

# Customer Collaboration: Multi-Channel Payment Options

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# Agenda

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





AUSTIN CODE  
DEPARTMENT

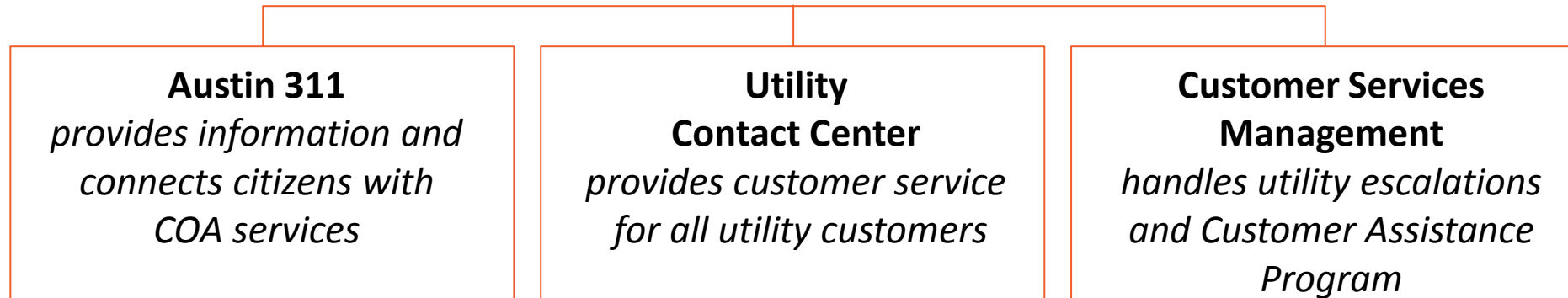


Financial Health  
Program enrollment  
Employee Engagement  
Grid Modernization  
COA Services  
customer collaboration  
Business Excellence  
Reliability CAP  
payments  
Commercial  
usage  
billing  
smart meter  
phone calls  
**Customer Experience**  
livable  
customer service  
emails  
electricity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

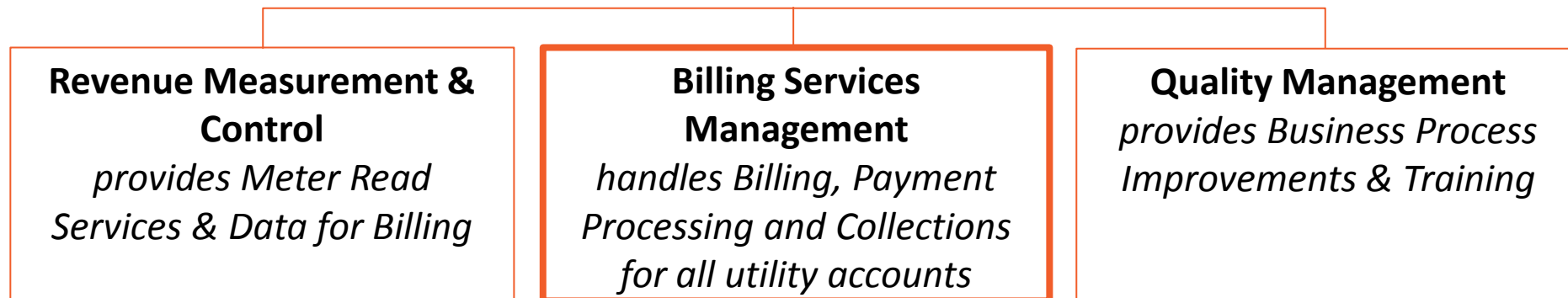


# Customer Care Operations

## Customer Care Services (Front Office)



## Customer Account Management (Back Office)



# Customer Care Operations: Billing Services Management



# Payments & Customer Experience

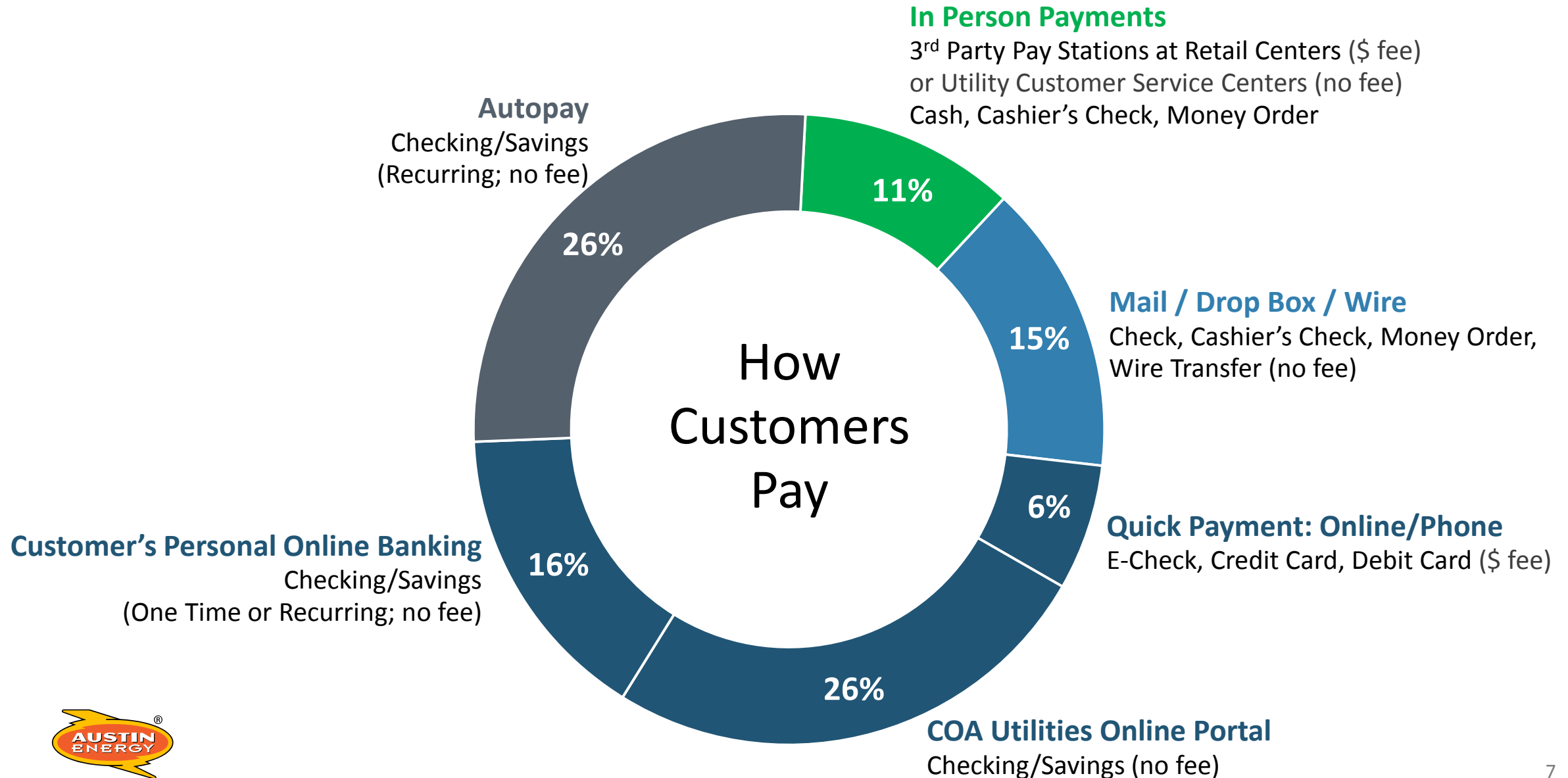
## Key Index Factors for JD Power



- 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.<sup>SM</sup>**

