

Customer Service

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MCES Strategic Vision



Be a valued leader and partner in water sustainability.

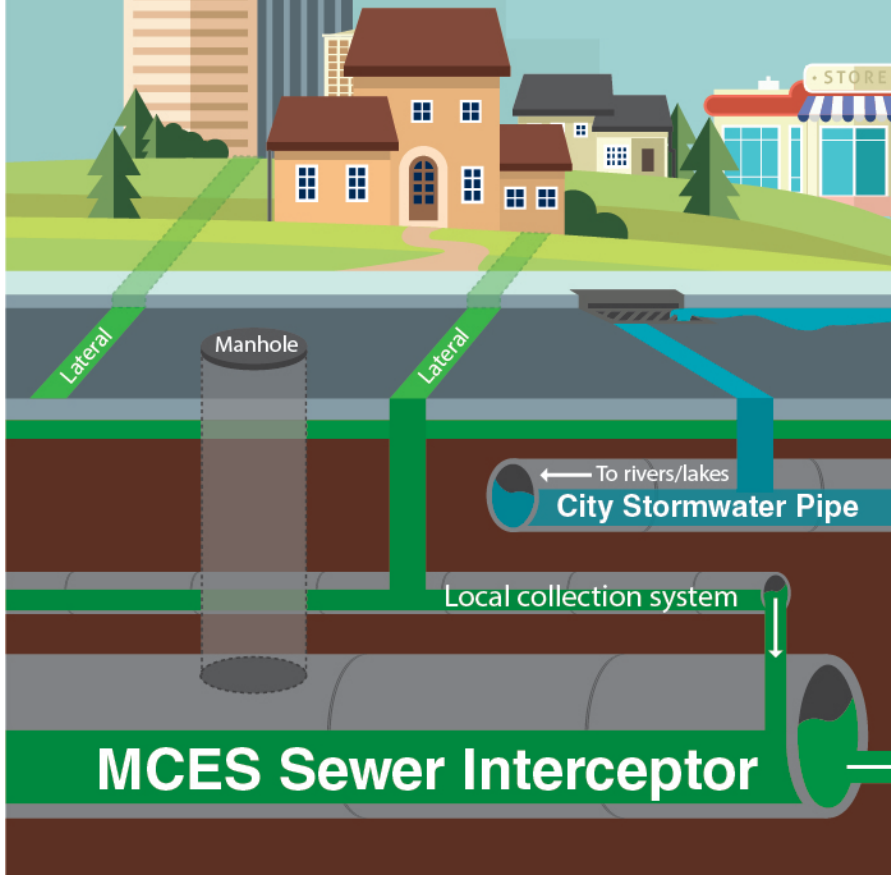
→ **Strategy 1:** Improve Customer Service

→ **Goal:** Implement customer service improvement plan by September 2018.

Wastewater System



We treat wastewater from bathing, laundry, toilets, kitchens, commercial and industrial uses.



Our treatment process removes pollutants by converting them to small volume of organic solids, and returns clean water to the environment.

To wastewater
treatment
plants



**Wastewater
Treatment
Plant**



Our Customers:

Communities, industries, and watershed management districts and organizations.



Our Stakeholders:

Internal and external people and entities who have an interest in our work.

Customer Service



Our role is to protect public health and the environment in partnership with our customer communities, and promote the economic vitality of the region.

Customer outlook:



Financial



Health, safety and environment



Customer Service

Customer Service Philosophy:



Metropolitan Council Environmental Services is committed to strengthening customer relationships by being proactive, accessible, responsive, respectful, and transparent while delivering valued services to our community partners.

Customer Level of Service

FINANCIAL



CHARGES & FEES
Charges and fees should be predictable, justifiable, and provide good value for the region.



RETAIN AAA BOND RATING
Retain AAA Bond rating in order to provide the lowest cost debt financing possible.



OPTIMIZE BUDGET PLAN
MCES' 5-year-budget plan should optimize capital, O&M programs to meet customer service goals.



PRESERVE ASSETS
The region's wastewater assets should be well maintained to preserve their value and performance.



BE FAIR AND TRANSPARENT
Allocation of all charges should be fair, equitable, and transparent to the customer.

HEALTH, SAFETY, & ENVIRONMENT



COMPLY WITH PERMITS
Comply consistently with water, air, and other environmental permits.



MINIMIZE IMPACTS
Convey and treat wastewater safely with minimal backups, spills, and traffic impacts.



LEAD BY EXAMPLE
Be a leader on environmental sustainability, including water/energy conservation and water reuse.

CUSTOMER SERVICE



BE A GOOD NEIGHBOR
Mitigate community impacts related to odors, traffic, noise, and visual aesthetics.



MEET CAPACITY NEEDS
Provide conveyance and treatment capacity consistent with regional and local plans.



COMMUNICATE INFORMATION
Communicate with customers about financial info and capital projects and programs that impact them.



ENGAGE CUSTOMERS
Engage customers in a meaningful public process. Provide notice for changes in rules, fees, projects, environmental performance, and resolving competing Council policies/interests.



COORDINATE WITH OTHERS
Optimize intergovernmental coordination in all MCES work that intersects with community work.

2018 Customer Service Initiatives

- 1 Conduct third-party customer service evaluation
- 2 Continue improvement of Customer Forums and providing MWC data based on feedback received in 2017
- 3 Launch customer service coaching program, tailored to each department's needs, for MCES staff with direct interactions with customers
- 4 Continue development of Customer Portal to improve online access to information with MCES

Questions