

EXECUTIVE BRIEF ELECTRIC UTILITY MEETING

AGENDA DATE: February 22, 2022

TITLE:

Utility Customer Service Overview

SUMMARY:

Overview of Utility Customer Service.

BACKGROUND AND JUSTIFICATION:

Presentation by Staff about the Utility Customer Service function, organization, and software technology implementation underway and planned.

MOTION:

N/A

ATTACHMENT(S):

Fiscal Impact Analysis- N/A
Presentation – Customer Service Organization
Presentation – Electric Utility Software
Significant Items Report