



DEPARTMENT OF ADMINISTRATION & FINANCE
FINANCE DIVISION

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April 2, 2015

Common Council
Administration and Finance Committee
West Allis, WI

RE: Water Billing and Customer Service reorganization

Dear Council Members:

The Finance Department, along with the Department of Public Works, continues to work to find efficiencies while continuing to provide high quality service to citizens and other City departments.

As part of this continual improvement effort, the Water Division of DPW, in a cooperative effort with the Finance Department, are in the process of reorganizing the customer service and billing functions and combining these functions along with the meter reading and maintenance functions.

The goal is to create one cohesive department where the meter reading, billing, and customer service functions are together in one physical space. Our hope is that this will improve accuracy of billing, cross train staff and prove more customer-friendly.

Staff from the Finance Department Water Billing Division, and the Meter Reading Division of DPW, have already begun the transition. Both myself and Kris Moen from the Finance Department, and DPW Director Mike Lewis, Assistant Director Dave Wepking, and Water Superintendent Dan Schwebke, are behind this restructuring of the billing, customer service and meter reading function and see the wisdom of combining these parts in to one united whole. Just as importantly, the staff at DPW and in Finance, see the benefits of this change, especially the ability to cross-train.

Attached to this letter you will find a description of how we envision the new structure to work. Staff from the Finance Department is already spending half days at DPW, and they will make the move to DPW by mid-April.

This reorganization is an excellent example of two separate Departments working together to create a stronger function with a streamlined process leading to better cross trained employees and ultimately a better customer experience.

I will be happy to answer any questions or provide further information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mark Wyss', with a horizontal line extending to the right from the end of the signature.

Mark Wyss
Finance Director/Comptroller/City Treasurer