

# Gas Utilities | Customer Engagement

Exceeds Customer Expectations

*Sharpening Their Experience*

## Customer Engagement

Timely Communication

Vital Information

Essential Services

### Customer Engagement

#### Timely Communication

- Organizes connection agreements
- Provides self service portals
- Enables social media integration
- Shares outages and restoration measures

#### Vital Information

- Displays impact hot spots
- Enhances load profiling
- Provides online performance statistics

#### Essential Services

- Eases new connections
- Assesses developer projects
- Manages stakeholders by location
- Tracks crew locations