

# Customer Collaboration: Multi-Channel Payment Options

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March 2019

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# Agenda

- Overview
- Customer Care Operations: Billing Services Management
- Payments & Customer Experience
- A Multi-Channel Approach





AUSTIN CODE  
DEPARTMENT

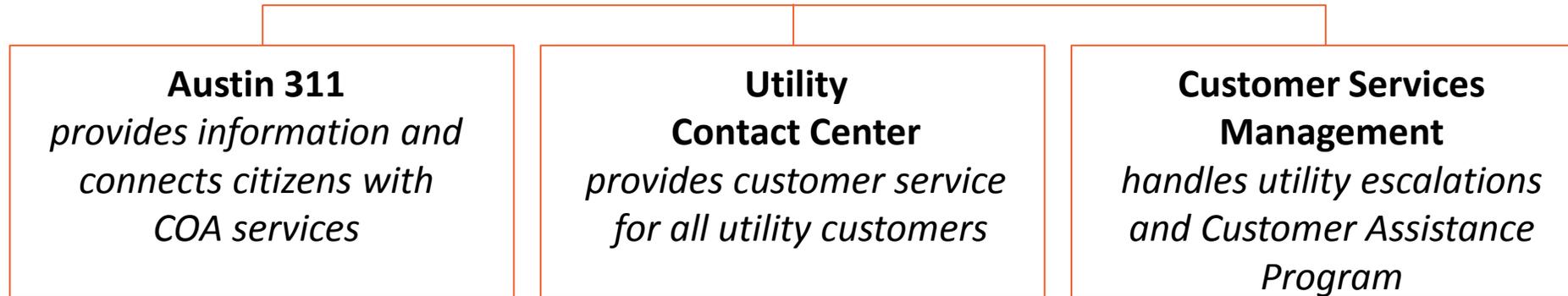


Financial Health  
 Program enrollment Employee Engagement  
 Grid Modernization customer collaboration Business Excellence  
 COA Services Reliability CAP payments  
 Commercial usage billing smart meter phone calls  
**Customer Experience**  
 livable customer service emails  
 electricity Utility affordability water  
 outage management recycling conservation  
 Information Citizens Individualized Services  
 Environment & Energy Efficiency  
 developers

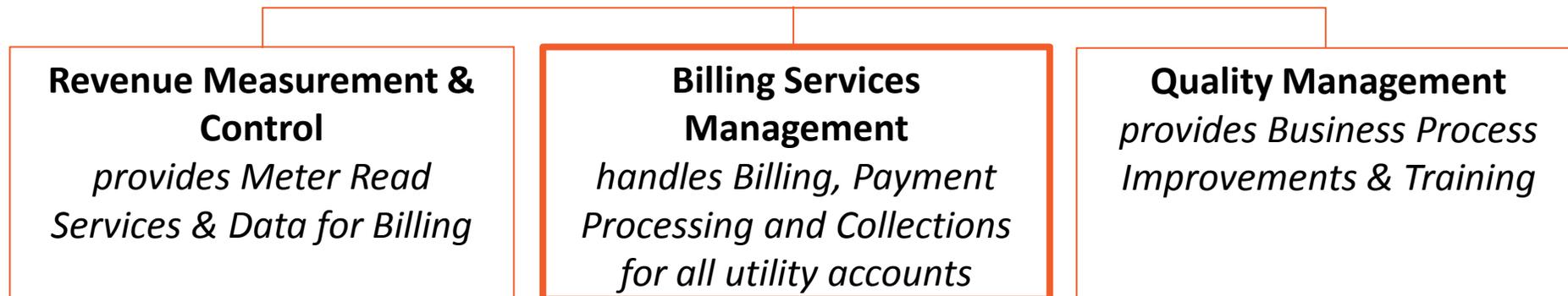


# Customer Care Operations

## Customer Care Services (Front Office)



## Customer Account Management (Back Office)



# Customer Care Operations: Billing Services Management



# Payments & Customer Experience

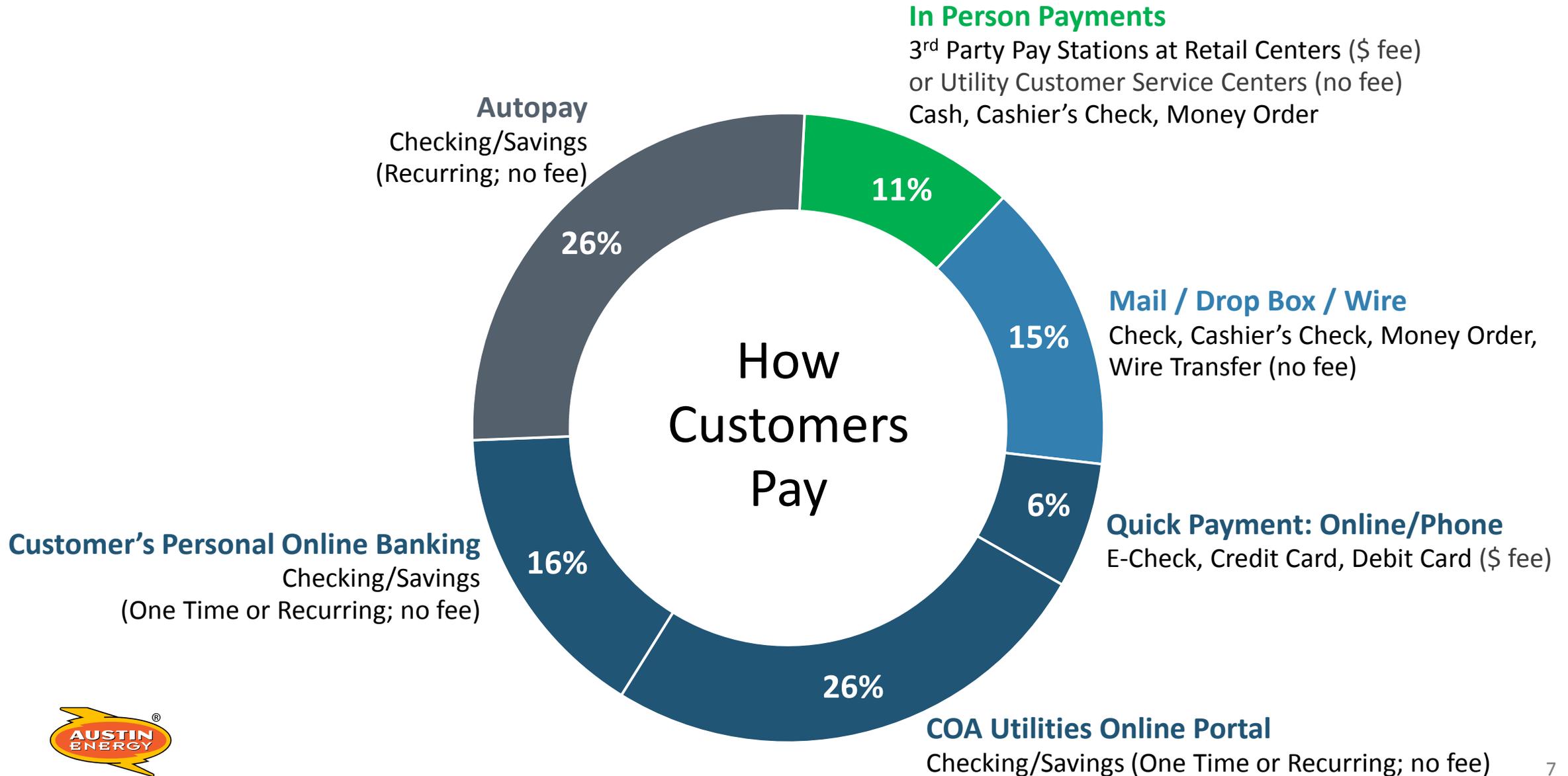
## Key Index Factors for JD Power



- Ease of paying your bill
- Amount of time given to pay your bill
- Variety of methods to pay your bill
- Usefulness of information on your bill



# A Multi-Channel Approach: Authorized Payment Options





**Customer Driven.  
Community Focused.<sup>SM</sup>**

