



LOS ALAMOS

County of Los Alamos

Council Meeting Staff Report

November 15, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:	7.A
Indexes (Council Goals):	BCC - N/A
Presenters:	Tim Glasco
Legislative File:	9830-17

Title

Update on the Utilities Manager's Action Plan to Address Findings from the 2017 Department of Public Utilities Customer Satisfaction Survey

Recommended Action

Discussion only

Staff Recommendation

None

Body

The Department of Public Utilities conducted its seventh biennial customer satisfaction survey and presented findings at the August 2017 Board Meeting. Staff analyzed the findings to determine where it can improve services with various customer classes to realize the BPU-adopted goals: Achieve and maintain a customer satisfaction score of 3.5 or better; Achieve and maintain a net promoter score that is equal to or better than the utility industry average to gauge customer engagement. Accordingly, an action plan was developed with recommendations.

Alternatives

Discussion item only.

Fiscal and Staff Impact

Fiscal impacts for recommendations that are in progress have already been assessed under various other actions approved by the BPU. For example the implementation of an AMI system, DPU's participation in an ERP vendor. Other potential fiscal impacts will be addressed once other recommendations are finalized.

Attachments

A - Action Plan