

Customer Satisfaction

You can make a difference

As a retiree, you may not think you can do much to influence a customer's opinion of our Company and its service. Yet, you continue to represent the Company each and every day – make it a point to do so in the best possible light.

Even the most casual discussion of our industry, the Company, or its activities with a neighbor, friend, or a stranger in passing, can create a mindset – good or bad – that may become a customer satisfaction survey response down the road. If you're dealing with a service-related problem, be sure the customer has the necessary information to contact the appropriate operating company. Leave a positive impression of yourself and the Company you represent.

Let's say a neighbor complains about an outage. Rather than staying silent, tell them about the enhancements we've made to our transmission and distribution systems, about our efforts to prevent outages and restore service quickly, and discuss our new Interactive Voice Response (IVR) system that keeps them updated about service restoration. Tell them about our other initiatives. All of our voices count.