

City of Nashua

*Petition for Valuation Pursuant to RSA 38:9*

DW 04-048

Nashua's Response to Staff Data Requests – Set 4 Round 1

Date Request Received: February 27, 2006

Date of Response: March 20, 2006

Request No. 4-21

Respondents: Carol Anderson

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Req. 4-21      Nashua responded to data request 3-32 that Veolia will have two customer service representatives to handle "water system operating issues such as water quality questions and field service inquiries." The response further states that Nashua will provide customer service related to billing and collections. In light of these responses:

- a)      How many customer service representatives, expressed as full-time equivalents, will be available to handle billing and collection calls?
- b)      Will these positions be new or existing positions?
- c)      Will these customer service representatives be dedicated to water system calls? If not, what other responsibilities will these customer service representatives have?

Response:      *Carol Anderson states as follows:*

Nashua billing and collections customer service representatives will be integrated into its current Treasury / Tax Collection Department. That Department currently consists of 6 full time employees responsible for, on an annual basis, approximately: 56,000 property tax bills (28,000 bills twice a year); 72,000 residential sewer bills (18,000 bills per quarter); and 13,000 commercial / industrial sewer bills (250 per week), as well as other functions. While individual employees are assigned to different programs such as property tax or sewer bills, all employees within the Department are "cross-trained" to provide Nashua greater flexibility to respond to customer inquiries.

Nashua anticipates hiring 2 new full equivalent customer service representatives specifically assigned to billing and collection for water operations. These employees will work within the existing Department.