Item 5

Customer Collaboration: Multi-Channel Payment Options

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





Financial Health Program enrollment Employee Engagement Grid Modernization Customer collaboration Business COA Services Reliability CAP payments Dilling smart meter phone calls Dilling smart meter phone calls Customer Service emails Discrete Utility affordability water Outage management recycling Conservation Information Citizens Individualized Services **CAP** payments **Environment & Energy Efficiency** developers





Customer Care Operations

Customer Care Services (Front Office)

Austin 311	Utility	Customer Services
provides information and	Contact Center	Management
connects citizens with	provides customer service	handles utility escalations
COA services	for all utility customers	and Customer Assistance
		Program

Customer Account Management (Back Office)

Revenue Measurement & Control	Billing Services Management	Quality Management provides Business Process
provides Meter Read	handles Billing, Payment	Improvements & Training
Services & Data for Billing	Processing and Collections	
	for all utility accounts	



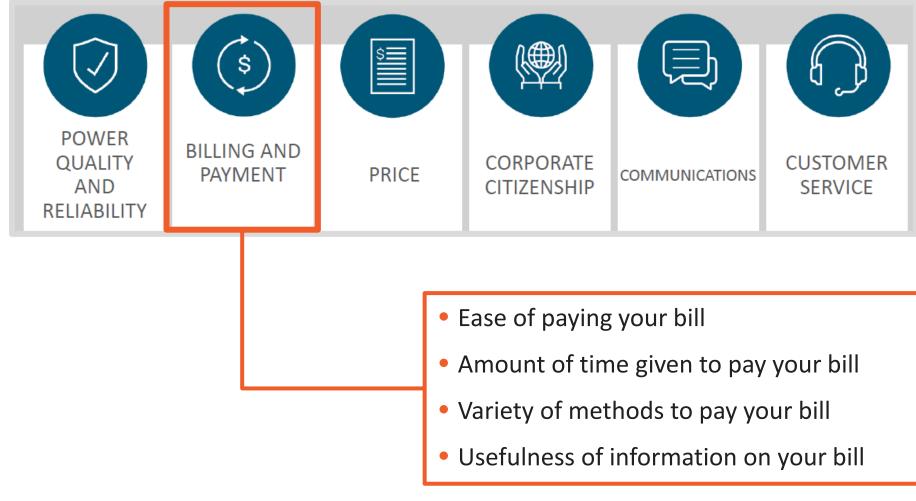
Customer Care Operations: Billing Services Management





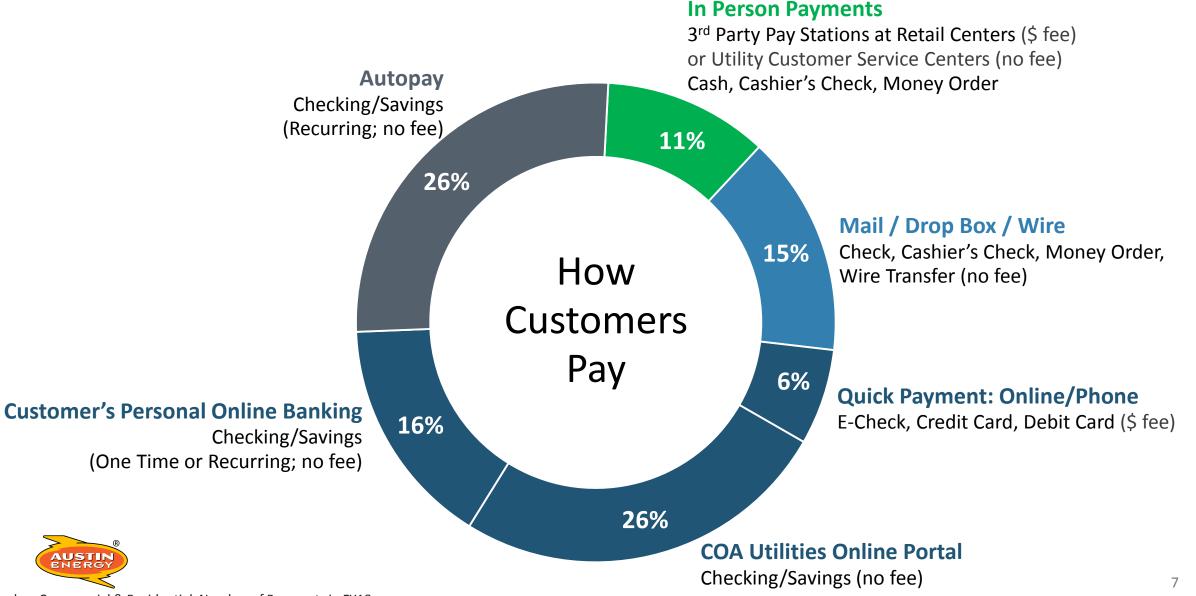
Payments & Customer Experience

Key Index Factors for JD Power



AUSTI

A Multi-Channel Approach: Authorized Payment Options



Based on Commercial & Residential Number of Payments in FY18



Customer Driven. Community Focused.SM



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