Electric Utility Presentation
February 23, 2021

Customer Service Update

2021 Roadmap
of New Projects

1. **Utility Bill Printing Changes**
    - *New vendor selected (3 to 6 mo. transition)*
    - *Complete bill redesign*

2. **Changes to Call Management**
    - *utilizing Interactive Voice Response (IVR) system*
      - *AT&T hosted solution (messaging in 3 languages)*
        - *Phase 1 – Customer Service line*
        - *Phase 2 – Outage line*

3. **Improving Call Center Services**

4. **Prepay App** *("Pay-as-you-go")*

5. **Need for new Utility Billing Software**

End…..Questions