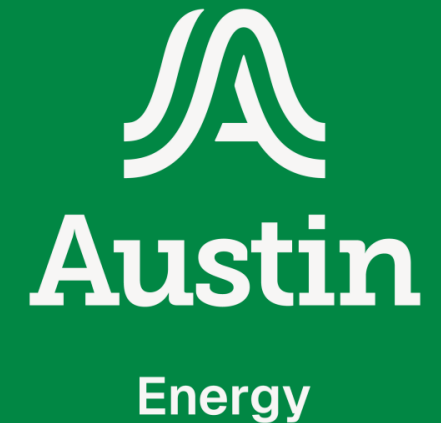


Customer Care Services

Summer Preparedness: Supporting
Customers and Community

Kerry Overton

Deputy General Manager &
Chief Customer Officer



Agenda

Customer Care Update



Customer Care Overview



Bill Support and Flexibility

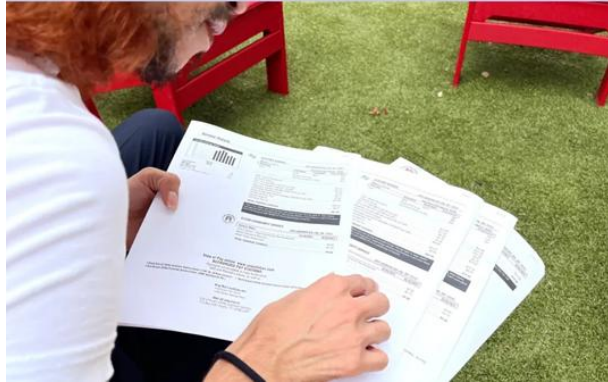


Community Outreach



Customer Assistance Programs

Customer Care Overview



City of Austin Utilities Account Management

- Billing & Payments
- Revenue Management
- Quality Management & Training



Customer Assistance and Outreach

- Utility Contact Center
- Austin 3-1-1
- Customer Assistance Programs
- Medically Vulnerable Registry



Customer Energy Solutions

- Energy Efficiency Programs
- Demand Response Programs
- Electric Vehicles & Charging
- Austin Energy Green Building
- Solar Programs

Bill Support & Flexibility

Flexible support before customers reach crisis

How We Help Customers

Bill concern

Payment
arrangement

Customer
assistance /
referral

Community
resources

Disconnection
moratorium

During dangerous heat,
Austin Energy avoids
disconnections



Community Outreach

Reach customers before a bill, heat event or outage becomes a crisis

- Utility Customer Service Center hosted preparation events
- Emergency preparedness events - community canvassing
- Bill support and conservation education
- Marketing, communications and outreach
- Non-profit partner training



Customer Assistance Programs

Nationally Recognized Wrap Around Services Model



Gold Award
 **Chartwell**



Excellence Award
 **iucx**
INNOVATE UTILITYCX



Ready for Summer

Customer Driven. Community Focused.

Our goal is simple: help customers early, keep them connected when possible, and make sure the community knows where to turn before summer challenges become emergencies



Customer Driven.

Community Focused.

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