



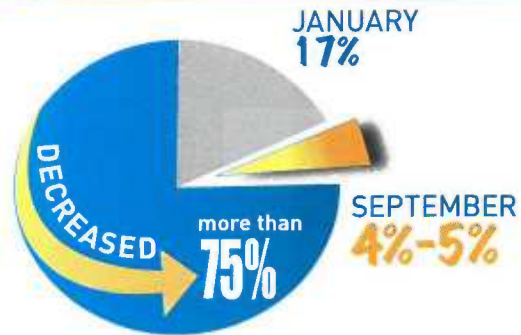
# Customer Service Remediation Strategies

## BILL REMEDIATION

### DELAYED BILLS



### ESTIMATED BILLS



## CALL WAIT TIME REMEDIATION

### CALL WAIT TIMES



### CSR HIRING

- Hired 49 CSRs on temporary assignment through February
- Hired 122 full-time CSRs between July & September
- Hiring 80 full-time CSRs to start in January 2015
- Created a staffing plan for the next 18 months to maintain the appropriate CSR levels

**More CSRs on the phones daily**

### CSR TRAINING

- Modified training curriculum to have CSRs on the phones sooner
- Centralized training organization to increase efficiency, quality and productivity levels
- Introduced regular testing and competency check points into training curriculum
- Provided refresher training for all Call Center CSRs

**More CSRs with necessary skills to help customers in new system**

### CUSTOMER CALL CENTER OPERATIONS

- Consolidated CCC hours to align resources to call volume
- Auto-population of required fields for service starts
- Identified root causes of call volumes; improved self-service capabilities
- Improved internal communications with CSRs
- Reconfigured CCC floor to accommodate more CSRs
- Reworked the organizational structure in CCC
- Incorporating employee suggestions into our processes when applicable

**Increased efficiency in Call Center**

### CUSTOMER SERVICE CENTER OPERATIONS

- Held seven "Bill Resolution Saturdays" in Spring 2014
- Holding four "Customer Service Saturdays" in Fall 2014; more are planned

**Customer issues resolved in-person, reduced calls to Call Center**

## ACCOUNT BALANCE REMEDIATION

### OUR STANDING PRACTICE

Encourage customers who need further explanation of charges or believe bill doesn't reflect accurate usage to

- Pay their current amount due
- Contact us so we can work out the rest together

**This approach works, customers are satisfied, demand now decreasing**

