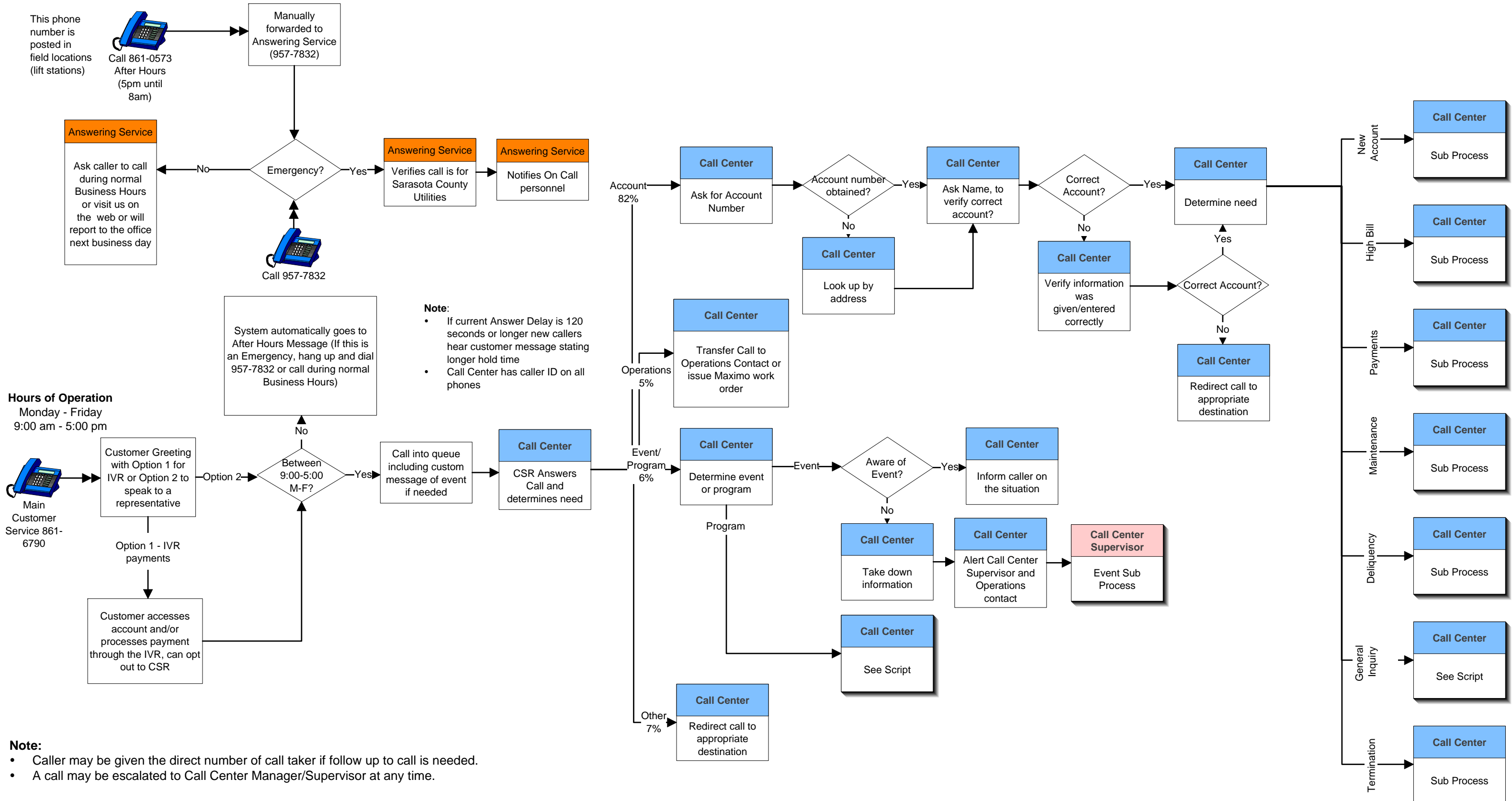


Utilities Call Center Process AS IS

Process Owner: Tony Gipe/Katrina Coomer/Brandy Kell



Note:

- If current Answer Delay is 120 seconds or longer new callers hear customer message stating longer hold time
- Call Center has caller ID on all phones

Hours of Operation
Monday - Friday
9:00 am - 5:00 pm

Note:

- Caller may be given the direct number of call taker if follow up to call is needed.
- A call may be escalated to Call Center Manager/Supervisor at any time.