GAS UTILITIES: CUSTOMER CARE

Increases Customer Satisfaction

Customer to Network Relationship

- Connects relevant corporate information systems
- Pinpoints customer and equipment locations
- Portrays customer characteristics
- Locates behavior, interactions, and consumption

SYSTEM OF RECORD

Understanding and Analysis

- Reveals customer trends and patterns
- Predicts impacts of utility activities
- Discovers new prosumer opportunities
- Identifies target customers

SYSTEM OF INSIGHT

Timely Communication

- Messages customers in real time
- Updates new connection and outage impacts
- Engages with direct self-service
- Collaborates among external stakeholders

SYSTEM OF ENGAGEMENT

SHARPENING THE CUSTOMER RELATIONSHIP

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