

CASE STUDY: Water Meter Access Calls & Scheduling

The Situation

The City of New York Department of Environmental Protection awarded CCI a 3-year contract to change out 80,000 residential water meters, with very expensive (prevailing wage) plumbers. During the integration period of onboarding this project, the NYC-DEP also gave CCI the task of presetting appointments by way of calling their Customers and by way of letter mail. In doing so they mandated that Agent's outbound dialed and the inbound volume from 8AM to 8PM Monday to Saturday. The largest issue was that the NYC-DEP had less than 30% of their customer bases contact information outside of their name and billing / premise address. They also wanted CCI Agents (as did we) to preset 10 days in advance the schedule for the meter change outs, coupled with giving their customers the flexibility to switch the dates as required. For those we could not immediately call they required us to stagger letter-mail in order to fill the scheduling holes. We knew that within the first year the appointments and contact numbers to supply volume to the field would be easier, but we also knew that the time and geographic areas within all 5 Boroughs would pose a problem over time.

CCI's "Locate - Call - Schedule" Solution

Using LiveVox's HCI Live Agent platform, CCI staffed 9 FTE in our Augusta, GA, call center for NYC-DEP. We took all the incomplete telephone information and first scrubbed those via Lexus Nexus, and then scrubbed the new contact telephone information via Experian to see if it was in fact an address match. Once the initial volume had subsided and the last 50,000 accounts needed to be scheduled for meter replacement, we developed an outbound letter-mail strategy that used IMB codes to know the exact moment to call the customer based on them getting our mail on that date. The reason why this proved to be so successful was that we timed the calls in the evening and the customers already had the NYC-DEP mail with appointment options for them to choose from.



The Results

After 3 years:

- ◆ CCI finished the project 10% under budget from the NYC-DEP.
- ◆ Of 80,000 meters changed out, we had 4 complaints on the scheduling.
- ◆ Maximized the time of the Plumbers in the field.
- ◆ Maintained a 95% on time to schedule ratio (which was amazing in NYC traffic).
- ◆ High ratio of HTA meters changed out, due mostly to the IMB / Call center follow ups.

For more information, please contact:
Andrew Cope, Vice President
860-830-7801
acope@contractcallers.com