

FY2018 - DC Water Escalations & Executive Inquiries Summary

Source	Customer Concern										
Resolution (Below Source)	Adjustment Request	Billing Concern	Disputed Bill	Estimated Bill	High Bill	Name Change	Other	Payment Concern	Refund	Web Assistance	Total
Customer.Service@DCWater.com				2		1					3
Actual reading obtained.				2							2
Information updated.						1					1
External Affairs	1	2		1	1		2	1		1	9
Actual reading obtained.				1							1
Assistance provided										1	1
Billing concern explained or statement provided.		2									2
High usage investigated and closed.					1						1
Information provided to GM contact.	1										1
Information requested provided.							2				2
Payment posted or payment arrangements.								1			1
General Manager's Office	7	11	2		5		7	10			42
Billing concern explained or statement provided.		11									11
Dispute investigated and closed.			2								2
High usage investigated and closed.					5						5
Information provided to GM contact.	7										7
Information requested provided.							7				7
Payment posted or payment arrangements.								10			10
Gov - Local		4	3				1				8
Billing concern explained or statement provided.		4									4
Dispute investigated and closed.			3								3
Information requested provided.							1				1
Info@DCWater.com					1		1	1			3
High usage investigated and closed.					1						1
Information requested provided.							1				1
Payment posted or payment arrangements.								1			1
Other		3				1	1		1		6
Billing concern explained or statement provided.		3									3
Information requested provided.							1				1
Information updated.						1					1
Refund request processed									1		1
Grand Total	8	20	5	3	7	2	12	12	1	1	71