What to do when things go wrong

Ram Siva, NorthStar
Ron Bentley, dataVoice
About NorthStar

• Founded 1976
  • Original Harris business unit
• Developed & delivered in NA (100 staff)
• 100% focused on meter to cash for utilities
• Serving over 300 customers
  • 3.5M+ daily active accounts
  • 8M+ bills every month
  • 200+ interfaces completed
CIS
- Customer care & account management
- Service connections & moves
- Payments & collections

mCare
- Real-time dispatch
- Worker/work status & progress
- Configurable forms & validations

Business Intel
- Enterprise data warehousing
- Templates & configure themes
- Trending & forecasting

eDocs
- Relevant account docs & spreadsheets
- Account emails, letters, credit references & IDs
- Premise layouts, schematics, meter images, etc…

Customer Connect
- View usage & pay bills
- Manage accounts & profiles
- Programs & campaigns
- Reminders, alerts & socials

Automation Platform
- Automation of routine tasks
  - i.e. Move in/Move out
  - i.e. Updating accounts overnight
  - i.e. SO generation on disconnection

REST API (Site)
- Connect to any system
- Secure and encrypted
- Webservices
About dataVoice

• Founded in 1989
• 30 years experience designing solutions for utilities
• Current customer base is primarily:
  • Municipals
  • Cooperatives
• Software and support handled primarily through offices in McKinney, TX
• Harris acquired dataVoice in Oct., 2017; helps complete a suite of solutions for:
  • Operations Management
  • Customer Engagement
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*For dataVoice International*
Lights Out – Angry Customers – Calls
Wrong Answer

Real line from an exasperated CSR:

“We won’t charge you for any electricity while your lights are out!”
Opportunity to exchange information

1. What can you tell us about what happened?
2. Here’s what we know …
Collecting Information

Can you confirm your neighbors are out of power?

Yep.

Did you see or hear anything?

Yes! A car ran into one of those green boxes in my front yard. There was a loud bang. Now the car and the box are on fire!
Providing Information

Yes, we are aware of a problem affecting your service location. It is affecting 1,560 others. We do have a crew dispatched, and we expect to have the power back on in 2 hours.
The big three questions

• Do you know my power is out?
• What happened?
• When is it coming back on?
Today’s demonstration

First call, CIS, Ram

Dispatch, OMS, Ron

Field Report, OMS, Ron

Subsequent Reports, CIS, Ram

Subsequent Reports on Web, CIS/OMS Portal, Ram
Big Picture in the Background

More sources of information, more ways to communicate …
Thank you!

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Thank You

Participate in conference discussions on Twitter: #ECAC2019

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