

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

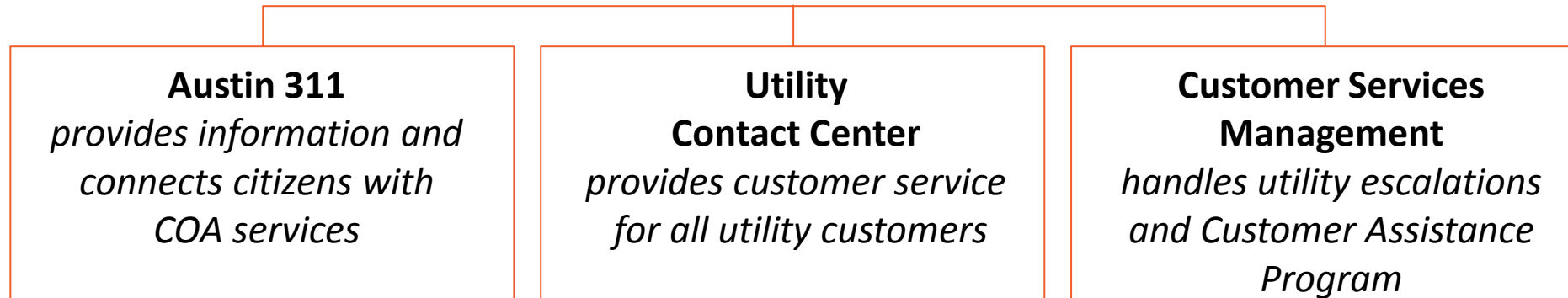


Financial Health
Program enrollment
Employee Engagement
Grid Modernization
COA Services
customer collaboration
Business Excellence
Reliability CAP
payments
Commercial
usage
billing
smart meter
phone calls
Customer Experience
livable
customer service
emails
electricity
Utility
affordability
water
outage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

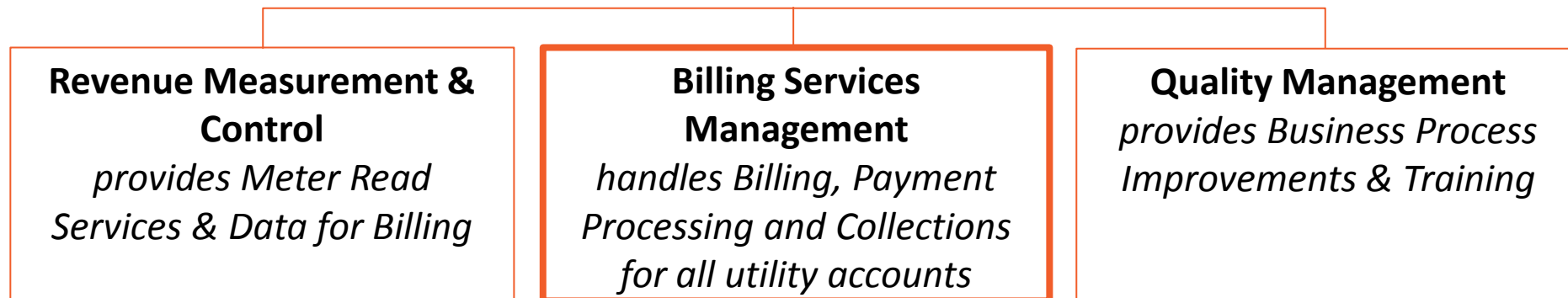


Customer Care Operations

Customer Care Services (Front Office)



Customer Account Management (Back Office)



Customer Care Operations: Billing Services Management



Payments & Customer Experience

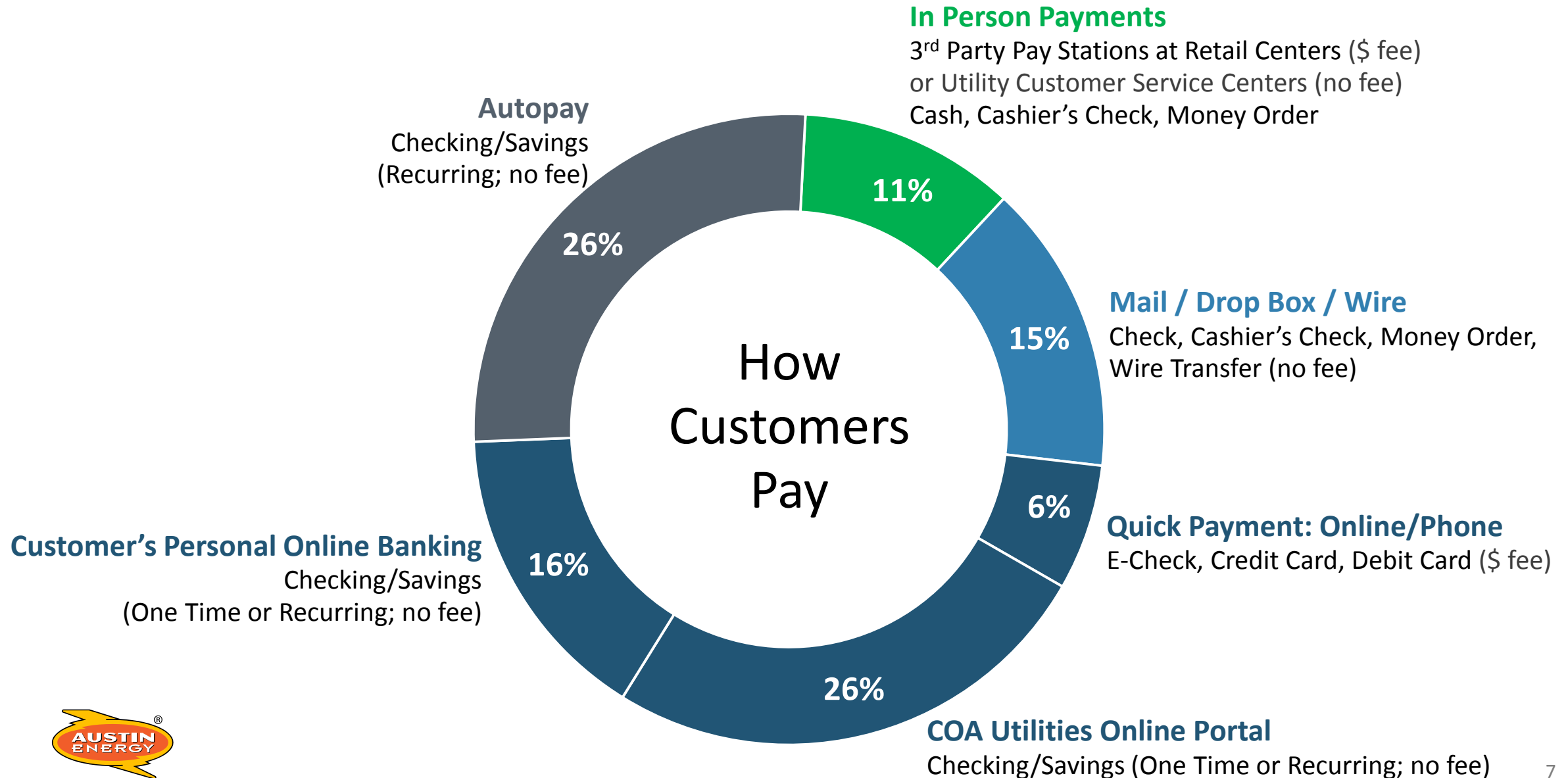
Key Index Factors for JD Power



- 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.SM**

