



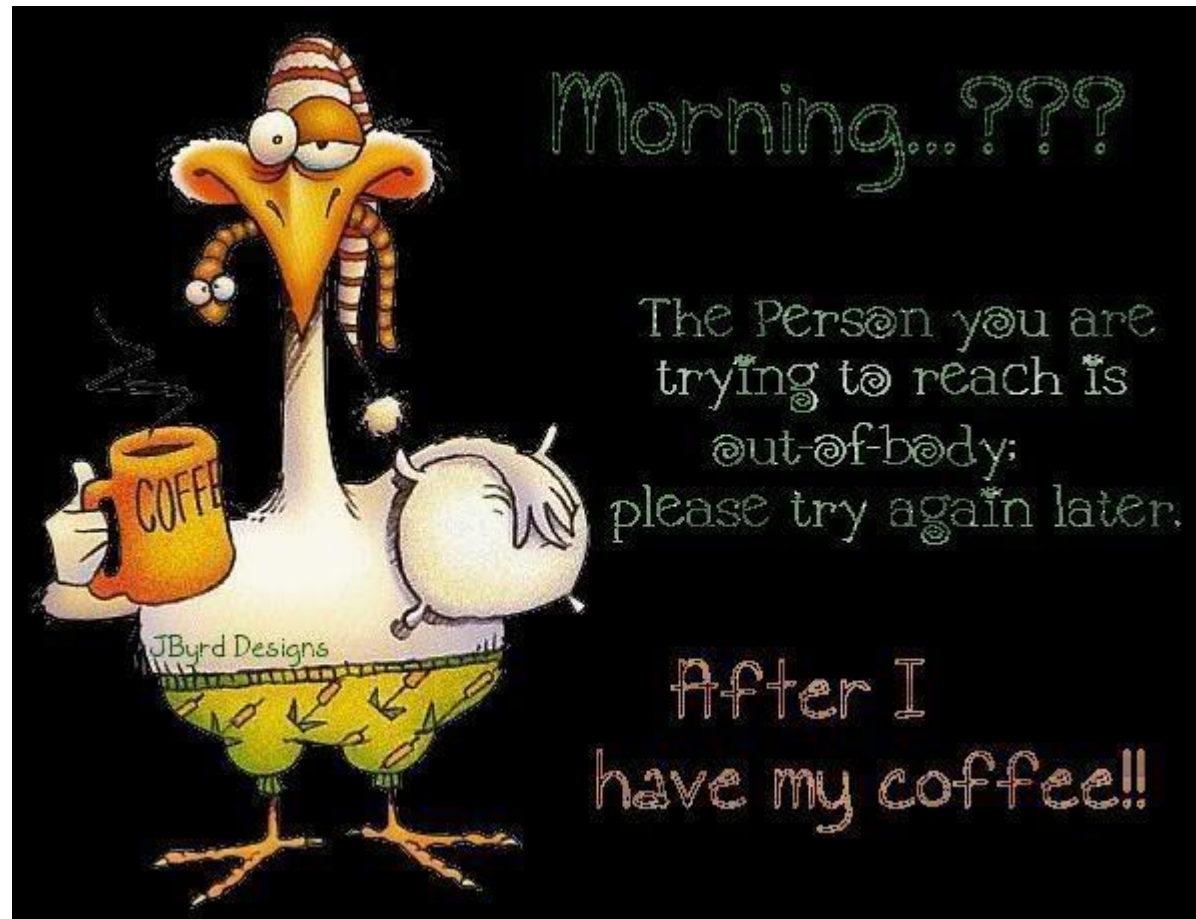
Customer Service

117 N. Mason (In Old Town)

www.fcgov.com/utilities

970.212.2900

Welcome !!





Utilities Customer Support

What We Do:

Primary point-of-contact for Utilities customers via phone, web, in person, email, U.S. mail

- Start/stop service
- Process payments
- Payment arrangements
- Support for Property Managers & Owners
- Education on programs and services
- Questions and issue resolution

Utilities Customer Support

- A Few Stats:

- 112,922 customers served via phone -

- Off Peak Months – 6,000-8,500
 - Peak Months - 14-15,000 +

- 35,056 activation/termination requests -

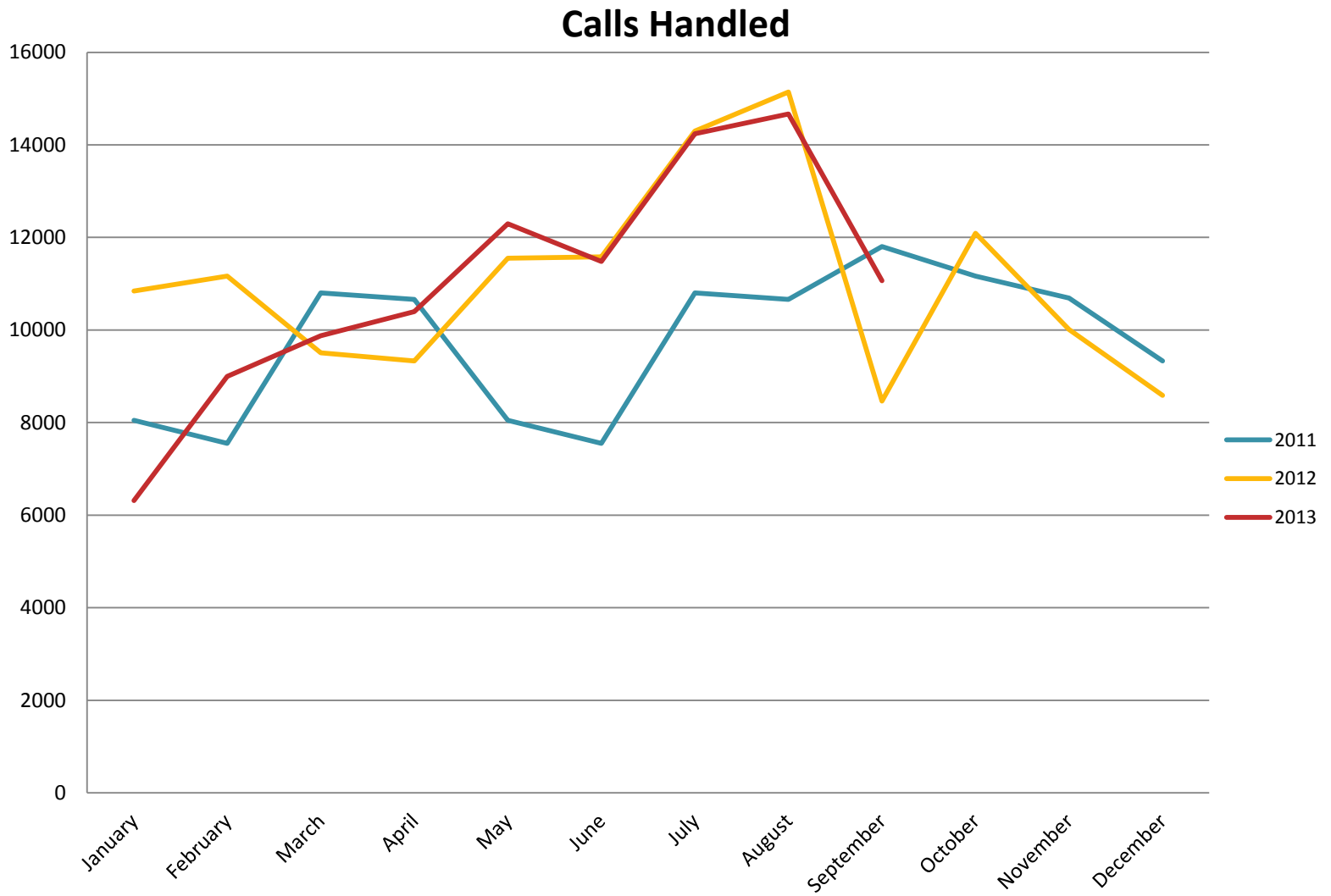
- Monthly Average: 2,700-2,900

- Low: November – 1,617
 - High: July - 6,000 – 6,500

40% increase in call volume

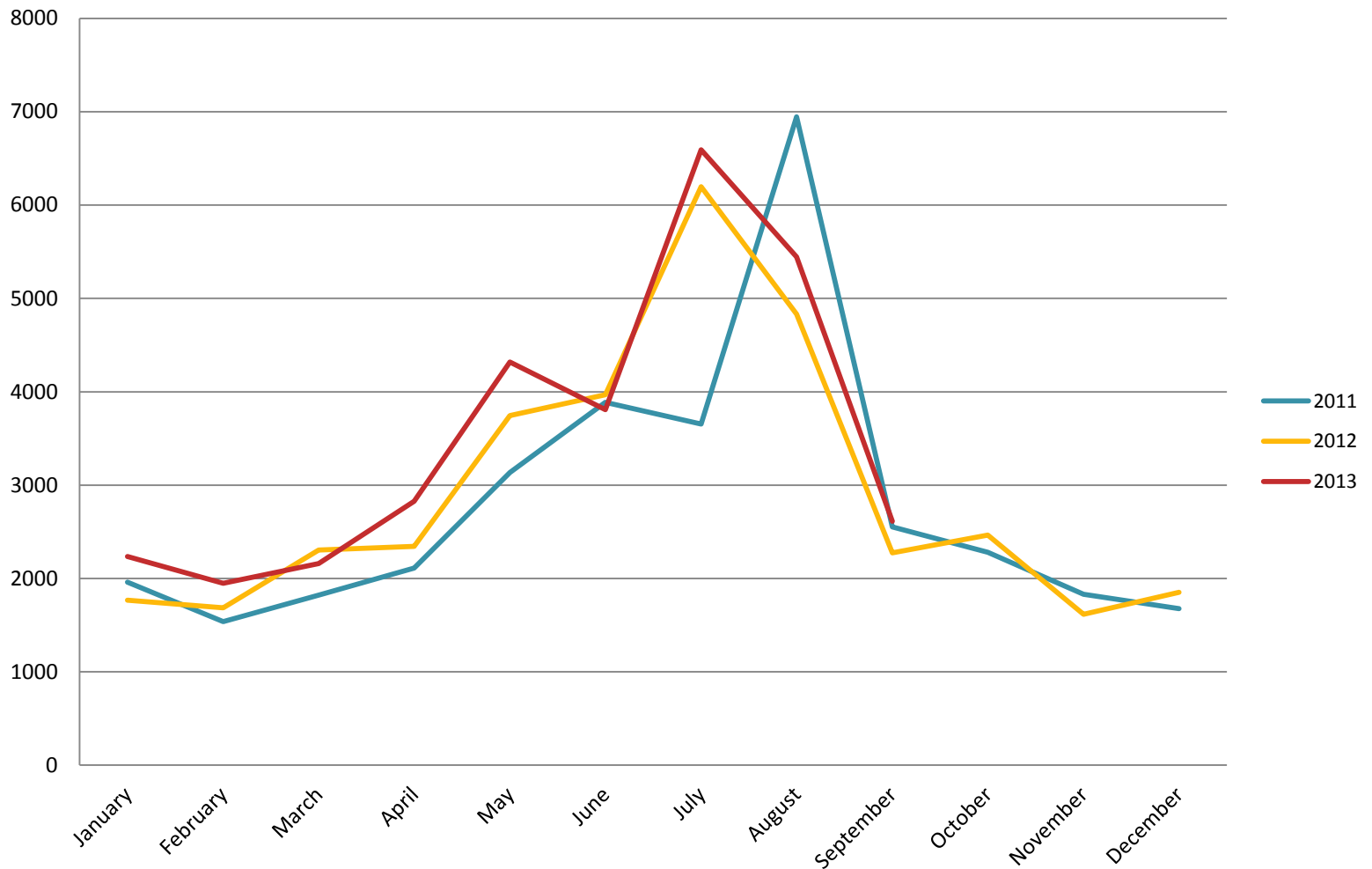
350% increase in activation/termination requests

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Service Orders





Effective Management Tips

- Provide tenant welcome sheet with tenants' new address, utility providers and contact information, along with list of items needed at move in.
- On move in day, keys are not provided without utilities account numbers and other community move requirements.
- Tenant move out – Require receipt or confirmation number of utility payment for final bill.
- 3rd party vendor – Rebill per unit service
(additional fee is charged if not set up)



Working Together for Tenants

- Utilities start and stop can be confusing
- Efficient on line activation/termination at www.fcgov.com/utilities!
 - * 3 days prior to move in
 - * \$19.65 service activation fee
- We may need to verify identity in person
 - Red Flags Rules
 - Colorado Open Records Act
 - Local City Code

Restricted Customer Data

- Customer's
 - **name** if the customer's address, telephone number, e-mail address, personal information or personal habits can be linked to the customer;
 - **address**;
 - **utility account number**;
 - **telephone number(s)**;
 - **e-mail address(es)**;
 - **personal financial information**, such as billing amounts, credit information, and usage statistics.



Letter Sent July 2013 to provide owners with options!

Let us know how to handle utility services to your properties during tenant vacancies. You may choose to:

LEAVE UTILITIES ON: This option will automatically transfer the account into your name when a tenant discontinues service. **A \$10 fee is assessed to your account each time the services are reverted for one day or more. Any usage during that time is billed to the property owner or manager.** *Please note: This option will not prevent discontinuance of service due to a tenant's delinquency.*

TURN UTILITIES OFF: Selecting this option will turn utilities off at the property when a tenant discontinues service. A service charge of \$19.65 is assessed on the new occupant's account when services are reinstated. *Please note: Fort Collins Utilities is not responsible for damages resulting from interruption of service.*



City of
Fort Collins
Utilities

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Utilities Customer Support

- Questions?



Please contact us at 970.212.2900 or
e-mail us at utilities_csd@fcgov.com!!