

A NEW YEAR'S PLEDGE TO OUR CUSTOMERS

From Cleveland Division of Water
www.clevelandwater.com



We at the Cleveland Division of Water pride ourselves on the delivery of a superior product—Cleveland water. It is reliable, safe and great tasting. Because we have regularly invested in our system over several decades, our water system is among the best in the world—from an engineering perspective. And you deserve quality customer services to match.

You deserve to have accurate and reliable bills. When you call the Division of Water you deserve to have your calls answered quickly and to have your issues promptly addressed. And you deserve to be treated in a professional manner by courteous and caring representatives.

You deserve quality customer services to match our product.

You deserve to have accurate meter readings and reliable bills.

Last year we:

- Reduced the wait time on the telephone from an average of **45 minutes to an average of less than 8 minutes, in December, for customers calling with concerns** or for services. Our goal is to reduce call wait times further in 2011.
- Hired a Call Center Manager and established a team to develop a new telephone call center with the goal of achieving one-call resolution for most calls.
- Entered into a contract to improve our telephone system to **provide more service options** such as automatic call-back. This system will be in place in February 2011.
- Reduced the number of estimated bills by 95% by **hiring additional meter readers**.
- Reduced the number of out-of-order and malfunctioning water meters by 75%.
- Will begin implementing an Automated Meter Reading System in 2011.

That is why we are in the midst of reorganizing our operations and investing in technology to better serve you.

My pledge—and the pledge of the 1,200 employees of the Cleveland Division of Water—is to provide you with superior customer service to match the superior water we deliver to you every day of the year. Thank you for your continued support.

Barry A. Withers, Director
Cleveland Department of Public Utilities

You deserve to have your calls answered quickly and your issues promptly addressed.



CITY OF CLEVELAND
Mayor Frank G. Jackson