



## Talking Points - Daupler for Green Cove Springs, FL

### 1. Faster Response = Lower Operational Cost

- Daupler automates intake, routing, and escalation of incidents.
- Crews spend less time on phones and paperwork, more time resolving issues.
- Even 10–15 minutes saved per incident compounds into hundreds of labor hours annually.

**Impact:** Lower overtime, faster restoration, improved service reliability.

### 2. Reduced Call Center Load

- Events tools proactively inform customers before they call.
- During outages or planned work, call volume drops significantly.

**Impact:**

- Fewer staff hours handling calls
- Less stress on operators
- Better citizen experience

***Utilities commonly see 30–60% reduction in repeat calls during events.***

### 3. Protecting Customers and Community Trust

- Clear, proactive communication prevents confusion and builds confidence.
- Planned outages or emergencies are explained upfront.

**Impact:**

- Fewer complaints to leadership/council
- Stronger public trust
- Better reputation for the utility

***This is critical for small communities where relationships matter.***

### 4. Documented Workflows & Liability Protection

- Every incident has a timestamped record: calls, notes, photos, crew actions.
- Provides defensible documentation for disputes, insurance claims, or audits.

**Impact:**

- Reduced legal risk
- Better reporting to leadership
- Improved compliance and transparency

### 5. Crew Efficiency & Safety



- Automated callouts ensure the right crew is dispatched immediately.
- Events tool stops repeated notifications during large outages.

**Impact:**

- Faster restoration
- Less distraction for crews
- Improved safety and coordination

**6. Platform Consolidation**

- Daupler replaces or reduces reliance on:
- Manual call logs
- Spreadsheets
- Multiple communication tools
- After-hours answering services

**Impact:** Lower tool cost + reduced administrative workload.

**7. Scalable Value Without Additional Headcount**

As Green Cove Springs grows:

- More calls and incidents are handled automatically.
- No need to add staff just to manage communication.

**Impact:** Technology scales instead of payroll.

**Financial Framing Example**

For a utility of your size:

- 1 avoided overtime shift/month → \$4–6k/year saved
- Reduced call handling time → 200+ staff hours/year
- Improved dispatch efficiency → Faster restoration & fewer repeat trips

***These alone often offset the platform investment.***

**Strategic Value for Council**

- Stronger customer communication
- More efficient operations
- Documented accountability
- Long-term cost control

***Daupler is infrastructure for modern response management, not just software.***