impact = -0.29% | | | |

Do not modify the numbered paragraph headings – these are required for our database.

(A) How does this action accomplish the Mayor's Race and Social Justice Initiative? How did you determine the reasoning for your response?

N/A

(B) Please identify any unintended consequences from this proposal.

Delay in RSJI training completion.

(1) Summary of BIP including service level impacts (100 words or less):

Total reduction of 10 positions, with reduced service levels in the areas of meter installation and targeted customer service provided to large customers. Original proposal was for 11 position abrogations, but 10 positions total were proposed for abrogation in the Customer Services BCL. The Distribution BCL abrogated an additional position to make up the difference. Please see related BIP SCL-176, BIP SCL-177 and BIP SCL-180).

(2) Detailed explanation:

FTE Reductions

| Division/Group | OU | Classification Title | FTE |
|--|-----------|-------------------------------|------------|
| Customer Care/ Technical Metering | 473 | Mat Sup, Elec-Asg Cs &/or Cdt | 1 |
| Customer Care/ Technical Metering | 473 | Meter Elctn | 1 |
| Customer Care/ Acct Execs | 431 | StratA dvr2, General Govt | 1 |
| Customer Care/ Acct Execs | 431 | StratA dvr2, General Govt | 1 |
| Customer Care/ Acct Execs | 431 | StratA dvr2, General Govt | 1 |
| Customer Care/ Acct Execs | 431 | StratA dvr2, General Govt | 1 |
| Customer Care/ Acct Execs | 431 | StratA dvr2, General Govt | 1 |
| Customer Care/ Meter Reading | 472 | Manager 3, Exempt | 1 |
| Customer Care/Customer Care Director's Office | 430 | Actg Tech II-BU | 1 |
| Customer Care/ South Electrical Services Engineering | 352 | Admin Spec I-BU | 1 |

Budget Issue Papers are due to the Department of Finance by May 19.

Please contact your DOF Analyst with any questions.

If at all possible, BIPs should not exceed one page in length (front & back)

The staffing reductions in Technical Metering will mean fewer staff available to change out and test meters, leading to possible delays in installing meters, which may lead to more estimated bills—something that has proven to be a source of customer dissatisfaction.

The staffing reductions in the Account Executives Office will result in significantly less targeted customer service provided to City Light's large customers, including less billing verification and delayed billing problem resolution. Bills may be delayed, leading to slower collection of revenue by City Light. Large customers may express their frustration with a lower level of customer service by calling the Superintendent or City Council members directly with their concerns.

The reduction of one managerial position in Meter Reading will most likely not have any significant customer service impacts, as City Light is in the process of streamlining the Meter Reading function.

The reduction of one Accounting Technician and one Administrative Specialist will mean that fewer staff are available to do routine administrative work, and more time may be spent on it by higher paid, more technical or managerial staff, leading to possible degradation of both internal and external customer service. However, City Light plans to establish an administrative pool in order to use the remaining administrative staff more effectively, and this should ameliorate the abrogation of these positions.

Continuation of 2009 reductions in travel and overtime spending and reduction of contracting, training and supply expenditures: \$500,000. The majority of these reductions are the result of planned efficiencies, so are not expected to impact customer service.

(3) Anticipated outcome of change:

Reduced customer service that may lead to customer dissatisfaction.

(4) Department workforce change (regular positions to be added, abrogated, reduced in FTE or reassigned to different programs). Include titles when known:

As detailed above.

(5) Is funding for BIP one-time or ongoing (if ongoing, describe any material changes in future costs).¹ Are there any O&M implications (if so, describe):

See above.

1. "One-time" funding should be requested if there are no continuing costs, for example for a project that will be completed with the one-time resources specified. "Ongoing" funding should be requested for costs that occur year after year and will be added to the baseline budget in the coming fiscal year. If a project, upon completion, will have operating and maintenance impacts, list these.